Hennepin County (MN) Department of Community Corrections

Site Visit Report

Description of Training Organization

The mission of the Hennepin County Department of Community Corrections (DOCC) is to concentrate on Community Safety, Community Restoration and Offender Change. The objectives of the DOCC are risk focus, targeted interventions, client accountability, community centered operations, community and victim restoration, organizational responsibility and accountability

The DOCC provides the Courts of Fourth Judicial District of Minnesota with information needed for making informed dispositions in Criminal and Family Court matters involving adults, juveniles and families.

The DOCC serves to protect the community by providing secured institutions to house adult and juvenile offenders who demonstrate behaviors that place the citizens of our community at risk.

DOCC staff supervises adult and juvenile offenders that are placed on probation or parole to monitor their behavior and insure they comply with the conditions of pre-trial release, probation and parole. These conditions often include therapeutic services for clients.

The DOCC engages in a number of joint efforts with the community to restore the victims of crime and successfully reintegrate offenders back into the community. All clients are either in our community or will return to it soon. Therefore, everything we do needs to involve the community as our partner in supervision, as a place of supervision, and as a locale into which our clients must reintegrate.

The DOCC's success in increasing community safety is achieved by working with clients to reduce the safety risk they pose to the community. We accomplish our mission by using community centered, research based techniques that:

•Reduce offender risk by addressing offenders' needs and helping them reintegrate into the community
•Repairing harm offenders caused in the community in general and to crime victims in particular
•Operate in a cost effective responsive manner.

The Hennepin County DOCC is the largest corrections department in the state of Minnesota, with 958 employees & over 900 volunteers, 3 Corrections Facilities (Adult, Juvenile Detention & County Home School), 4 Field Divisions (Adult, Juvenile Probation, & Family Court Services), 20 different sites, and over 30,000 clients. Revenue for the DOCC come from an overall budget (2004) of $85,514,657. (73% from local property taxes, 12.5% Community Corrections Act Subsidies, and 9.4% Other Federal/State/Local grants).

Departments within the Hennepin County DOCC:

Adult Field Services
Mission - Work with the Courts and communities to promote public safety, and provide for victim restoration by holding offenders accountable and providing opportunities for change through assessment and supervision.

The Division is comprised of an investigative section and a supervision section. Investigation includes Pre-trial Bail Screening, Conditional Release, Misdemeanor, Felony Intake and Investigation and Drug Court Probation. Supervision includes the Reporting Center, Restitution, Traditional Felony Supervision, Traditional Domestic Abuse Supervision, Conditional and Intensive Supervised Release and Fugitive Apprehension.

- 2004 Approved Budget - $21,937,168
- 2004 Approved Full-time Staff - 266.9

Adult Corrections Facility
Mission - Operate a safe, secure and efficient facility promoting offender change.

The ACF is the most secure confinement facility serving convicted adult offenders in Hennepin County sentenced to serve up to 1 year. Commitments are primarily received from the Hennepin County District Court. The majority of the population on any given day is serving a conviction for misdemeanor or gross misdemeanor. Maximum capacity at the ACF is 601.

ACF operational units include: Men's section, ACF North (Women's Section), Work Study Release section, and home monitoring unit.

Programming at the ACF is aimed to assist the reintegration of inmates into the community. Vocational work readiness and educational opportunities such as obtaining a GED or English as a second language better prepares for that reintegration. Chemical health services are offered because we all know that there is a significant correlation between substance abuse and crime. The violence prevention program is aimed to work with domestic abuse offenders.

There are three different productive day programs operating.
•Private Sector Program - inmates go into the community to work with companies who provide temporary labor services. The companies commit to hire these individuals upon release.
•Industry Program - Private sector programs contract with the ACF to perform mostly light industry jobs within a factory setting on the ACF grounds.
•Institutional jobs - Inmates work within the institution to assist in its overall operations. This includes work in food services, laundry, grounds upkeep, the golf course and the greenhouse.

- 2004 Approved Budget - $17,039,685
- 2004 Approved Full-time Staff - 178.3

Programming at the ACF

- Vocational/Work Readiness
- Education - GED, Adult Basic Education, English as a second language
- Chemical Health - Create Inc.
- Mental Health
- Prevention Services
- Productive Day - Private Sector Work Program

- Productive Day - ACF Industry Program
- Productive Day - Institutional Jobs
- Community Work Program

Juvenile Detention Center
Mission - Provide a temporary, physically restrictive environment for alleged and adjudicated juvenile offenders waiting Court disposition.

The JDC is an 87 bed, secured detention facility for Hennepin County juvenile male and female offenders, from the ages 10 to 18, awaiting Court disposition. The JDC has 6-12 bed living units for use for those remaining in custody for longer than 3 days and one 15-bed unit for those expected to be released within 3 days. The JDC also purchases 16 non-secure beds from Istanti County and 15 secure beds from Ramsey County.
- 2004 Approved Budget - $9,127,442
- 2004 Approved Full-time Staff - 135.3

Juvenile Probation
Mission - In cooperation with the community, Hennepin County Juvenile Probation will protect public safety by reducing the incidents and impact of delinquency by youth on probation, while being responsive to their welfare and needs.

The Juvenile Probation Division is responsible for conducting pre-sentence, extended jurisdiction juvenile and adult certification investigations for the Juvenile Court. If a child is placed on probation, the Division provides team probation, group interventions and intensive supervision services. Three probation officer teams are assigned to geographic regions: South Minneapolis, North Minneapolis and suburban Hennepin County. The Minneapolis teams are organized by neighborhoods and the Suburban Unit by school districts. There are also three specialty units - County Home School, Extended Jurisdiction and Juvenile Sex Offenders. Restorative justice interventions are available in all regions, i.e., victim offender mediation, group conferences, sentencing circles, peer mediation. Several direct services programs are also provided. These include the gun program, Sentencing to Service, sole sanction service and/or restitution, Rainbow Bridge (chemical dependency unit), and Project Support (mental health).
- 2004 Approved Budget - $12,189,302
- 2004 Approved Full-time Staff - 124.5

Selected 2003 Statistics
- Arraignment Hearings – 4,242
- Pre-trial Hearings – 3,605
- Detention Hearings – 5,021
- Investigations Ordered – 843 (156 were Reference or EJJ)
- Referenced Studies Ordered – 121
- EJJ Studies Ordered - 35
- Individualized Supervision Cases – 3,022
- Total Cases Served During the 2002 Year – 8,753

County Home School
Mission - Protect the public safety, rehabilitate juveniles and integrate him/her into the community.

The CHS is a State licensed residential institution for juvenile boys and girls between the ages of 13 and 18 who have been committed by the Hennepin County Juvenile Court. Beds are contracted to non-county clients in 3 programs (Sex Offenders, Female Offender and BETA Program). The CHS is licensed for 168 open and 16 secure beds. The CHS is organized into 4 major operational units and they are:
- Adolescent Male Treatment Program
- Adolescent Female Treatment Program
- Juvenile Sex Offender Program
- BETA Program
- 2004 Approved Budget - $11,449,060
- 2004 Approved Full-time Staff - 121.5

Programming at the County Home School
- Adolescent Male Treatment Program Capacity - 72
- Adolescent Female Treatment Program Capacity 24
- Juvenile Sex Offender Program Capacity 24
- Transitional Living Center Capacity 16

Family Court Services
Mission - Assist Family Court in resolving contested custody and visitation matters. Services are provided to empower families, enhance parent/child relationships, and minimize the harmful effect of family change on children.

FCS provides mediation and/or evaluation services to families who are involved with proceedings in Family Court resulting from child custody and/or visitation disputes. Although it is often assumed that most of these matters arise as a part of divorce proceedings, in reality half of the referrals are related to other matters such as paternity cases. FCS staff assist families in reaching resolution on child custody and visitation issues utilizing mediation whenever possible. In many cases Family Court judges also order staff to complete in-depth custody and/or visitation evaluations with recommendations to assist the Court in their decisions when mediation fails or is not appropriate.
- 2004 Approved Budget - $2,788,433
- 2004 Approved Full-time Staff - 35.1

Sentencing to Service
Mission - to provide a structured work option within the County's justice system that is responsible to the need for offender accountability and compensates victims in the community for the harm done by juvenile and adult offenders.

The STS program provides a sentencing option to the Court and an offender management option to DOCC. Carefully selected non-violent juvenile and adult offenders are assigned to closely supervised work crews that work on a wide range of community improvement projects throughout the County. Work crew assignments can be: an alternative to paying a fine or financial restitution for those offenders who lack financial resources; an alternative to serving jail time and reducing the amount of time served; sole sanction probation; response for an offender's failure to cooperate with the terms and conditions of their probation. In all instances it is premised on the restorative justice principle of compensating victims in the community for the harm done by those who commit crimes.
- 2002 Approved Budget - $2,473,640

- 2002 Approve Full-time Staff - 38.5

2000 Selected Statistics
Clients completing STS obligation Adults – 5,086, Juveniles – 4,966
- Hours Worked Adults – 136,424, Juveniles – 60,624
- STS Homes Vacant Homes Rehabilitated – 30
- Participants Graduated – 10,112

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 Hennepin County Department of Community Corrections may obtain such records of this training by contacting:

Department of Community Corrections
Hennepin County
C-2353 Government Center
Minneapolis, MN 55487-0533

Description of Training Programs

Administration (Includes RS& T)
All Administration staff and contract personnel are required to earn a specified number of training hours annually; usually 40 or 16 hours per year depending on job classification or position. This requirement is based on federal, state and local laws and rules mandated by various agencies such as the Hennepin County Department of Community Corrections, Minnesota Department of Corrections, American Correctional Association, Occupational Safety and Health Administration and the Life Safety Code.

Adult Corrections Facility
All Adult Corrections Facility staff and contract personnel are required to earn a specified number of training hours annually; usually 40 or 16 hours per year depending on job classification or position. This requirement is based on federal, state and local laws and rules mandated by various agencies such as the Hennepin County Department of Community Corrections, Minnesota Department of Corrections, American Correctional Association, Occupational Safety and Health Administration and the Life Safety Code.

Adult Field Services
All Adult Field Services staff and contract personnel are required to earn a specified number of training hours annually; usually 40 or 16 hours per year depending on job classification or position. This requirement is based on federal, state and local laws and rules mandated by various agencies such as the Hennepin County Department of Community Corrections, Minnesota Department of Corrections, American Correctional Association, Occupational Safety and Health Administration and the Life Safety Code.

County Home School
All County Home School staff and contract personnel are required to earn a specified number of training hours annually; usually 40 or 16 hours per year depending on job classification or position. This requirement is based on federal, state and local laws and rules mandated by various agencies such as the Hennepin County Department of Community Corrections, Minnesota Department of Corrections, American Correctional Association, Occupational Safety and Health Administration and the Life Safety Code.

Family Court Services
All Family Court Services staff and contract personnel are required to earn a specified number of training hours annually; usually 40 or 16 hours per year depending on job classification or position. This requirement is based on federal, state and local laws and rules mandated by various agencies such as the Hennepin County Department of Community Corrections, Minnesota Department of Corrections, American Correctional Association, Occupational Safety and Health Administration and the Life Safety Code.

Juvenile Detention Center
All Juvenile Detention Center staff and contract personnel are required to earn a specified number of training hours annually; usually 40 or 16 hours per year depending on job classification or position. This requirement is based on federal, state and local laws and rules mandated by various agencies such as the Hennepin County Department of Community Corrections, Minnesota Department of Corrections, American Correctional Association, Occupational Safety and Health Administration and the Life Safety Code.
Juvenile Probation
All Juvenile Probation staff and contract personnel are required to earn a specified number of training hours annually; usually 40 or 16 hours per year depending on job classification or position. This requirement is based on federal, state and local laws and rules mandated by various agencies such as the Hennepin County Department of Community Corrections, Minnesota Department of Corrections, American Correctional Association, Occupational Safety and Health Administration and the Life Safety Code.

Sentence To Service
All Sentence to Service staff and contract personnel are required to earn a specified number of training hours annually; usually 40 or 16 hours per year depending on job classification or position. This requirement is based on federal, state and local laws and rules mandated by various agencies such as the Hennepin County Department of Community Corrections, Minnesota Department of Corrections, American Correctional Association, Occupational Safety and Health Administration and the Life Safety Code.

In-Service Mandates
Child care workers, middle management, and non-management professional personnel shall complete 40 hours of in-service training per year. Management personnel and facility administrators shall complete 40 hours of training per year. Personnel who work with residents, who are confined separately from the total population, shall receive specialized training in the problems people encounter who live in confinement. Space and equipment required for training and staff development shall be provided.

All childcare workers, management, and professional personnel shall complete a minimum of 40 hours of in-service training per year. All management personnel and facility administrators who have not completed comparable training or who have not had two or more years administrative experience shall complete at least the orientation training appropriate to the facility's classification and an additional 40 hours of facility management training within the first year in their position. Space and equipment required for the training and staff development program shall be provided.

Location: Varies depending upon duty classification. See individual course descriptions.
Length: Varies depending upon duty classification. See individual course descriptions.
Program Objective: To provide the Academy graduates the necessary tools, guidance and subject knowledge to serve as an employee of the Hennepin County Department of Community Corrections.
Learning Objective: Upon successful completion of the program, the graduate will be able to complete routine and complex duties when assigned to an institution as a new recruit or higher level supervisory officer.
Instructional Methods: Adult learning concepts combined with conventional lecture, power point, role-play, readings and personal experience methods are utilized.
Learning Assessments: Written, and practical demonstration methods are used for assessment purposes.

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.

Lydia M. Long, Ph.D.
Professor
University of Houston
Houston, Texas

Benn Prybutok, M.A.
Director, Department of Criminal Justice
Montgomery County Community College
Blue Bell, Pennsylvania

Paul W. Richards, M.S.
Superintendent (ret.)
New York State Department of Correctional Services
Himrod, New York

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

Peter J. O'Brien, M.S.
Assessment Coordinator
Criminal Justice Training Assessment
Albany, New York

Description of Visit

From Tuesday, October 19th through Thursday, October 21st, 2004, five representatives of the Criminal Justice Training Assessment Project conducted a site visit to the Hennepin County Department of Community Corrections Training Academy in Minneapolis, MN to assess their Basic, In-Service, and Advanced training programs.

On the first day, the team assembled at the Training Academy offices. A brief organizational meeting and introduction took place between the visiting assessment team and the academy staff. The assessment team then began the initial breakdown of the training curriculum and started the assessment process.

Consultant Long reviewed the Family Court Services Training Programs, Juvenile Probation Field Services Training Programs, and Sentence to Service Training Programs blocks of instruction. Consultant Prybutok reviewed the Adult Corrections Facility Training Programs, Adult Field Services Training Programs, and County Home School Training Programs blocks of instruction. Consultant Richards reviewed the Juvenile Detention Center Training Programs, DOCC Mandated Academy Training Programs, Performance Management Certification Program, and Leadership and Management for New Supervisors blocks of instruction.

The above list of courses was developed from program and subject information provided by the Hennepin County Department of Community Corrections Training Academy.

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 following day. 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

Program: Adult Corrections Facility Training Programs	
Communications in the Correctional Setting	1 credit
Safety & Heath in Corrections	2 credits
Technical Skill in Corrections	2 credits
TOTAL	5 credits

Program: Adult Field Services Training Programs	
Introduction to Corrections	2 credits
Computers in Corrections	2 credits
Introduction to Pretrial Practices	2 credits
Introduction to Drug Court Practices	2 credits
Introduction to Felony Investigation	2 credits
Introduction to Neighborhood Probation	2 credits
TOTAL	12 credits

Program: Family Court Services Training Program	
Introduction to Mediation	2 credits

Program: Juvenile Detention Center Training Programs	
Introduction to Juvenile Corrections	3 credits
Introduction to Correctional Management	1 credit
Introduction to Correctional Practices	1.5 credits
TOTAL	5.5 credits

Program: Human Resources Academy

Leadership and Management for New Supervisors	3 credits*
Performance Management Certification Program	3 credits
TOTAL	6 credits

Program: Juvenile Probation Field Services Training Programs

Juvenile Probation Practices	3 credits
Juvenile Probation Case Management	3 credits
TOTAL	6 credits

Program: Department of Community Corrections Mandated Academy Training

Cultural Awareness & Diversity	1.5 credits

* indicates upper level credit

Course Descriptions

Communications in the Correctional Setting (1 credit, lower division)
Program: Adult Corrections Facility Training Programs (Communications Curriculum)
Location: Hennepin County Adult Corrections Facility Training Center
Length: 18 hours
Dates: October 1999 through June 2009
Objectives: List 4 strategies of good customer service. List 4 strategies for handling difficult customers. Identify 2 customer service guidelines to use when on the telephone. Name 2 tips to improve your listening skills. Describe the "secret" to great customer service. Explain the concept of teamwork & why it is critical in the correctional setting. Identify at least five of seven essential elements for effective teamwork. List at least five elements that are detrimental to effective teamwork. As a team member, or as a leader, list at least five attributes you can contribute to enhance a person who may not be a team player. List several of the common factors that contribute to conflict among staff. Describe effective conflict resolution skills and why it's important to resolve the conflict in an effective manner. Describe the definition of a report and some of its purposes and functions. List at least 10 various reports used at the ACF. List at least three qualities that make a well-written report easy to understand. Identify four of the five C's of a well-written report. Critique several actual ACF narratives and offer suggestions for improvement. Differentiate the difference of accident reports vs. first report of injuries. Explain the main purpose of effective Interpersonal Communication Skills (IPC) in the Correctional Setting. Identify & explain the three components of the IPC model and the elements in each component. Explain & demonstrate the Basic Skills of the IPC model. Explain & demonstrate the add-on skills of the IPC model. Explain & demonstrate the Application Process of the IPC model. Define stress in at least two different ways. List at least five physical or psychological reactions to stress. Define the difference between distress and eustress. Explain the "terms": stressor, context, and coping. List six (6) of ten (10) approaches to help cope with stress. Describe at least two ways in which to relax. Identify & explain the Federal, State, DOCC, & facility mandates with regards to orientation training of new employees. List at least 10 characteristics of a good field trainer. List at least 10 characteristics of a poor field trainer. Identify the three primary adult learning styles and how we can incorporate each style into our FTO Program. Objectively complete the FTO Daily checklist and the OJT Training Manual based on observation of the trainee's progress with predetermined procedures and objectives.
Instruction: Students must complete no fewer than three hours of "Customer Service," three hours of "Interpersonal Communication Skills," three hours of "Teamwork," three hours of "Stress Management in Corrections," three hours of "Report Writing," and three hours of "Field Training Essentials." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, one semester credit.

Computers in Corrections (2 credits, lower division)
Program: Adult Field Services Training Programs (Computers in Corrections Curriculum)
Location: Hennepin County – various
Length: 31.5 hours
Dates: October 1999 through June 2009
Objectives: Understand the sensitivity of the data on the BCA and it's uses. Understand the Policies related to BCA records. Learn to enter a Query into the BCA and know if the record is returned. Understand the sensitivity of the data on the intra/internet specifically to protected sites. Understand the policies related to Intra/internet use and sites. Know the basic terms and definitions used when talking about the intra/internet. Access information from the Hennepin INTRANET site. Access information from the INTERNET as the Statewide Supervision System which is used almost daily by many agents and other practical sites. Practice the "Bare Bones" of searching the web. Access the Statewide Supervision System and search for client information. Search for sentencing guideline worksheets and enter a new guideline worksheet. Search for LSI-R assessments that have been previously completed and will be able to enter a new LSI-R via the automated system. Understand the sensitivity of the data in AFS and Data Privacy issues around reports. Understand the ways to access agent reports and how they differ. Learn which reports can be saved and how. Understand the sensitivity of the data. Know who is obligated to contribute to the data. Understand policies from the DOCC related to AFS-SMS. Know the Advanced Functions and screens of the agent's caseload and demographics. Understand the sensitivity of the data on the on the protected site. Understand the policies related to CATS use. Understand the sensitivity of the data on the BCA. Understand the policies related to BCA records and Data privacy. Learn the basic terms and definitions used in BCA Records for MN and other states. Learn basic computer terminology. Understand the steps in creating a referral. Learn the different tasks/screens used to create a referral. Understand the concept of linking. Learn to create a non-Hennepin case and know when this would be done. Understand and be able to access the three ways to get "numbers" for reports on unit caseloads and activity.
Instruction: Students must complete no fewer than three and one-half hours of "BCA Certification," three hours of "Reading BCA Records," one hour of "BCA Recertification," two hours of "Computer Basics," two hours of "Internet Basics," two hours of "Microsoft Word Beginner Basics," two hours of "Statewide Supervision System," three hours of "Making Lotus Notes Work for You," four hours of "Reports: Operations, Word or Management," two hours of "Support Staff Functions – Referrals and Linking," three hours of "Advanced AFS-SMS for Agents," two hours of "AFS Statistical Reports for Supervisors," and two hours of "Civil Automated Tracking System for Agents." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, two semester credits.

Cultural Awareness & Diversity (1.5 credits, lower division)
Program: DOCC Mandated Training (training offered through numerous programs. Applicants must fulfill the minimum training hours as dictated below (see Instruction)).
Location: Hennepin County Juvenile Justice Center, various.
Length: 24.5 hours
Dates: October 1999 through June 2009

Objectives: Define: cultural diversity, ADA, harassment and sexual harassment and discuss their application to the work place. Demonstrate methods of communication that permit diversity. Identify and manage work related hazards, injuries, and harmful physical and infectious agents. Explain Hennepin County's policy pertaining to non-discrimination and the complaint resolution process. Identify and discuss behaviors considered respectful and why they create a more effective work environment. Identify and discuss inappropriate, offensive, and intimidating behavior.
Instruction: Students must complete no fewer than three and one-half hours of "American Disabilities Act: Working With the Customer," two hours of "Environmental Health & Safety OSHA Training," sixteen hours of "Cultural Awareness: Phase I," and three hours of "Respect Versus Harassment." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, one and one-half semester credits.

Introduction to Correctional Management (1 credit, lower division)
Program: Juvenile Detention Center Training Programs (Correctional Supervisor Pre-Service Academy)
Location: Hennepin County Juvenile Detention Center
Length: 80 hours
Dates: October 1999 through June 2009
Objectives: Learn the procedures required of a JDC Corrections Supervisor to include: scheduling staff; review of Duty Log; review staff for compliance with dress code policy; review incident reports/disciplinary issues and process accordingly; check medical appointments; review overtime lists; review court calendar; document shift information in the Duty Log; monitor/inventory keys in the lock box; inspect modules daily; monitor residents on IOS/suicide watch status; insure population counts are done as required; check with medical regarding special needs; change video tape as required; submit monthly reports as required; respond to concerns of residents; conduct individual employee conferences as required; monitor maintenance requests; conduct staff discipline as needed; conduct unit meetings as required; and respond to staff concerns.
Instruction: Students must complete no fewer than eighty hours of "Corrections Supervisor Practicum." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, one semester credit.

Introduction to Correctional Practices (1.5 credits, lower division)
Program: Juvenile Detention Center Training Programs (In-Service Training)
Location: Hennepin County Juvenile Detention Center
Length: 41 hours
Dates: October 1999 through June 2009
Objectives: Recognize and handle an emergency situation. Understand and apply all emergency action procedures as related to specific work sites. Understand and demonstrate basic first aid procedures. Demonstrate how to perform CPR and how to use an Automatic External Defibrillator. Gain an understanding of a specific facility's medication delivery system in compliance with required policy and procedure. Obtain updated information regarding restraint holds and techniques as well as any changes in policy and procedure. Identify the impact of cultural diversity in the work place and how it affects our relationships. Identify and manage work related hazards, injuries, illnesses, hazardous substances, and harmful physical and infectious agents.
Instruction: Students must complete no fewer than two hours of "Emergency Action Procedures," four hours of "CPR Training," four hours of "First Aid Training," eight hours of "Delivery of Medication," eight hours of "Physical Restraint Refreshers," one hour of "Cultural Awareness Phase II," two hours of "O.S.H.A. Update," eight hours of "Initial Defensive Driving," and four hours of "Defensive Driving Refresher." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, one and one-half semester credits.

Introduction to Corrections (2 credits, lower division)
Program: Adult Field Services Training Programs (Field Staff Pre Service Academy)
Location: Hennepin County – various
Length: 43.5 hours
Dates: October 1999 through June 2009
Objectives: Identify the four risk factors leading to criminal behavior and the risk assessments the division uses. Understand the policy and procedures to be able to respond to a probation violation. Identify a client's mental health problems. Identify aspects of criminal thinking that are presented and what possible responses a probation officer would have regarding risk factors, mental health issues and probation violations. Recognize and understand the unpredictability of violence. Assess workers' attitudes toward danger, violence. Increase survival sensitivity in threatening situations. Recognize signs of potential danger. Know behavior management and control steps. Know how to plan field/home visits, their purpose and to take necessary precautions. List the four basic interpersonal communication (IPC) skills. Demonstrate the use of the four basic IPC skills. List the two IPC add-on skills. Demonstrate the use of the add-on skills. Apply IPC skills when attempting to control behavior.
Instruction: Students must complete no fewer than four hours of "Human Resources New Employee Orientation," four hours of "Vision/Mission & Program Overview," two hours of "Duties, Responsibilities and Expectation of PO's," four hours of "Offender Management," two hours of "Data Privacy," sixteen hours of "Officer Safety," two hours of "AFS Agent Basics," three and one-half hours of "SIP for Corrections Staff," three hours of "Internet for Agents," and three hours of "Voice Mail, Lotus Notes and Mainframe Basics." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, two semester credits.

Introduction to Drug Court Practices (2 credits, lower division)
Program: Adult Field Services Training Programs (Drug Court Staff Academy)
Location: Hennepin County - various
Length: 70 hours
Dates: October 1999 through June 2009
Objectives: Analyze a variety of Drug Court issues. Apply knowledge from field training to a variety of Drug Court functions. Evaluate performance-related concerns and address affective issues related to working in Drug Court. Upon completion of this academy and FTO program, participants will understand the mission and philosophy of the drug court supervision model. They will be familiar with Court procedure, file preparation, drug treatment, urinalysis and offender supervision under this model.
Instruction: Students must complete no fewer than one and one-half hours of "Understanding and Serving Mentally Ill Clients," four hours of "Officer Safety Update," sixteen hours of "LSI-R Initial Training," two hours of "Statewide Supervision System," two hours of "Transportation of Offenders," three hours of "Advanced AFS-SMS for Agents," and forty-two hours of "Drug Court Practicum." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, two semester credits.

Introduction to Felony Investigations (2 credits, lower division)
Program: Adult Field Services Training Programs (Felony Investigation Staff Academy)
Location: Hennepin County - various
Length: 77 hours
Dates: October 1999 through June 2009
Objectives: Understand the presentence investigative process from case referral to sentencing. Know and understand the purpose of various sections of a standard presentence investigation report form. Apply knowledge from field training to a variety of situations encountered when conducting felony investigations.
Instruction: Students must complete no fewer than one and one-half hours of "Understanding and Serving Mentally Ill Clients," three and one-half hours of "BCA Certification," three hours of "Reading BCA Records," two hour of "Statewide Supervision System," four hours of "Officer Safety Update," sixteen hours of "LSI-R Initial Training," two hours of "Sex Offender Update," three hours of "Advanced AFS-SMS for Agents," two hours of "Civil Automated Tracking System for Agents," and forty hours of "Felony Investigation Practicum." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, two semester credits.

Introduction to Juvenile Corrections (3 credits, lower division)
Program: Juvenile Detention Center Training Programs (Juvenile Correctional Officer Pre-Service Academy)
Location: Hennepin County Juvenile Detention Center
Length: 120 hours
Dates: October 1999 through June 2009
Objectives: Obtain general information relative to working for Hennepin County. Gain an understanding of: JDC's mission statement and vision statement; JDC's residential housing policy and procedure; correctional medicine as it relates to juvenile offenders (to include depression, suicide, chemical dependency and exposure to pathogens). Obtain a working knowledge of: resident rights and disciplinary procedures; physical restraint techniques; and JDC's safety and emergency procedures. Learn procedure for identifying and handling contraband. Demonstrate knowledge and competency relative to key control, two way radios and the Master Control Unit. Identify a Daily Log, observation card, and three types of written reports; and explain the function of each. Learn to write reports accurately. Identify and create a "Special Program" for JDC residents. Define ethics as it relates to JDC and the role it plays in the decision making process. Learn the daily procedures to operate a living unit. Learn the daily procedures to operate a living unit.
Instruction: Students must complete no fewer than three hours of "Hennepin County New Employee Orientation," one hour of "Facility Mission and Vision," four hours of "Resident Housing, Resident Rights and Resident Discipline procedures," three hours of "Medical Procedures," one hour of "Security Procedures," two hours of "Report Writing," two hours of "How to Prepare Special Programs," two hours of "Significant Legal Issues," sixteen hours of "Behavior Management and Physical Restraint," one-half and hour of "Emergency Action Procedures," and eighty-five and one-half hours of "Juvenile Corrections Practicum." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, three semester credits.

Introduction Mediation (2 credits, lower division)
Program: Family Court Services Training Program (Family Court Services Mediation Academy)
Location: Hennepin County Family Justice Center
Length: 35 hours
Dates: October 1999 through June 2009
Objectives: Students will gain competence in understanding the underlying foundational skills necessary to practice effectively as child centered mediators. Students will be able to demonstrate competence in understanding the dynamics of families and children in the mediation process. Cultural styles of families are examined, and the developmental issues of children of different ages are covered in detail. Students will gain working knowledge of specific mediation techniques to be applied in child custody and parenting time mediations. Students will gain understanding and knowledge of the effects of domestic abuse as relates to child custody and parenting time mediation. And, will learn how to finalize and prepare mediated agreements for submission to the Court.
Instruction: Students must complete no fewer than seven hours of "Foundations of Mediation," seven hours of "Families & Children," seven hours of "Mediation Techniques," seven hours of "Domestic Abuse," and seven hours of "Mediation Closure." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, two semester credits.

Introduction to Neighborhood Probation (2 credits, lower division)
Program: Adult Field Services Training Programs (Neighborhood Probation Staff Academy)
Location: Hennepin County – various
Length: 87 hours
Dates: October 1999 through June 2009
Objectives: Following completion of this academy, participants will be able to conduct a pre-sentence investigation, complete an LSI-R risk assessment and know the various computer operating systems used by the division. Participants will also be knowledgeable in officer safety and know the policies and procedures for transporting offenders.
Instruction: Students must complete no fewer than one and one-half hours of "Understanding and Serving Mentally Ill Clients," three and one-half hours of "BCA Certification," three hours of "Reading BCA Records," two hours of "Statewide Supervision System," eight hours of "Defensive Tactics," four hours of "Officer Safety Update," sixteen hours of "LSI-R Initial Training," two hours of "Sex Offender Update," three hours of "Advanced AFS-SMS for Agents," two hours of "Transportation of Offenders," two hours of "Civil Automated Tracking System for Agents," and forty hours of "Felony Investigation Practicum." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, two semester credits.

Introduction to Pretrial Practices (2 credits, lower division)
Program: Adult Field Services Training Programs (Pretrial Staff Academy)
Location: Hennepin County - various
Length: 59 hours
Dates: October 1999 through June 2009
Objectives: Analyze information gathered for completion of the bail evaluation. Apply knowledge from field training to a variety of bail evaluation scenarios. Evaluate performance-related concerns and address effective issues related to Pre-Trial work. Following the completion of this academy and FTO program, participants will be able to conduct a bail evaluation, perform criminal record histories, prepare reports for Court and will understand the various protocols for victim and agent notification.
Instruction: Students must complete no fewer than one and one-half hours of "Understanding and Serving Mentally Ill Clients," four hours of "Officer Safety Update," three and one-half hours of "BCA Certification," three hours of "Reading BCA Records," two hours of "Statewide Supervision System," three hours of "Advanced

AFS-SMS for Agents," two hours of "Civil Automated Tracking System for Agents," and forty hours of "Pretrial Practicum." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, two semester credits.

Juvenile Probation Practices (3 credits, lower division)
Program: Juvenile Probation Field Services Training Programs (Juvenile Probation Officer Orientation Academy)
Location: Hennepin County Juvenile Justice Center, various.
Length: 120 hours
Dates: October 1999 through June 2009
Objectives: Relate the shifts in probation paradigms to the varying perspectives and challenges of decision-making. Relate relevant federal and state case law, current and pending state statutes, and juvenile court rules to day to day juvenile probation practice. Identify the unique attributes of the juvenile probationer. Define the nature of special populations. Identify key components of an assessment tool. Identify the core components of a code of ethics and for professional development. To know the vision and mission statement of Juvenile Probation and the various programs in Juvenile Probation. Analyze a variety of Juvenile Probation issues. Evaluate performance-related concerns and address affective issues related to working in Juvenile Probation.
Instruction: Students must complete no fewer than forty hours of "Fundamental Skills for Probation," and eighty hours of "Juvenile Probation Practicum." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, three semester credits.

Juvenile Probation Case Management (3 credits, lower division)
Program: Juvenile Probation Field Services Training Programs (Juvenile Probation Officer Orientation Academy)
Location: Hennepin County Juvenile Justice Center, various.
Length: 42 hours
Dates: October 1999 through June 2009
Objectives: Understand the history, theory and research behind Youth Level of Service/Case Management Training. Understand the key concepts and principles incorporated in the YLS/CMI. Students will create an action plan and goal statement by the end of the course. Students able to identify who needs to register as a Predatory Offender. Define length of time for registration and clients who need to submit DNA, and define relevant crimes against person. Discuss what a report is and how it is used in the correctional setting. Identify the benefits and goals of a well-written report. Including, list and explain 7 essential elements of a report, 4 common errors in writing a report, and the 5 characteristics of a report. Review and assess sample reports for effectiveness and adequacy and be able to incorporate report writing skills in completing a report. Students will be familiar with various computer applications as necessary for tracking juvenile offenders throughout the juvenile system. Students will also be familiar with computer applications which allow them to manage their time, training and caseload. Safety issues relative to the probation field will be discussed. The basics of field safety, the effective use of communication, the use of de-escalation techniques will be covered.
Instruction: Students must complete no fewer than fourteen hours of "YLS/CMI Training," one hour of "Personal Registrar," two hours of "JUVIS," one hour of "TCIS," one-half an hour of "CLSS Computer System," two hours of "Title IV Training," one and one-half hours of "Predatory Offender & DNA," one hour of "CAMP Training," three hours of "Report Writing," and sixteen hours of "Safety." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, three semester credits.

Leadership and Management for New Supervisors (3 credits, upper division)
Program: Human Resources Academy (Leadership and Management for New Supervisors)
Location: Hennepin County – location specific
Length: 40 hours
Dates: October 1999 through June 2009
Objectives: Describe their role in human resource management. Analyze and implement a method for obtaining needed resources from upper level management. Discuss and compare priorities with upper level management. Recognize and interact with different types of managers. Identify the different types of team building and the benefits of each. List: the characteristics of an effective team; the four stages of team development; the characteristics of an effective team leader; and the four levels of delegation. Explain the County's: e-mail and Internet policies; four levels of discipline; Complaint Guidelines; and Diversity and Non-discrimination policy. Gain an understanding of: what constitutes effective communication; the Performance Appraisal process; Discriminatory Harassment; and Cultural Diversity and its impact on customer service. Develop and implement strategies to effectively deal with conflict resolution situations. Obtain skills to effectively intervene in discriminatory harassment. Discuss and implement appropriate interviewing techniques. Identify and manage medical issues to include FMLA, worker's compensation, ADA reasonable accommodations, drug and alcohol testing policy, and medical recordkeeping. Create a motivating environment for staff via praise and recognition. Identify how Individual Development Plans are linked to performance evaluations. Develop and implement an Individual Development Plan.
Instruction: Students must complete no fewer than four hours of "Understanding Your Role," four hours of "Putting It Together," four hours of "Communication," four hours of "Other Roles of a Supervisor: Coaching, Delegation, Conflict Management, Discipline," four hours of "Performance Appraisal," four hours of "Discriminatory Harassment – Effective Intervention Techniques," four hours of "Interviewing: How to Make the Right Choice," four hours of "Managing Diversity and Customer Service," four hours of "Managing Medical Issues," and "Getting the Best from Your Employees: Motivation, Praise, and Recognition." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, three semester credits.

Performance Management Certification Program (3 credits, lower division)
Program: Human Resources Academy (Performance Management Certification Program)
Location: Hennepin County – location specific
Length: 72 hours
Dates: October 1999 through June 2009
Objectives: Students will be able to distinguish between technical and people management responsibilities and explain the difference between leadership and management tasks. Students will compare leadership versus management. Students will identify specific ways supervisors can encourage or inspire collaboration in the workplace and be able to apply the basic principles to a work situation. Students will be able to complete a job analysis, conduct an effective interview: and evaluate potential employees. Students will also be able to establish the criteria for evaluation of the candidates. Further they will be able to establish performance expectations, including defining the areas of accountability and achievements expected for each area. Students will be able to list the components of an effective orientation plan, develop an orientation plan and describe what should be included in the supervisor's working file for an employee. This class will discuss performance problems, how to handle emotional employee behavior, develop a performance improvement plan, and deal with possible employee termination. Students will be familiar with the employee review process and be able to develop a performance review. Students will identify ways to encourage high performance, and recognize effective techniques to recognize and reward desired performance.
Instruction: Students must complete no fewer than eight hours of "Introductory Session," eight hours of "Selecting for Success," eight hours of "Orientation/Performance Planning," eight hours of "Inside/Out Coaching," eight hours of "Giving Constructive Feedback and Developing Others," eight hours of

"Taking Corrective Action," eight hours of "Performance Assessment," eight hours of "Giving Recognition, and eighteen hours of "Peer Coaching." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, three semester credits.

Safety & Health in Corrections (2 credits, lower division)
Program: Adult Corrections Facility Training Programs (Safety & Health Curriculum)
Location: Hennepin County Adult Corrections Facility Training Center
Length: 29 hours
Dates: October 1999 through June 2009
Objectives: Learn the purpose of adult CPR course. Identify how to recognize and handle a medical emergency. Demonstrate how to practice basic precautions to reduce the risk of disease transmission. Demonstrate how to check the scene for safety. Demonstrate how to give care to an adult who shows signs of circulation but not breathing. Demonstrate how to give CPR to an adult. Demonstrate how to clear the airway. Demonstrate the purpose, when, & how to use an Automatic External Defibrillator. Understand the purpose of the Standard First Aid Course. Know that injuries and sudden illnesses may be sudden health problems. Know how to recognize and handle an emergency. Demonstrate how to practice basic precautions to reduce the risk of disease transmission. Know how to check the scene for safety. Demonstrate how to give care to an adult who shows signs of circulation but is not breathing. Demonstrate how to perform adult CPR. Demonstrate how to properly use an Automatic External Defibrillator. Understand the role of the correctional officer in the medication delivery system. Be aware of general principles of medication delivery and prescription and non-prescription medications. Understand and demonstrate verification medications, as it relates to the secure corrections environment. Understand and demonstrate implementation of policies and procedures for medication delivery in the workplace. Understand and demonstrate the documentation specific to the ACF delivery system. Outline at least five myths and accompanying facts about jail suicides. Understand the legal responsibilities of staff pertaining to suicides. List at least four predisposing factors in jail suicides. Identify some of the "primetimes" for suicidal activities in jails and lockups. Name at least 10 signs and symptoms of potentially suicidal behavior in residents. Explain the difference between strict modified suicidal precautions. Explain ACF emergency procedure for lacerations, hangings, tier jumping, & medication overdose. Identify the two key factors in jail suicide prevention. Demonstrate how to activate and reset a manual pull station. Describe a "supervisory" alarm. Identify three types of automatic sensors and there locations throughout the facility. Demonstrate the proper Control Center response for fire, trouble, & supervisory alarms. Explain the function of the signal bypass, manual evacuation, & signal interrupt keys. Describe the reset procedures for fire alarms. Explain the "fire" triangle. Identify four types of fires that could occur at the ACF. Identify four types of fire extinguishers used at the ACF. List at least 10 fire prevention measures used at the ACF. Demonstrate how to put out a fire by utilizing a fire extinguisher with the P.A.S.S. method of deployment. Demonstrate how to activate and reset a manual pull station. Identify three types of automatic sensors used at ACF North. Know the difference between WS smoke detectors vs. WR detectors. Describe the automatic sprinkler system & the location of shut off valves. Demonstrate the proper CCP & Control Desk response for fire & trouble alarms. Identify the various function of switches on the CCP annunciate panel. Explain evacuation procedures both at Work Release & the Women Section. Describe reset procedures for ACF North fire alarms. Explain the "fire triangle". Identify four types of fires that could occur at the ACF. Identify four types of fire extinguishers used at the ACF. List at least 10 fire prevention measures used at the ACF. Demonstrate how to put out a fire by utilizing a fire extinguisher with the P.A.S.S. method of deployment. Explain OSHA regulation in regards to communicable diseases. Identify communicable diseases that have been recognized at the ACF. Explain the modes of transmissions and chain of infection for communicable diseases. Explain the ACF exposure control plan & various preventive measures used at the ACF. Explain the work practices and personal protective equipment available to ACF staff. Describe the signs & symptoms of Hepatitis, AIDS, & Tuberculosis. Explain the ACF Tuberculosis exposure plan.
Instruction: Students must complete no fewer than three hours of "CPR & AED," six hours of "First Aid, CPR, & AED," two hours of "Right to Know Annual Refresher," six hours of "Delivery of Medication," three hours of "Suicide Prevention & Detection," three hours of "Fire Prevention & Safety (Male Facility)," three hours of "Fire Prevention & Safety (ACF North)," and three hours of "Communicable Disease Training." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, two semester credits.

Technical Skills in Corrections (2 credits, lower division)
Program: Adult Corrections Facility Training Programs (Technical Skills for Corrections Curriculum)
Location: Hennepin County Adult Corrections Facility Training Center
Length: 27 hours
Dates: October 1999 through June 2009
Objectives: Define and explain the six steps set forth in the ACF Use of Force Continuum. Explain the four situations in which OC use is justified. Explain three instances when OC use is unjustified. Define Oleoresin Capsicum (OC). Describe the effects of OC Spray & Foam. Explain the First-Aid (decontamination) process for OC exposures. Explain proper documentation/reports needed when OC is deployed. Define the term contraband. Identify five reasons why the control of contraband is important. List six types of searches conducted at the ACF. Describe the civil liabilities of illegal searches and the guidelines to help avoid such litigation. Explain the proper notification, procedure, & documentation of each type of search. Explain & demonstrate effective searches during the intake process. Demonstrate a systematic and effective search of a common area. Demonstrate a systematic and effective search of a cell. Identify & explain ACF disciplinary procedures. Explain differences between major & minor violations. Apply proper disciplinary sanctions in individual situations. Perform stipulated plea hearings. List at least five of nine instances when an investigation may be warranted. Determine when a situation legally requires an investigation and when it does not. Develop a goal and strategy of how to proceed with an investigation. Assign appropriate discipline based on investigation results. Explain the circumstances when responsibility for an internal investigation may be relinquished to an outside agency. Demonstrate the proper stances, blocks, strikes, and kicks (only as a last resort). Demonstrate come-along maneuvers, arm/leg bars, wristlocks, escapes, and releases. Define and explain the differences between a riot, disturbance and an incident. Describe the historical perspective of prison riots in America and their causes and effects. Identify predictors that may indicate a possible riot or disturbance is imminent. List at least five common causes of disturbances & riots. List at least five ways that staff can prevent disturbances and riots from occurring. Explain ACF staff responsibilities before, during and after a disturbance or riot. Define Gangs & Security Threat Groups. Define Minnesota gang related laws and legislation. List & explain at least four reasons why people are motivated to join gangs. Describe six levels of the gang structure. List & describe the eight most active gangs in Minneapolis. Identify the various types of graffiti that can be found in Minneapolis today. Describe the influence that security threat groups have on the ACF and how staff can respond to gang activity. Describe at least three sources of law that give inmates rights. Explain the difference between "negligence" and "deliberate indifference". Explain how to protect oneself and the institution from being sued by a resident. Describe the Minnesota Data Privacy Act and what resident information pertains to public, private, & confidential. Explain DOC rules 2911 and how it pertains to the ACF. Identify 10 resident rights that ACF must protect.
Instruction: Students must complete no fewer than three hours of "Capstun Deployment & Use of Force," three hours of "Self Defense," three hours of "Contraband Control," three hours of "Disorder & Riot Prevention," three hours of "Disciplinary Procedures," three hours of "Gang Awareness," three hours of "Internal Investigation," three hours of "Liability issues," and three hours of "Security Equipment Skills." Instructional methods for this course include lecture, student handouts, PowerPoint presentations, and class discussions. Evaluation methods include written examinations.
Credit Recommendation: In the lower division associate/baccalaureate degree category, two semester credits.