

FLORIDA DEPARTMENT OF JUVENILE JUSTICE

SUBJECT: Employee Training Procedures

SECTION: FDJJ – 1520P



FLORIDA DEPARTMENT OF JUVENILE JUSTICE PROCEDURE

Title: Employee Training Procedures

Related Policy: FDJJ – 1520

I. DEFINITIONS

Administrator – One whose primary responsibility is to oversee the daily operations of a bureau, office, facility, program, or judicial circuit and includes the job titles of bureau chief, director, regional director, assistant regional director, superintendent, assistant superintendent, chief probation officer, and assistant chief probation officer.

Detention Risk Assessment Instrument (DRAI) Mandatory Practitioners – DJJ and provider staff with case management responsibilities that include conducting detention screening or presenting the results of the DRAI to the court.

Direct Care Staff (as defined in Section 985.645(1)(a), F.S.) – Department and contract provider employees who have direct contact with youth for the purpose of providing care, supervision, custody, or control in a detention facility, delinquency program, or commitment program within any restrictiveness level, which is operated by the Department or by a provider under contract with the Department.

Employees – Any person directly employed by the Department full or part-time senior management, select exempt, career service, or other personal service (OPS) person working for the Department or a provider under contract with the Department.

In-service Training – On-going training, occurring each calendar year after completion of initial training that must be documented and relevant to the employee’s job responsibilities.

Learning Management System (LMS) – System used for the delivery of online learning courses and the tracking and management of computer-based and instructor-led training.

Non-Certified Screeners – All personal service (OPS) or contracted person hired for the primary purpose of detention screening. These employees do not take part in the juvenile probation officer certification process.

Proctor – A person who has completed the online proctor training or is contracted by the training entity for purposes of proctoring. They are also responsible for overseeing the exam and ensuring the security and integrity of the exam process.

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Supervisor/Manager – An employee whose position description includes the supervision of one or more employees.

Training Coordinator – A person who is responsible for the training component as defined by their respective facilities or unit(s).

Training Entity – The branch of the Department responsible for the creation, implementation, and maintenance of training and evaluation materials.

II. STANDARDS/PROCEDURES

A. FDJJ New Employee Training Requirements:

1. All Department employees hired on or after the effective date of this policy shall complete the following requirements within 30 days of the date of hire:
 - a. New Employee Orientation (minimum of 1 hour) lessons shall include, but are not limited to:
 - i. Department of Juvenile Justice overview.
 - ii. Attendance and Leave.
 - iii. Compensation and Benefits.
 - iv. Performance Management.
 - b. Prison Rape Elimination Act (PREA) (minimum of 1 hour) lessons shall include, but are not limited to:
 - i. Requirements of PREA.
 - ii. PREA audit schedule.
 - iii. Department requirements.
 - iv. Admission screening procedures for youth.
 - v. Supervision and monitoring.
 - vi. Medical and mental health care provisions.
 - vii. Reporting requirements.
 - viii. Disabilities or language barriers.
 - ix. Sexual misconduct.
 - x. Sexual abuse.
 - xi. Investigations.
 - xii. Hiring and promotion decisions.
 - c. Ethics (minimum of 1 hour) lessons shall include, but are not limited to:
 - i. Definition of “ethics” and “professionalism” according to FDJJ.

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- ii. Behaviors that are violations of Florida laws, Florida rules, or Department policies and procedures.
 - iii. Consequences for violating Florida laws, Florida rules, or Department policies and procedures.
 - iv. Inappropriate behaviors; Importance of reporting conduct violations.
 - v. Reporting requirements to the Department’s Central Communications Center.
2. All Department employees hired on or after the effective date of this policy shall complete the following training within 30 days of the date of hire:
- a. Customer Service (minimum of 1 hour) lessons shall include, but are not limited to:
 - i. Florida Customer Service Standards Act (Section 23.30, F.S.).
 - ii. Basic customer service characteristics.
 - iii. Service delivery model.
 - iv. Types of customer contact.
 - v. Key service behaviors.
 - vi. Appropriate responses to customer complaints.
 - b. Information Security (minimum of 1 hour) lessons shall include, but are not limited to:
 - i. Practices to keep information secure.
 - ii. Practices to keep computers safe from viruses.
 - iii. Proper use of mobile devices.
 - iv. Reporting incidents.
 - c. Purchasing Card (minimum of 1 hour) (required only for those employees who are issued a P-card) lessons shall include, but are not limited to:
 - i. Appropriate use for travel and commodities.
 - ii. Submitting and processing purchases.
 - d. Open Government - Records Management and Public Records (minimum of 1 hour) lessons shall include, but are not limited to:
 - i. Definition of a record.
 - ii. Importance of adhering to the retention schedule.
 - iii. Types of records.
 - iv. Responding to record requests
 - v. Elements of a good record filing system.
 - vi. Proper storage conditions for public records.
 - vii. Proper record labeling.
 - viii. Elements of a good record tracking system.
 - ix. Proper methods to destroy records.
 - x. Use of forms and documentation related to record retention, storage, tracking, and destruction.

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- e. Open Government - Sunshine Law (minimum of 1 hour) lessons shall include, but are not limited to:
 - i. What the Sunshine Law covers.
 - ii. Portions of the Florida Constitution (Article I, Section 24) and F.S. Chapters 119 and 286 that apply to staff.

- f. Civil Rights (minimum of 3 hours) lessons shall include, but are not limited to:
 - i. Sexual Harassment (minimum 1 hour) lessons shall include, but are not limited to:
 - 1. Quid Pro Quo.
 - 2. Hostile work environment.
 - 3. Reporting incidents.
 - ii. Equal Employment Opportunity (minimum 1 hour) lessons shall include, but are not limited to:
 - 1. Americans with Disabilities Act (ADA) and Rehabilitation Act of 1973.
 - 2. Protected classes and types of discrimination.
 - 3. Reasonable accommodations.
 - 4. Reporting violations.
 - iii. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) (minimum 1 hour) lessons shall include, but are not limited to:
 - 1. Protected Health Information (PHI).
 - 2. Information protection practices.
 - 3. Reporting violations.

- g. Safety Training (minimum of 2 hours) lessons shall include, but are not limited to:
 - i. Safety Policy FDJJ 1305.
 - ii. Employee safety responsibility.
 - iii. Safety prevention.
 - iv. Back safety.
 - v. Slips, trips, and falls.
 - vi. Office safety.
 - vii. Computer workstations.
 - viii. Vehicle operations.
 - ix. Hazard communication.
 - x. Universal precautions (bloodborne pathogens).
 - xi. Driving safety.
 - xii. Violence in the workplace.
 - xiii. Emergency procedures. (Shall include, but are not limited to: fire, natural disaster, biohazard, medical, mental health, escape, riot, disturbances, and the facility Continuity of Operations Plan (COOP).)
 - xiv. Workers' Compensation.

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3. All non-certified detention screeners must successfully complete the following training within 60 days of hire:
 - a. Thirty-two-hour PAR certification training (F.A.C. Rule 63H-1).
 - b. CPR and First Aid certification training. [Accredited by the Occupational Safety and Health Administration “OSHA”]
 - c. Automated External Defibrillator (AED) certification training (if applicable). (Accredited by OSHA)
 - d. Mental Health (minimum of 4 hours) lessons shall include, but are not limited to:
 - i. Continuum of Care.
 - ii. Signs and symptoms of mental health and substance abuse.
 - iii. Categories of substance abuse.
 - iv. Indicators of physical and sexual abuse.
 - v. Sexual offending behaviors.
 - vi. Observable indicators of suicide risk.
 - vii. Critical events that contribute to suicide.
 - viii. Suicide risk indicators in paperwork.
 - ix. General interventions for youth with mental health or substance abuse problems.
 - x. Interventions for physically or sexually abused youth.
 - xi. Interventions for youth who are sex offenders.
 - xii. Sight and sound supervision.
 - xiii. Interventions for youth who are at risk of suicide.
 - xiv. Significant events and behaviors.
 - xv. Sharing information (Performance Plan, Mental Health and Substance Abuse Treatment Plan, Supervision Plan, Mental Health and Substance Abuse Treatment Transition Plan).
 - xvi. Expectations and responsibilities.
 - e. Substance Abuse (minimum of 2 hours) lessons shall include, but are not limited to:
 - i. Correlation between substance abuse and delinquent behavior.
 - ii. Stages of substance abuse behavior.
 - iii. Common drug paraphernalia.
 - iv. General behaviors of substance intoxicated youth.
 - v. Symptoms of withdrawal.
 - vi. Appropriate interventions.
 - f. Suicide Prevention (minimum of 6 hours) lessons shall include, but are not limited to:
 - i. Statistics related to youth/teen suicides.
 - ii. Facts and myths of suicide.

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- iii. Importance of suicide prevention.
 - iv. Risks of suicide for youth in custody.
 - v. Need for awareness and monitoring of youth who are determined to be a suicide risk.
 - vi. Contributing conditions and how they affect the risk of suicide.
- g. Trauma Informed Care (minimum of 3 hours) lessons shall include, but are not limited to:
- i. Recognizing trauma in youth, trauma triggers.
 - ii. Physical warning signs indicating a youth may lose control.
 - iii. Behaviors for officers to demonstrate trauma informed practice.
 - iv. Issues and behaviors associated with trauma histories.
- h. Juvenile Justice Information System (JJIS) (minimum of 16 hours) lessons shall include, but are not limited to:
- i. Log-in to JJIS system and review of applications.
 - ii. Comprehensive review of Intake Web.
 - iii. Review of JJIS Web.
 - iv. Wizard Processing.
 - v. Forms review.
 - vi. Critical and Special Alerts.
 - vii. Maintenance modules.
 - viii. Navigation of Human Trafficking Screening Tool (HTST).
- i. Florida Department of Juvenile Justice Basics of Motivational Interviewing and Stages of Change Training (MI) (minimum of 14 hours) course provided by the Department.
- j. Detention Risk Assessment Instrument (DRAI) certification training (minimum 8 hours) lessons shall include, but are not limited to:
- i. The types and uses of detention.
 - ii. Criteria that must apply in order for a youth to qualify for detention.
 - iii. Domestic violence charges.
 - iv. Aggravating and mitigating circumstances.
 - v. Timeframes.
 - vi. Underlying, pending, and most serious charges.
 - vii. How to score a DRAI.
- k. Community Positive Achievement Change Tool (C-PACT) (minimum 16 hours) lessons shall include, but are not limited to:
- i. Static and dynamic risk factors.
 - ii. Factors that predict future crime.
 - iii. Protective factors.

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- iv. C-PACT domains.
- v. C-PACT interview.

l. Human Trafficking Tool Screening (HTST) (minimum of 1 hour) lessons shall include, but are not limited to:

- i. Purpose of the tool.
- ii. When the tool should be administered.
- iii. HTST instructions for administration.
- iv. HTST protocol.
- v. HTST administration guide.

m. Human Trafficking (minimum of 2 hours) lessons shall include, but are not limited to:

- i. Define human trafficking.
- ii. Three types of human trafficking.
- iii. Methods traffickers use to control victims.
- iv. Prevalence of trafficking in the U.S. and Florida.
- v. How one becomes a victim of human trafficking.
- vi. How victims view themselves and why it is often hard for them to leave their traffickers.
- vii. Difference between prostitution and sex trafficking.
- viii. Indicators of human trafficking.
- ix. Indicators that can be gathered from arrest data.
- x. What to do if you suspect a youth is a victim.
- xi. Placing and interpreting alerts on JJIS.

4. Contract Provider New Employee Training

All provider employees will complete all new hire training requirements listed below:

a. New Employee Orientation (minimum of 1 hour) lessons shall include, but are not limited to:

- i. Department of Juvenile Justice overview.

b. Prison Rape Elimination Act (PREA) (minimum of 1 hour) lessons shall include, but are not limited to:

- i. Requirements of PREA.
- ii. PREA audit schedule.
- iii. Department requirements.
- iv. Admission screening procedures for youth.
- v. Supervision and monitoring.
- vi. Medical and mental health care provisions.
- vii. Reporting requirements.
- viii. Disabilities or language barriers.
- ix. Sexual misconduct.
- x. Sexual abuse.

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- xi. Investigations.
 - xii. Hiring and promotion decisions.
- c. Ethics (minimum 1 hour) lessons to include but are not limited to:
- i. Definition of “ethics” and “professionalism.”
 - ii. Behaviors that are violations of Florida laws, Florida rules, or Department policies and procedures.
 - iii. Consequences for violating Florida laws, Florida rules, or Department policies and procedures.
 - iv. Inappropriate behaviors, Importance of reporting conduct violations.
 - v. Reporting requirements to the Department’s Central Communications Center.
- d. Customer Service (minimum of 1 hour) lessons shall include, but are not limited to:
- i. Basic customer service characteristics.
 - ii. Hearing versus listening.
 - iii. Techniques for handling difficult customer situations.
- e. Open Government – Records Management and Public Records (minimum of 1 hour) lessons shall include, but are not limited to:
- i. Definition of a record.
 - ii. Importance of adhering to the retention schedule.
 - iii. Types of records.
 - iv. Responding to record requests.
 - v. Elements of a good record filing system.
 - vi. Proper storage conditions for public records.
 - vii. Proper record labeling.
 - viii. Elements of a good record tracking system.
 - ix. Proper methods to destroy records.
 - x. Use of forms and documentation related to record retention, storage, tracking, and destruction.
- f. Open Government – Sunshine Law (minimum 1 hour) lessons shall include, but are not limited to:
- i. What the Sunshine Law covers.
 - ii. Portions of the Florida Constitution (Art. I, Section 24) and F.S. Chapters 119 and 286 that apply to staff.
- g. Civil Rights (minimum 3 hours) lessons shall include, but are not be limited to:
- i. Sexual Harassment (minimum 1 hour) lessons shall include, but are not limited to:
 - 1. Quid Pro Quo.

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2. Hostile work environment.
 3. Reporting incidents.
 - ii. Equal Employment Opportunity (minimum 1 hour) lessons shall include, but are not limited to:
 1. Americans with Disabilities (ADA) and Rehabilitation Act of 1973.
 2. Protected classes and types of discrimination.
 3. Reasonable accommodations.
 4. Reporting violations.
 - h. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) (minimum 1 hour) lessons shall include, but are not limited to:
 - i. Protected Health Information (PHI).
 - ii. Information protection practices.
 - iii. Reporting violations.
 - i. Safety Training (minimum of 2 hours) lessons shall include, but are not be limited to:
 - i. Safety Policy FDJJ 1305.
 - ii. Employee safety responsibility.
 - iii. Safety prevention.
 - iv. Back safety.
 - v. Slips, trips, and falls.
 - vi. Office safety.
 - vii. Computer workstations.
 - viii. Vehicle operations.
 - ix. Hazard communication.
 - x. Universal precautions (bloodborne pathogens).
 - xi. Driving safety.
 - xii. Violence in the workplace.
 - xiii. Emergency procedures. (Shall include, but are not limited to: fire, natural disaster, biohazard, medical, mental health, escape, riot, disturbances, and the facility Continuity of Operations Plan (COOP).)
 - xiv. Workers' Compensation.
5. Any newly appointed contract manager/program monitor shall complete the required training within 90 days of the date of hire, promotion, or assignment. Required training includes:
- a. Advancing Accountability class conducted by the Department of Financial Services as required by Section 287.057(14), Florida Statutes.

Department-specific training to be qualified as a contract manager/program monitor.

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- b. The contract management and monitoring training (minimum 2 hours) lessons shall include, but are not limited to:
 - i. Roles and responsibilities.
 - ii. Laws and regulations governing contract management.
 - iii. The major stages in the contract process.
 - iv. The content, organization, and importance of the contract manager’s file.
 - v. Invoice payment process.
 - vi. Monitoring.
 - vii. Administrative monitoring methods.

6. Supervisors may grant up to a 30-day extension to the above requirements set forth in Section II.A. 1-5 above. Beyond that timeframe, approval must be obtained from an administrator.

7. Failure to meet the timeframe requirements outlined above, absent an approved extension, may result in disciplinary action up to and including dismissal.

8. Completion of all training requirements shall be documented on the Department’s LMS.

B. Direct Care Training Requirements:

All state or contracted direct care staff, not including probation, hired on or after the effective date of this policy shall complete the following minimum requirements within 180 calendar days of hire.

All state direct care employees (except JPOs) shall complete the JJDO/JJRO Academy and certification testing requirements as outlined in F.A.C. Rule 63H-2.007.

- 1. The following training topics and lessons must be completed.
 - a. Juvenile Justice Information System (JJIS) (minimum 4 hours) lessons shall include, but are not limited to:
 - i. Log-in to JJIS system and review of applications.
 - ii. Comprehensive review of Intake Web.
 - iii. Review of JJIS Web.
 - iv. Wizard Processing.
 - v. Forms review.
 - vi. Critical and Special Alerts.
 - vii. Maintenance modules.
 - b. Operations (minimum of 11.5 hours) lessons shall include, but are not limited to:
 - i. The unit log.
 - ii. Documentation of supervision (including 10 minute checks).

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- iii. Transportation.
 - iv. Admissions and releases.
 - v. Emergency procedures. (Shall include, but not limited to: fire, natural disaster, biohazard, medical, mental health, escape, riot, disturbances, and the facility Continuity of Operations Plan (COOP).)
- c. Protective Action Response (PAR) (minimum of 40 hours) certification training (the Department’s training curriculum).
- d. CPR and First Aid certification training. (Accredited by OSHA)
- e. AED certification training (if applicable). (Accredited by OSHA)
- f. Mental Health (minimum of 4 hours) lessons shall include, but are not limited to:
- i. Mental health assessments and services provided by Department and/or the provider.
 - ii. Role of the officer in relation to mental health issues.
 - iii. Risk factors of youth in the juvenile justice system.
 - iv. Common mental health concerns in the juvenile justice system.
 - v. Statistics related to youth who have mental health issues in the juvenile justice system.
 - vi. Mental disorders staff may encounter in the juvenile justice system.
 - vii. Appropriate actions to take with youth who have mental health issues.
- g. Restorative Justice (minimum of 2 hours) lessons shall include, but are not limited to:
- i. Restorative justice principles.
 - ii. How restorative justice differs from traditional justice.
 - iii. The three primary stakeholders.
 - iv. Impact of crime on victims.
 - v. Balanced approach to restorative justice.
 - vi. Interventions and activities to help youth with restorative justice competency.
- h. Substance Abuse Services (minimum 2 hours) lessons shall include, but are not limited to:
- i. Definition of substance abuse.
 - ii. Indicators of youth substance abuse.
 - iii. Correlation between substance abuse and delinquent behavior.
 - iv. Stages of substance abuse behavior.
 - v. Common drug paraphernalia.
 - vi. General behaviors of substance intoxicated youth.
 - vii. Symptoms a youth may exhibit when experiencing withdrawal.
 - viii. Appropriate interventions for substance-abusing youth).

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- i. Suicide Prevention (minimum of 6 hours) lessons shall include, but are not limited to:
 - i. Statistics related to youth/teen suicides in Florida.
 - ii. Facts and myths of suicide.
 - iii. Importance of suicide prevention strategies.
 - iv. Risk of youth suicide for youth in custody.
 - v. Indicators associated with increased risk of suicide.
 - vi. Monitoring of youth when they have been determined to be at risk of suicide.
 - vii. High-risk periods for suicide attempts.
 - viii. Specific levels of supervision used for youth at risk of suicide (Precautionary Observation, Secure Observation, and Close Supervision).
 - ix. Contributing facility conditions and how they affect the risk of suicide.

- j. Safety, Security, Supervision, and Incident Reporting (minimum of 9.5 hours) lessons shall include, but are not limited to:
 - i. Levels of supervision, procedures for conducting counts.
 - ii. Proper positioning when supervising youth.
 - iii. Supervision requirements during non-wake hours.
 - iv. Procedures for moving a group of youth.
 - v. Times when there should be no youth movement.
 - vi. Handling medical emergencies.
 - vii. Emergency response equipment.
 - viii. Contacting 911.
 - ix. Cleanliness of facility.
 - x. Purpose of and information shared in shift briefings.
 - xi. Security devices used in a secure facility.
 - xii. Reporting a deficiency in security devices.
 - xiii. Staff requirements in a secure facility.
 - xiv. Master control and the logbook.
 - xv. Key control.
 - xvi. Firearms and weapon control.
 - xvii. Escapes, disturbances, and hostage situations.
 - xviii. Bomb threats.
 - xiv. Tool control.
 - xx. Incident reporting.

- k. Department of Juvenile Justice: as an organization (minimum of 1 hour) lessons shall include, but are not limited to:
 - i. Department's mission and vision statements.
 - ii. Department's organization on the regional and state levels.
 - iii. The executive leadership team and its responsibilities.

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- l. Gang Awareness (minimum of 2 hours) lessons shall include, but are not limited to content from F.S. Chapter 874.

- m. Interpersonal and Communication Skills (minimum of 2 hours) lessons shall include, but are not limited to:
 - i. Verbal and non-verbal communication.
 - ii. Active Listening Model.
 - iii. Effects of diversity on communication.
 - iv. Courtesy.
 - v. Written, personal and telephone communication.

- n. Human Trafficking (minimum of 2 hours) lessons shall include, but are not limited to:
 - i. Define human trafficking.
 - ii. Three types of human trafficking.
 - iii. Methods traffickers use to control victims.
 - iv. Prevalence of trafficking in the U.S. and Florida.
 - v. How one becomes a victim of human trafficking.
 - vi. How victims view themselves and why it is often hard for them to leave their traffickers.
 - vii. Difference between prostitution and sex trafficking.
 - viii. Indicators of human trafficking.
 - ix. Indicators that can be gathered from arrest data.
 - x. What to do if you suspect a youth is a victim.
 - xi. Placing and interpreting alerts on JJIS.

- o. Behavior Management (minimum of 2 hours) lessons shall include, but are not limited to:
 - i. Components of a behavior management system.
 - ii. Types of consequences.
 - iii. Benefits of using reinforcement instead of negative consequences.
 - iv. Actions that must NOT be done in an effective behavior management system.
 - v. Myths about Department youth.
 - vi. Common adolescent development characteristics.
 - vii. How trauma affects youth behavior, and staff characteristics that affect youth behavior.

- p. Confidentiality and HIPAA requirements (minimum of 1 hour) lessons shall include, but are not limited to:
 - i. Goals of HIPAA.
 - ii. Entities covered by HIPAA.
 - iii. Information considered confidential.
 - iv. Patient rights.
 - v. Penalties for failure to comply.

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- vi. Risks for security breach.
 - vii. How to ensure privacy.
- q. Infection Control and Bloodborne Pathogens (minimum of 3 hours) lessons must be in compliance with federal and state legislation concerning bloodborne pathogens and have a comprehensive program of education and prevention to include:
- i. Definition of bloodborne pathogens.
 - ii. How HIV and Hepatitis B are transmitted.
 - iii. What tasks may result in exposure.
 - iv. Universal Precautions.
 - v. Personal protective equipment.
 - vi. Approved hazardous waste disposal procedures.
 - vii. Procedures for handling contaminated laundry.
- r. Ethics (minimum of 3 hours) lessons shall include, but are not limited to:
- i. Definition of “ethics” and “professional” according to the Department.
 - ii. Behaviors that are violations of Florida laws, Florida rules, or Department policies and procedures.
 - iii. Consequences for violating Florida laws, Florida rules, or Department policies and procedures.
 - iv. Inappropriate behaviors, Importance of reporting conduct violations.
 - v. Reporting requirements to the Department’s Central Communications Center.
- s. Diversity (minimum of 3 hours) lessons shall include, but are not limited to:
- i. Cultural differences and similarities.
 - ii. Strategies for dealing with stereotypes.
 - iii. Communicating across cultures.
 - iv. Techniques for building rapport and trust.
- t. Child Abuse Reporting (minimum of 2 hours) lessons shall include, but are not limited to:
- i. Statistics for child abuse.
 - ii. Indicators of neglect, physical abuse, sexual abuse, and emotional abuse.
 - iii. Reporting guidelines.
 - iv. Legal implications.
 - v. Recognizing the admission of abuse.
 - vi. Family risk factors that can lead to abuse.
- u. Trauma Informed Care (minimum of 2 hours) lessons shall include, but are not limited to:
- i. Recognizing trauma in youth, trauma triggers, physical warning signs indicating a youth may lose control.

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- ii. Behaviors for officers to demonstration trauma informed practice.
- iii. Issues and behaviors associated with trauma histories.

- v. Adolescent Behavior (minimum of 6 hours) lessons shall include, but are not limited to:
 - i. Maslow’s Hierarchy of Needs.
 - ii. Developmental factors.
 - iii. Importance of modeling positive behavior, physical, social, and emotional changes of adolescence.
 - iv. Factors that lead to troubled youth.
 - v. Developmental problems in youth.
 - vi. Guidelines for responding to uncooperative youth behavior.
 - vii. Gender-specific programming.
 - viii. Gender differences in communication styles.
 - ix. Gay, lesbian, and bisexual youth.

C. State Juvenile Justice Probation Training Requirements:

All department juvenile justice probation staff hired on or after the effective date of this policy shall complete the following certification training within 180 calendar days.

All state juvenile justice probation staff must complete the JPO Academy and certification testing requirements outlined in F.A.C. Rule 63H-2.006.

1. The following training topics and lessons must be completed:

- a. Orientation training (minimum 2 hours) lessons shall include, but are not limited to:
 - i. Unit standard operating procedures.
 - ii. Unit emergency procedures.
 - iii. Office safety.
 - iv. COOP plan.

- b. Juvenile Justice Information System (JJIS) (minimum 20 hours) lessons shall include, but are not limited to:
 - i. Log-in to JJIS system and review of applications
 - ii. Comprehensive review of Intake Web.
 - iii. Comprehensive Review of JJIS Web.
 - iv. Wizard Processing.
 - v. Forms review.
 - vi. Critical and Special Alerts.
 - vii. Maintenance modules.
 - viii. Navigation of Human Trafficking Screening Tool (HTST).

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- c. Juvenile Sexual Offenders (minimum of 1 hour) lessons shall include, but are not limited to:
 - i. Types of sexual offenses.
 - ii. Why there is no typical profile of juvenile sexual offenders.
 - iii. Common statistics and characteristics of juvenile sexual offenders.
 - iv. Examples of static and dynamic risk factors.
 - v. Major risk assessment tools.
 - vi. Juvenile probation officer's role in working with juvenile sexual offenders.
 - vii. Purpose for the Jimmy Ryce, Adam Walsh, and Jacob Wetterling Acts and the Megan Kanka Law.

- d. Legal issues related to juvenile case (minimum of 2 hours) lessons shall include, but are not limited to:
 - i. Terminology and an overview of the Florida court system.
 - ii. Main events in a juvenile case.
 - iii. Civil and criminal liability.
 - iv. Examples of common contraband in a juvenile facility.
 - v. Transportation liability for juvenile probation officers.
 - vi. Confidentiality of youth's case and information.
 - vii. Legal responsibility for reporting abuse and neglect.
 - viii. Penalties for failure to report suspected or observed abuse or neglect.

- e. Disproportionate Minority Contact (DMC) (minimum of 1 hour) lessons shall include, but are not limited to:
 - i. History of DMC.
 - ii. General statistics and trends of populations in the Department.
 - iii. Mechanisms that may contribute to DMC.
 - iv. Four domains of risk factors that cause or are connected to the disproportion of minority youth in the juvenile justice system.
 - v. Causes, connections, and corrective actions within the four domains.

- f. An overview of educational options (minimum of 1 hour) lessons shall include but are not limited to:
 - i. Educational elements unique to youth involved in the juvenile justice system.
 - ii. Exceptional student education (ESE).
 - iii. Individual plans [Individual Education Plan (IEP,) Individual Academic Plan (IAP), and Initial Teach Preparation (ITP)].
 - iv. Laws associated with an IEP.
 - v. Federal legislation that has affected the education of students with disabilities.
 - vi. Types of cognitive disabilities.

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- vii. Problems frequently reported by those with cognitive disabilities.
 - viii. Interventions and strategies for working with youth who have emotional/behavioral disabilities.
 - ix. Considerations when recommending a commitment program or educational option.
 - x. Graduation options available to ESE and non-ESE students.
- g. Interstate Compact on Juveniles (ICJ) (minimum of 1 hour) lessons shall include, but are not limited to:
- i. Purpose of the ICJ.
 - ii. Eligibility requirements of ICJ.
 - iii. Appropriate communication channels for correspondence with ICJ.
 - iv. ICJ procedural forms.
 - v. ICJ packets.
 - vi. Guidelines for receiving ICJ requests.
 - vii. Actions a JPO must not do when responding to an ICJ request from another state.
 - viii. Juvenile sexual offender laws that impact ICJ.
 - ix. ICJ Rule 4-106 – Closure of Cases.
 - x. Failed placement rules.
 - xi. Emergency request guidelines.
 - xii. Guidelines for out-of-state travel permits.
- h. Department of Juvenile Justice: as an organization (minimum of 1 hour) lessons shall include, but are not limited to:
- i. Department’s mission and vision statements.
 - ii. Department’s organization on the regional and state levels.
 - iii. The executive leadership team and its responsibilities.
- i. Writing Report (minimum of 3 hours) lessons shall include, but are not limited to:
- i. Use and importance of JPO reports.
 - ii. Major reports a JPO is required to review.
 - iii. Basic rules for writing report narratives.
 - iv. How to describe behavior effectively.
- j. The flow of cases from the time a youth is taken into custody through the closing of the case (minimum of 3 hours).
- k. CPR and first aid certification training. (Accredited by the Occupational Safety and Health Administration (OSHA))
- l. AED certification training (if applicable). (Accredited by OSHA)

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- m. Florida Department of Juvenile Justice Basics of Motivational Interviewing and Stages of Change Training (MI) (minimum of 14 hours) course provided by the Department.
- n. Mental Health (minimum of 4 hours) lessons shall include, but are not limited to:
 - i. Mental health assessments and services provided by the Department.
 - ii. Risk factors for youth in juvenile justice system.
 - iii. Common mental health concerns.
 - iv. Statistics related to youth who have mental health issues in the juvenile justice system.
 - v. Behaviors characteristic of youth with mental health issues.
- o. Substance Abuse (minimum of 2 hours) lessons shall include, but are not limited to:
 - i. Correlation between substance abuse and delinquent behavior.
 - ii. Stages of substance abuse behavior.
 - iii. Common drug paraphernalia.
 - iv. General behaviors of substance intoxicated youth.
 - v. Symptoms of withdrawal.
 - vi. Appropriate interventions.
- p. Protective Action Response (PAR) certification training (minimum of 32 hours). (The Department's training curriculum.)
- q. Ethics (minimum of 3 hours) lessons shall include, but are not limited to:
 - i. Documents that govern behavior.
 - ii. Behaviors that are violations.
 - iii. Consequences.
 - iv. Inappropriate employee behaviors.
 - v. Reporting conduct violations.
 - vi. CCC reporting requirements.
- r. Restorative Justice (minimum of 2 hours) lessons shall include, but are not limited to:
 - i. Restorative justice principles.
 - ii. How restorative justice differs from traditional justice.
 - iii. The three primary stakeholders.
 - iv. Impact of crime on victims.
 - v. Balanced approach to restorative justice.
 - vi. Interventions and activities to help youth with restorative justice competency.
- s. Personal Safety (minimum of 3 hours) lessons shall include, but are not limited to:
 - i. Techniques for safely interacting with youth.

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- ii. Safe office, home visits, and public locations.
- iii. Responsibilities and duties for safe youth transport.
- iv. Preventing dog attacks.

- t. Adolescent Development (minimum of 4 hours) lessons shall include, but are not limited to:
 - i. Brain development.
 - ii. Influences on adolescent behavior.
 - iii. Traits of cognitive and social/emotional development.
 - iv. Behaviors commonly exhibited by delinquent youth.
 - v. Normal and abnormal adolescent development behaviors.

- u. Commitment and Aftercare (minimum of 12 hours) lessons shall include, but are not limited to:
 - i. Types of commitment programs.
 - ii. Levels of commitment, procedures, documentation, and timeframes associated with commitment status.
 - iii. Responsibilities and roles.
 - iv. Transition planning.
 - v. Commitment conference.

- v. Court Presentation (minimum of 2 hours) lessons shall include, but are not limited to:
 - i. Case-flow, role of JPO in the juvenile and criminal courts.
 - ii. Appropriate court room demeanor, common communication faults.

- w. Diversity (minimum of 3 hours) lessons shall include, but are not limited to:
 - i. Cultural diversity.
 - ii. Communicating across cultures.

- x. Gang Awareness (minimum of 2 hours) lessons shall include, but are not limited to, content from F.S. Chapter 874.

- y. Screening and Intake (minimum of 2 hours) lessons shall include, but are not limited to:
 - i. Intake conference.
 - ii. Procedures for gathering information, screening instruments.

- z. Probation (minimum of 8 hours) lessons shall include, but are not limited to:
 - i. Determinate and indeterminate periods.
 - ii. Role and responsibilities of JPO Initial conference meeting.
 - iii. Timeframes.
 - iv. Types of interventions.
 - v. Community Positive Achievement Change Tool (C-PACT).
 - vi. Intervention Youth-Empowered Success (YES) Plan.

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- vii. Restitution process.
 - viii. Community service.
 - ix. Types of violations.
 - 1. Responses to non-technical violations.
 - 2. Formal and informal new law violations.
- aa. Written Reports (minimum of 3 hours) lessons shall include, but are not limited to:
- i. Pre-Disposition Report.
 - ii. Report on Substance Abuse and Mental Health SAMH-2 and SAMH
 - iii. Gun Law.
 - iv. Timeframes.
 - v. Adult Sentencing Summary.
- bb. Suicide Prevention (minimum of 6 hours) lessons shall include, but are not limited to:
- i. Statistics related to youth/teen suicides in Florida.
 - ii. Facts and myths of suicide.
 - iii. Importance of suicide prevention strategies.
 - iv. Risk of youth suicide for youth in custody.
 - v. Indicators associated with increased risk of suicide.
 - vi. Monitoring of youth when they have been determined to be at risk of suicide.
 - vii. High-risk periods for suicide attempts.
 - viii. Specific levels of supervision used for youth at risk of suicide (Precautionary Observation, Secure Observation, and Close Supervision).
 - ix. Contributing facility conditions and how they affect the risk of suicide.
- cc. Trauma Informed Care (minimum of 2 hours) lessons shall include, but are not limited to:
- i. Recognizing trauma in youth.
 - ii. Trauma triggers.
 - iii. Physical warning signs indicating a youth may lose control.
 - iv. Behaviors for officers to demonstration trauma informed practice.
 - v. Issues and behaviors associated with trauma histories.
- dd. Human Trafficking Tool Screening (HTST) (minimum of 1 hour) lessons shall include, but are not limited to:
- i. Purpose of the tool.
 - ii. When the tool should be administered.
 - iii. HTST instructions for administration.
 - iv. HTST protocol.
 - v. HTST administration guide.

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- ee. Human Trafficking (minimum of 2 hours) lessons shall include, but are not limited to:
 - i. Define human trafficking.
 - ii. Three types of human trafficking.
 - iii. Methods traffickers use to control victims.
 - iv. Prevalence of trafficking in the U.S. and Florida.
 - v. How one becomes a victim of human trafficking.
 - vi. How victims view themselves and why it is often hard for them to leave their traffickers.
 - vii. Difference between prostitution and sex trafficking.
 - viii. Indicators of human trafficking.
 - ix. Indicators that can be gathered from arrest data.
 - x. What to do if you suspect a youth is a victim.
 - xi. Placing and interpreting alerts on JJIS.

D. Annual In-Service Training:

- 1. Any person who is employed by the Department shall complete 8 hours of annual in-service training each calendar year. Part of the 8 hours must include:
 - a. Information Security (minimum of 1 hour) lessons shall include, but are not limited to:
 - i. Practices to keep information secure.
 - ii. Practices to keep computers safe from viruses.
 - iii. Proper use of mobile devices.
 - iv. Reporting incidents.
 - b. Safety Training (minimum 2.0 hours) lessons shall include, but are not limited to:
 - i. Safety Policy FDJJ 1305.
 - ii. Employee safety responsibility.
 - iii. Safety prevention.
 - iv. Back safety.
 - v. Slips, trips, and falls.
 - vi. Office safety.
 - vii. Computer workstations.
 - viii. Vehicle operations.
 - ix. Hazard communication.
 - x. Universal precautions (bloodborne pathogens).
 - xi. Driving Safety.
 - xii. Violence in the workplace.
 - xiii. Emergency Procedures. (Shall include, but are not limited to, fire, natural disaster, biohazard, medical, mental health, escape, riot, disturbances, and the facility Continuity of Operations Plan (COOP).)
 - xiv. Workers' Compensation.

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- c. Sexual Harassment (minimum 1.0 hour) (taken every 2 years) lessons shall include, but are not limited to:
 - i. Quid Pro Quo.
 - ii. Hostile work environment.
 - iii. Reporting incidents.

 - d. Prison Rape Elimination Act training (minimum 1.0 hour) lessons shall include, but are not limited to: (taken every 2 years)
 - i. Requirements of PREA.
 - ii. PREA audit schedule.
 - iii. Department requirements.
 - iv. Admission screening procedures for youth.
 - v. Supervision and monitoring.
 - vi. Medical and mental health care provisions.
 - vii. Reporting requirements.
 - viii. Disabilities or language barriers.
 - ix. Sexual misconduct.
 - x. Sexual abuse.
 - xi. Investigations.
 - xii. Hiring and promotion.

 - e. Trauma Informed Care (minimum 1.0 hour) lessons shall include, but are not limited to:
 - i. Recognizing trauma in youth, trauma triggers, physical warning signs indicating a youth may lose control.
 - ii. Behaviors for officers to demonstrate trauma informed practice.
 - iii. Issues and behaviors associated with trauma histories.
2. Employees assigned the function of contract manager, or anyone delegated to perform those functions, or the function of program monitor shall complete the Advancing Accountability class conducted by the Department of Financial Services, every 2 years as required by Section 287.057, F.S. In addition, contract managers and program monitors shall attend Department-specific training to be qualified as a contract manager/program monitor.
3. In-Service Training for Direct Care Staff:
All state and contract provider direct care staff, including direct care supervisors, shall complete a minimum of 24 hours annual in-service training, in addition to the in-service training listed in Section II.D.1. each calendar year. The following training topics and lessons must be completed:
- a. Trauma Informed Care (minimum 1.0 hour) lessons shall include, but are not limited to:

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- i. Recognizing trauma in youth, trauma triggers, physical warning signs indicating a youth may lose control.
 - ii. Behaviors for officers to demonstration trauma informed practice.
 - iii. Issues and behaviors associated with trauma histories.
- b. Safety Training (minimum 2.0 hours) lessons shall include, but are not limited to:
- i. Safety Policy FDJJ 1305.
 - ii. Employee safety responsibility.
 - iii. Safety prevention.
 - iv. Back safety.
 - v. Slips, trips, and falls.
 - vi. Office safety.
 - vii. Computer workstations.
 - viii. Vehicle operations.
 - ix. Hazard communication.
 - x. Universal precautions (bloodborne pathogens).
 - xi. Driving safety.
 - xii. Violence in the workplace.
 - xiii. Emergency Procedures. (Shall include, but are not limited to: fire, natural disaster, biohazard, medical, mental health, escape, riot, disturbances, and the facility Continuity of Operations Plan (COOP).)
 - xiv. Workers' Compensation.
- c. Suicide Prevention lessons (minimum 6 hours) shall include, but are not limited to:
- i. Statistics related to youth/teen suicides in Florida.
 - ii. Facts and myths of suicide.
 - iii. Importance of suicide prevention strategies.
 - iv. Risk of youth suicide for youth in custody.
 - v. Indicators associated with increased risk of suicide.
 - vi. Monitoring of youth when they have been determined to be at risk of suicide.
 - vii. High-risk periods for suicide attempts.
 - viii. Specific levels of supervision used for youth at risk of suicide (Precautionary Observation, Secure Observation, and Close Supervision).
 - ix. Contributing facility conditions and how they affect the risk of suicide.
- d. Eight (8) hours of annual Protective Action Response (PAR) certification training.
- e. CPR and First Aid certification training. (Accredited by the Occupational Safety and Health Administration (OSHA))
- f. Automated External Defibrillator (AED) (if applicable). (Accredited by OSHA)

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- g. Sexual Harassment (minimum 1 hour) lessons shall include, but are not limited to:
 - i. Quid Pro Quo.
 - ii. Hostile work environment.
 - iii. Reporting incidents.

- h. Ethics (minimum 1 hour) lessons shall include, but are not limited to:
 - i. Definition of “ethics” and “professional” according to the Department.
 - ii. Behaviors that are violations of Florida laws, Florida rules, or Department policies and procedures.
 - iii. Consequences for violating Florida laws, Florida rules, or Department policies and procedures.
 - iv. Inappropriate behaviors, Importance of reporting conduct violations.
 - v. Reporting requirements to the Department’s Central Communications Center.

- i. Prison Rape Elimination Act (PREA) training (minimum 1 hour) lessons shall include, but are not limited to: (taken every 2 years)
 - i. Requirements of PREA.
 - ii. PREA audit schedule.
 - iii. Department requirements.
 - iv. Admission screening procedures for youth.
 - v. Supervision and monitoring.
 - vi. Medical and mental health care provisions.
 - vii. Reporting requirements.
 - viii. Disabilities or language barriers.
 - ix. Sexual misconduct.
 - x. Sexual abuse.
 - xi. Investigations.
 - xii. Hiring and promotion decisions.

- j. Human Trafficking (minimum of 2 hours) lessons shall include, but are not limited to:
 - i. Define human trafficking.
 - ii. Three types of human trafficking.
 - iii. Methods traffickers use to control victims.
 - iv. Prevalence of trafficking in the U.S. and Florida.
 - v. How one becomes a victim of human trafficking.
 - vi. How victims view themselves and why it is often hard for them to leave their traffickers.
 - vii. Difference between prostitution and sex trafficking.
 - viii. Indicators of human trafficking.
 - ix. Indicators that can be gathered from arrest data.

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- x. What to do if you suspect a youth is a victim.
- xi. Placing and interpreting alerts on JJIS.

E. Returning Direct Care Staff Training:

1. All direct care state and contract provider staff who return less than two (2) years from the date of separation must successfully complete all new hire requirements as well as the following requirements listed below within 60 days of their return:
 - a. All PAR certification training pursuant to F.A.C. Rule 63H-1 (40-hour facility PAR, 32-hour program PAR).
 - b. Cardiopulmonary Resuscitation (CPR) and First Aid certification training. [Accredited by the Occupational Safety and Health Administration (OSHA)]
 - c. AED certification (if applicable). (Accredited by OSHA)
 - d. Overview of program operating procedures (minimum 4 hours) lessons shall include, but are not limited to:
 - i. Documentation (including 10 minute checks and unit log for facility direct care staff).
 - ii. Transportation.
 - iii. Admissions and releases (facility direct care staff only).
 - iv. Emergency procedures. (Shall include, but are not limited to: fire, natural disaster, biohazard, medical, mental health, escape, riot, disturbances, and the facility Continuity of Operations Plan (COOP).)
2. In-service training for any returning direct care staff to include:
 - a. Ethics (minimum 1 hour) lessons to include but are not limited to:
 - i. Definition of “ethics” and “professionalism” according to the Department.
 - ii. Behaviors that are violations of Florida laws, Florida rules, or Department policies and procedures.
 - iii. Consequences for violating Florida laws, Florida rules, or Department policies and procedures.
 - iv. Inappropriate behaviors.
 - v. Importance of reporting conduct violations.
 - vi. Reporting requirements to the Department’s Central Communications Center.
 - b. Suicide Prevention lessons (minimum 6 hours) shall include, but are not limited to:
 - i. Statistics related to youth/teen suicides in Florida.
 - ii. Facts and myths of suicide.
 - iii. Importance of suicide prevention strategies.
 - iv. Risk of youth suicide for youth in custody.

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- v. Indicators associated with increased risk of suicide.
 - vi. Monitoring of youth when they have been determined to be at risk of suicide.
 - vii. High-risk periods for suicide attempts.
 - viii. Specific levels of supervision used for youth at risk of suicide (Precautionary Observation, Secure Observation, and Close Supervision).
 - ix. Contributing facility conditions and how they affect the risk of suicide.
- c. Safety, Security, and Supervision (facility direct care staff) (minimum 10 hours) lessons shall include, but are not limited to:
- i. Levels of supervision, procedures for conducting counts.
 - ii. Proper positioning when supervising youth.
 - iii. Supervision requirements during non-wake hours.
 - iv. Procedures for moving a group of youth.
 - v. Times when there should be no youth movement.
 - vi. Responding to medical emergencies.
 - vii. Emergency response equipment.
 - viii. Contacting 911.
 - ix. Cleanliness of facility.
 - x. Purpose of and information shared in shift briefings.
 - xi. Security devices used in a secure facility.
 - xii. Reporting a deficiency in security devices.
 - xiii. Staff requirements in a secure facility.
 - xiv. Master control and the logbook.
 - xv. Key control.
 - xvi. Firearms and weapon control.
 - xvii. Escapes, disturbances, and hostage situations.
 - xviii. Bomb threats.
 - xix. Tool control.
 - xx. Incident reporting.
- d. Trauma Informed Care (minimum 1.0 hour) lessons shall include, but are not limited to:
- i. Recognizing trauma in youth, trauma triggers, physical warning signs indicating a youth may lose control.
 - ii. Behaviors for officers to demonstration trauma informed practice.
 - iii. Issues and behaviors associated with trauma histories.
- e. Sexual Harassment (minimum 1 hour) lessons shall include, but are not limited to (must be completed within 30 days of rehire date):
- i. Quid Pro Quo.

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- ii. Hostile work environment.
 - iii. Reporting incidents.
- f. Prison Rape Elimination Act (PREA) training (minimum 1 hour) lessons shall include, but are not limited to: (taken every 2 years)
- i Requirements of PREA.
 - ii PREA audit schedule.
 - iii Department requirements.
 - iv Admission screening procedures for youth.
 - v Supervision and monitoring.
 - vi Medical and mental health care provisions.
 - vii Reporting requirements.
 - viii Disabilities or language barriers.
 - ix Sexual misconduct.
 - x Sexual abuse.
 - xi Investigations.
- g. Adolescent Behavior (minimum 6 hours) lessons shall include, but are not limited to:
- i. Maslow’s Hierarchy of Needs.
 - ii. Developmental factors.
 - iii. Importance of modeling positive behavior, physical, social, and emotional changes of adolescence.
 - iv. Factors that lead to troubled youth.
 - v. Developmental problems in youth.
 - vi. Guidelines for responding to uncooperative youth behavior.
 - vii. Gender-specific programming.
 - viii. Gender differences in communication styles.
 - ix. Gay, lesbian, and bisexual youth.
- h. Risk and Needs Assessment (JPO only).
- i. Supervision (JPO only).
- j. Human Trafficking (minimum of 2 hours) lessons shall include, but are not limited to:
- i. Define human trafficking.
 - ii. Three types of human trafficking.
 - iii. Methods traffickers use to control victims.
 - iv. Prevalence of trafficking in the U.S. and Florida.
 - v. How one becomes a victim of human trafficking.
 - vi. How victims view themselves and why it is often hard for them to leave their traffickers.
 - vii. Difference between prostitution and sex trafficking.

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- viii. Indicators of human trafficking.
- ix. Indicators that can be gathered from arrest data.
- x. What to do if you suspect a youth is a victim.
- xi. Placing and interpreting alerts on JJIS.

F. Supervisor/Manager Training Requirements:

All employees hired as, or promoted to, a supervisor or manager must also complete all training and course requirements as it relates to their specific job duties in addition to the training listed below:

1. All newly promoted or hired supervisors and managers shall complete the following training within 30 days of the date of hire or promotion.
 - i. Supervisor Orientation Training.
 - ii. Purchase Card Training (if a purchase card is issued to the supervisor).
 - iii. Travel Reimbursement Training.
 - iv. Hiring, Retaining, and Including Individuals with Disabilities (IWD) Training.
2. All newly promoted or hired supervisors and managers shall complete all mandatory training (in accordance to FDJJ 1520 Section II A) within 90 days of the date of hire or promotion.
3. All newly promoted or hired supervisors of Direct Care Staff, as defined in Section 985.645(1)(a), F.S shall complete Leadership Development training within (9) nine months of the date of hire or promotion unless they have successfully completed the course within 12 months prior to promotion or hire.
4. All supervisors and managers shall complete (8) eight hours of elective training related to supervisory skills or one's professional area in addition to the required 8 hours of in-service training (see Section II.D.1) each calendar year.
5. Supervisors of those persons fulfilling the functions of a contract manager/program monitor are required to complete the on-line Contract Management class found in the Department's Learning Management System (LMS). This training can be counted towards the (8) eight hours of supervisory training requirement.
6. Administrators can grant up to a 30-day extension to the above requirements and additional 30-day extensions not to exceed 180 days unless extenuating circumstances exist, to include: serious chronic condition, illness or injury; military duty; family medical leave; or other emergency circumstances approved by the administrator.
7. Completion of all training requirements shall be documented on the Department's LMS.
8. Disciplinary action up to and including dismissal may result if requirements are not met. However, the employee may present extenuating circumstances to DJJ for consideration.

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III. RESPONSIBILITY AND DUTIES

A. Administrators, Supervisors, Training Coordinators, and Proctors:

1. Maintains the integrity of online testing by ensuring, for example, the test is not compromised and each employee completes the training without assistance.
2. Ensures appropriate staff complete the required training.
3. Ensures documentation on the Department’s Learning Management System (LMS) is maintained for each employee.

B. Training Entity:

1. Provides professional training, development, and support for all Department of Juvenile Justice staff (and private provider staff, as requested) through instructor-led and on-line courses.
2. Responsible for directing, planning, developing, implementing, and evaluating juvenile justice training programs statewide.
3. Maintain training records and histories for all Department and private provider staff through the LMS.
4. Maintains the integrity of all training programs.
5. Maintains the integrity of on-line testing.
6. Develops implements, maintains, evaluates, and revises curricula, training, and examinations.
7. Provides technical assistance related to training.

IV. ATTACHMENTS – N/A