



## FLORIDA DEPARTMENT OF JUVENILE JUSTICE POLICIES AND PROCEDURES

<p><i>Secretary</i></p> <p>/s/ Anthony J. Schembri, Secretary</p>	<p>Effective Date:</p> <p>10/20/04</p>	<p><i>Revised Date:</i></p>	<p><i>Section:</i></p> <p>FDJJ –1510</p> <p><i>Replaces:</i> See Policy Statement.</p>
<p><i>Subject</i></p> <p style="text-align: center;"><b>Direct Care Staff Training Policy</b></p>			
<p><i>Authority</i></p> <p>Section 985.406, Florida Statutes</p>			<p><i>No. of Attachments</i></p> <p style="text-align: center;">12</p>
<p><b>RELATED REFERENCES</b></p>	<p>Protective Action Response (PAR) Policy, FDJJ 1508-03</p>		
<p><b>POLICY STATEMENT</b></p>	<p>This policy establishes a statewide framework for the Department of Juvenile Justice to implement procedures governing the certification, pre-service, and in-service training of Direct Care Staff. The provisions of this policy are applicable to all Direct Care Staff, as defined in this policy, within all state and contracted Department of Juvenile Justice programs, facilities, and probation units.</p> <p>Staff who are not considered Direct Care Staff are not governed by this policy unless required in writing by the applicable Assistant Secretary. These staff typically include, but are not exclusively limited to, Administrators and other non-Direct Care Staff in management positions, administrative staff, mental health and medical staff, volunteers, maintenance/janitorial staff, food service staff, education staff, and clerical staff.</p> <p>The need exists to establish training requirements in order to: (1) ensure that all Direct Care Staff are performing at a minimum standardized level of competency, (2) maintain a safe and secure environment for staff and youth, (3) enhance treatment program effectiveness, and (4) provide greater protection to the public through an improved level of services to youth.</p> <p>The Juvenile Correctional Officer (JCO) and Juvenile Probation Officer (JPO) Certification &amp; Recertification Policy #1500 (effective 3-10-03) and Juvenile Detention Officer (JDO) Certification Policy #9.04 (effective 8-1-00) shall remain in effect and operate in conjunction with this policy through 180 days from the effective date of this policy, unless the Assistant Secretary grants an extension as described in this policy. These policies shall only apply to staff hired prior to the effective date of this policy to allow contracted and state staff already in the process of obtaining their JCO/JPO/JDO certification to complete the process.</p> <p><b><u>Emergency Situations</u></b></p> <p>The Secretary for the Department of Juvenile Justice has the authority to declare that certified Direct Care Staff may be temporarily assigned to another facility/program in the event of an emergency to ensure a safe and secure environment for staff and youth at the affected facility/program.</p>		

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

**Contracted Direct Care Staff**

This policy only applies to new and amended contracts executed on or after the effective date of this policy. All non-trained, contracted Direct Care Staff who are hired on or after the execution date of a new or amended contract shall complete the training program outlined in this policy within 120 days of the date of hire. The training program, which must be a minimum of 120 hours, may be taught on site. During the 120-hour training process, the staff member is **only** authorized to have contact with youth during Job Shadowing. Until such time a contract is amended or a new contract is executed, contracted Direct Care Staff shall comply with the training requirements of the contract.

Residential staff must be PAR and CPR/First Aid certified prior to Job Shadowing. Non-residential staff are not required to be PAR certified and CPR/First Aid certified prior to Job Shadowing. However, before residential and non-residential staff are eligible to have direct contact with youth, as defined in this policy, staff must become PAR and CPR/First Aid certified.

Contracted Detention staff hired prior to the effective date of this policy are required to comply with the Department’s certification requirements for the Juvenile Detention Officer job series as set forth in the above-referenced Juvenile Detention Officer (JDO) Certification Policy #9.04. Contracted Detention staff hired on or after the effective date of this policy shall comply with the requirements set forth in Section IV.

**State Direct Care Staff Hired on or After the Effective Date of This Policy**

All non-certified State Direct Care Staff, who are hired on or after the effective date of this policy, shall complete all certification requirements as outlined in this policy within 120 days of the date of hire. The certification process requires a minimum of 120 hours. Prior to certification, the **only** time the staff member is authorized to have contact with youth is during Job Shadowing (Phase I) and On-the-Job-Training (Phase III).

Detention and residential staff must be PAR and CPR/First Aid certified prior to Job Shadowing. Non-residential staff are not required to be PAR certified and CPR/First Aid certified prior to Job Shadowing. However, all three phases must be completed before staff will be considered certified and eligible to have direct contact with youth, as defined in this policy.

**I. DEFINITIONS AND TERMS**

**Administrator** – Includes the job titles of Residential Program Director, Superintendent, or Chief Probation Officer. This definition does not prohibit the Regional Director or higher authorities from being involved in any authorization/approval process.

**Annual In-Service Training Calendar (Direct Care Staff)** – A document developed by the facility/program/probation unit that outlines the schedule for the calendar year for when in-service training courses will be offered.

## **FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

**Annual Training Plan** – A document that identifies the in-service training requirements for each calendar year (January 1 through December 31) for all state and contracted Direct Care Staff. The Bureau of Staff Development and Training and the Department’s Executive Management Team will coordinate identification of in-service training requirements. This plan will be posted on Staff Development’s website no later than November 1.

**Certificate of Compliance** – This signed document provides proof of completion of all certification requirements and is issued by the Department.

**Certification** - A process indicating that an individual has fulfilled a minimum standard level of competency in a profession and authorizes the individual to practice in the profession.

**Certified Staff** – Direct Care Staff in state-operated facilities/units who have completed the certification requirements set forth in Section IV. and who are eligible to have direct contact with youth.

**CJS&TC** – Criminal Justice Standards and Training Commission

**CORE** – The Department’s on-line system for learning and for the tracking and management of that learning.

**Daily Observation Report (DOR)** – Using standardized guidelines, this document is used to formally evaluate and provide feedback on the newly hired staff’s performance and knowledge to ensure the staff has achieved satisfactory (or higher) performance.

**Department Mandated Training** - Any training the Department requires staff to complete.

**Department** – Florida Department of Juvenile Justice

**Detention Staff** – State or contracted direct care staff assigned to work at a detention facility. These staff include, but are not limited to:

- a. Juvenile Detention Officers
- b. Senior Juvenile Detention Officers
- c. Juvenile Detention Officer Supervisors

**Direct Care Staff** – State or contracted employees who: (a) have direct contact with youth; and (b) whose duties include providing the immediate care, supervision, custody, case management, or control of youth. Direct Care Staff include, but are not exclusively limited to, detention, residential, and non-residential staff. Direct Care Staff also include Other Personnel Services (OPS), temporary employees, and part-time employees who are hired to perform the same duties as full-time or permanent Direct Care Staff.

**Direct contact** – Sight and sound contact with youth that is not allowed until training requirements mandated by contract or policy are met. Job Shadowing and On-the-Job Training are not considered direct contact.

**Field Training Officer (FTO)** – This CJS&TC-certified individual is a critical component in the successful implementation of the certification program. This person is one who must demonstrate the ability to: (a) act as role model, coach, and mentor for new officers; (b) orient new officers to the new environment;

## FLORIDA DEPARTMENT OF JUVENILE JUSTICE

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

(c) facilitate the learning process, which includes providing regular and constructive feedback; (d) properly evaluate the new officer's performance; (e) provide perceptive, meaningful, and valid recommendations for retention, termination, or extension of new officers; (f) set an example of high quality job performance and professionalism; (g) complete appropriate documentation of trainee performance; and (h) instill a sense of responsibility in new officers.

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

**ITW** – Instructor Techniques Workshop (a certified CJS&TC course)

**Job Shadowing** – Newly hired staff **observing** trained staff (in contracted facilities/programs) or certified staff/FTOs (in state facilities/units) performing job responsibilities, which shall be considered part of the training process. The rules regarding Job Shadowing are as follows. During this time, newly hired staff shall:

- a. Not be counted in the staff to youth ratio.
- b. Not be left alone.
- c. Be paired with a trained staff member, in contracted facilities/programs.
- d. Be paired with a certified staff member, in state-operated facilities/programs/units.
- e. Not intervene during an incident, unless great bodily harm is imminent, as explained in PAR Policy #1508-03.
- f. Not supervise youth.
- g. Not complete reports, forms, logbooks, or any other documents.

**LMS** – Learning Management System (maintained on CORE)

**Non-Residential Staff** – State or contracted direct care staff assigned to work in a non-residential environment. These staff include, but are not limited to:

- a. Juvenile Probation Officers
- b. Senior Juvenile Probation Officers
- c. Juvenile Probation Officer Supervisors
- d. Other equivalent state or contracted direct care staff positions

**On-the-Job Training (OJT)** – The observation and evaluation of newly hired staff's performance during Phase III training.

**PAR** – (Protective Action Response) The Department-approved verbal and physical intervention techniques and the application of mechanical restraints used in accordance with the PAR Policy, the PAR Escalation Matrix, and PAR training curricula.

**Phase I Training** – The initial portion of the certification training process, applicable to state Direct Care Staff, that is conducted at the workplace. Job Shadowing shall occur during this phase.

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

**Phase II Training** – A part of the certification training process, applicable to state Direct Care staff, that is conducted at an academy.

**Phase III Training** – This is the final portion of the certification training process for state Direct Care Staff conducted at the facility, program, or unit. Completion of Job Skills Checklists shall occur during this phase. Upon successful completion of all three phases, staff will receive a Certificate of Compliance.

**Pre-Service Training** - This is the initial training for newly hired contracted Direct Care Staff. This training may be conducted at the workplace and consists of a minimum of 120 hours that shall be completed prior to direct contact with youth.

**Protective Action Response (PAR) Trained** – To be considered “PAR Trained,” staff shall complete the applicable training. This attendance includes, at a minimum, practice of all verbal intervention techniques and all performance techniques as specified on the applicable PAR training plan. The performance evaluation and written examination are not required for a staff member to be considered “PAR Trained.”

**Residential Staff** – State or contracted direct care staff assigned to work at a residential facility. These staff include, but are not limited to:

- a. Houseparents
- b. Houseparent Supervisors I
- c. Houseparent Supervisors II
- d. Group Treatment Leaders
- e. Group Treatment Leader Supervisors
- f. Recreation Therapy Managers
- g. Recreation Therapy Analysts
- h. Other equivalent state or contracted Direct Care Staff positions

**Returning Staff** – These are trained/certified staff who have separated from employment and are re-hired into the same position type. For example, trained/certified staff who have separated from: (a) a residential position and who are re-hired into a residential position, (b) a detention position and who are re-hired into a detention position, and (c) a non-residential position and who are re-hired into a non-residential position.

**Trained Staff** – Direct Care Staff in contracted facilities/programs who have completed the training requirements set forth in Section III. and are eligible to have direct contact with youth.

**Training File** – A Direct Care Staff’s training record as determined by standards established by the Bureau of Staff Development and Training and, if applicable, by relevant State Personnel requirements.

**Training Plan** – This identifies the specific pre-service, certification, in-service, and crossover training that staff shall complete.

## FLORIDA DEPARTMENT OF JUVENILE JUSTICE

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

### II. RESPONSIBILITIES AND DUTIES

All parties associated with this policy shall ensure compliance with its provisions. Deviation from this policy will be allowed only upon authorization of the Secretary of the Department of Juvenile Justice.

A. Assistant Secretary for Residential and Correctional Facilities, Detention Services, and Probation and Community Corrections

1. Ensures all information concerning Department-mandated training is disseminated to the appropriate state and contract provider recipients under their authority and is disseminated in a timely manner.
2. Ensures that state and contract provider programs, facilities, and probation units have complied with all Department training policies and mandated training.

B. Regional Directors for Residential and Correctional Facilities, Detention Services, and Probation and Community Corrections

1. Monitors compliance of this policy through contract monitors during their required inspections of all programs, facilities, and probation units.
2. Reports all findings of non-compliance and partial compliance to the appropriate Assistant Secretary.

C. Bureau of Quality Assurance

1. Monitors compliance of this policy through its annual audit of all programs, facilities, and probation units.
2. Reports all findings of non-compliance and partial compliance to the appropriate Assistant Secretary.

D. Administrator

1. Maintains the integrity of all training programs.
2. Maintains the integrity of on-line testing by ensuring, for example, the test is not compromised.
3. Ensures that appropriate staff complete the required training.
4. Identifies staff to become instructors and FTOs, and ensures that these individuals are certified in the appropriate designations; for example, Instructor Techniques Workshop, Field Training Officer, and PAR Instructor.
5. Ensures that a training file is maintained for each Direct Care Staff.
6. Ensures that the Direct Care Staff's training file meets all requirements.
7. Ensures that the applicable operating procedures are properly developed, implemented, reviewed, and revised as necessary. Documentation of annual review is mandatory.
8. Ensures that state Direct Care Staff who do not meet the certification requirements or that contracted Direct Care Staff who do not meet the pre-service training requirements in this policy are immediately dismissed or removed from their position as Direct Care Staff.

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

E. Bureau of Staff Development & Training

1. Maintains the integrity of all training programs.
2. Maintains the integrity of on-line testing by ensuring, for example, the test is not compromised.
3. Develops, implements, maintains, evaluates, and revises certification programs, curricula, Department-mandated training, and certification examinations in accordance with Section 985.406, Florida Statutes.
4. Develops, maintains, revises, and administers the certification and PAR written examinations.
5. Provides technical assistance related to training.
6. Ensures that Phase II training is available at all academies.
7. Publishes an academy schedule on an annual basis. Notification of changes to this schedule must be made not less than 30 days prior to the change.
8. Ensures that all materials required for Phase II training are available and in sufficient amounts prior to the start of any scheduled class.
9. Requires academy instructors have proper certifications and education to instruct or facilitate training, such as the ITW certification.
10. Scores and posts certification examinations on CORE.
11. Issues the Certificate of Compliance to state Direct Care Staff who have completed the applicable certification program.

F. Academy Instructors / FTOs / Supervisors / Training Coordinators / Test Proctors

1. Maintains the integrity of all training programs.
2. Maintains the integrity of on-line testing by ensuring, for example, the test is not compromised.
3. Maintains accurate training records on each employee in the manner required by this policy; for example, electronic records on CORE and hard copy records.
4. Ensures that the employee receives all necessary information and support to complete all components of the staff member's training plans.
5. Ensures compliance with testing requirements.
6. Communicates suggestions for improvement to the Bureau of Staff Development and Training.

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

**III. STANDARDS/PROCEDURES – RESIDENTIAL AND NON-RESIDENTIAL CONTRACT PROVIDER TRAINING REQUIREMENTS**

Contracted Detention Direct Care Staff shall comply with the requirements set forth in Section IV.

Training plans are subject to change, upon approval by the Department’s Secretary.

Certified staff, who separate from the Department and are subsequently hired by a contract provider, shall comply with Sections III.C. and III.E, as applicable.

CPR/First Aid shall be conducted by a certified CPR/First Aid instructor.

Pursuant to PAR Policy #1508-03, a certified PAR Instructor shall conduct all PAR training.

Instructors from the community may be utilized in accordance with Section III.H. of this policy.

**A. Pre-Service Training Requirements**

All Non-Trained Direct Care Staff  
Who are Hired On or After the  
Execution Date of a New or  
Amended Contract That Occurs  
On or After the Effective Date of  
This Policy

1. These staff shall complete the training program outlined in this policy within 120 days of the date of hire. The training program, which must be a minimum of 120 hours, may be taught on site.
  - a. During the 120-hour training process, the staff member is **only** authorized to have contact with youth during Job Shadowing.
  - b. Residential staff must be PAR and CPR/First Aid **certified** prior to Job Shadowing.
  - c. Non-residential staff are **not** required to be PAR certified and CPR/First Aid certified prior to Job Shadowing.
  - d. Before residential and non-residential staff are eligible to have **direct contact** with youth, as defined in this policy, staff must become PAR and CPR/First Aid **certified**.
2. These staff shall complete pre-service training as described on the applicable training plan within 120 days of hire. This training is a minimum of 120 hours, and with the exception of Job Shadowing, shall be completed **prior** to staff’s direct contact with youth.
3. To be considered “trained staff,” staff shall complete the procedures set forth on the appropriate training plan listed below.

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

- a. Direct Care Staff Pre-Service Training Plan (Contracted Non-Residential Staff)
  - b. Direct Care Staff Pre-Service Training Plan (Contracted Residential Staff)
4. Completion of pre-service training requires that staff have passed the applicable CORE courses, completed all classroom courses, and completed all Job Shadowing hours.

**B. In-Service Training Requirements**

Completion of In-Service Training requires that staff pass any CORE courses taken and complete all topics listed on the applicable in-service training plan.

CPR/First Aid shall be conducted by a certified CPR/First Aid instructor; however, this individual is not required to be ITW certified.

Pursuant to PAR Policy #1508-03, a certified PAR Instructor shall conduct all PAR Updates.

Instructors from the community may be utilized in accordance with Section III.H. of this policy.

All Direct Care Staff

- 1. Staff shall complete a minimum of 24 hours of in-service training each calendar year, beginning the calendar year after a staff has completed pre-service training. See PAR Policy #1508-03 for hours and frequency of the PAR Update. In-service training requirements are outlined on the applicable training plans listed below.
  - a. Direct Care Staff In-Service Training Plan (Contracted Non-Residential Staff)
  - b. Direct Care Staff In-Service Training Plan (Contracted Residential Staff)

All Supervisory Staff

- 1. As part of the 24 hours of in-service training required for Direct Care Staff, supervisory staff shall complete eight (8) hours of training in the areas of management, leadership, and/or personal accountability (theory and practice); employee relations; communication skills; and/or fiscal training each calendar year.

**C. Returning Staff**

- 1. Staff shall complete the following requirements:
  - a. LESS THAN ONE YEAR FROM SEPARATION DATE. The following requirements shall be completed within 30 days of re-hire:

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

(1) PAR Update – minimum of six (6) hours for Residential and Non-Residential Staff, using the topics outlined in PAR Policy #1508-03.

(2) Become certified in CPR/First Aid, if not currently certified.

(3) Overview of Facility/Program Operating Procedures.

b. ONE YEAR OR MORE FROM SEPARATION DATE. These staff shall complete the requirements set forth in Section III.A., as they are no longer considered trained – no exceptions.

**D. Untrained Staff Who Are Terminated**

1. Untrained staff who are terminated for failure to complete the requirements in Section III.A. shall not be recommended for re-employment at any facility/program/unit until at least 180 days have elapsed since their effective date of termination.

**E. Crossover Training**

Residential Staff to Non-Residential Staff Position & Non-Residential Staff to Residential Staff Position

1. These staff shall complete the entire appropriate training program as described in Section III.A. If the CPR/First Aid certification is current, this training course is exempted.

**F. Extension Requirements**

Administrators and Assistant Secretaries

1. Any staff who fail to complete all training requirements as set forth in Sections III.A., III.C., or III.E. shall be immediately dismissed or removed from their position as Direct Care Staff, unless the procedures set forth in paragraph 2 are applicable.

2. Upon request of an Administrator, the applicable Regional Director may grant an extension, on a case-by-case basis, beyond the required timeframe for completing training requirements. The Administrator’s request shall be submitted prior to the deadline date by which the staff’s training must be completed, unless the Regional Director authorizes the Administrator’s late request. The Regional Director’s decision shall not be delegated and shall only be based on the following extenuating circumstances occurring to the staff:

a. Death of an immediate family member

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

- b. Serious illness or injury
  - c. Immediate family crisis
  - d. Court appearance
  - e. Military duty
  - f. Natural disaster
  - g. Parental or Family Medical Leave
  - h. Other emergency circumstances
3. If an extension is approved, the Regional Director shall immediately forward the approval document(s) to the Director of Staff Development and Training. The document(s) shall, at a minimum, contain the new date by which the staff shall be fully trained.

**G. Testing Requirements**

Residential and Non-Residential Staff

- 1. PAR testing and evaluation requirements are addressed in PAR Policy #1508-03.

**H. Instructors From the Community**

Community Instructors

- 1. Instructors from the community who are utilized to provide training must be licensed or professionally certified in the applicable curriculum.
- 2. Copies of licenses, certifications, professional trade documents, or other official documentation are acceptable as proof of licensure or certification. These copies shall be kept on file.

**I. Documentation of Training**

Bureau of Staff Development and Training

- 1. DOCUMENTATION PROCEDURES. The Bureau of Staff Development and Training shall provide the following:
  - a. Standardized training file procedures for the documentation of training.
  - b. The necessary tools to accomplish the training file requirements to include a Learning Management System (LMS) for on-line individual staff training records and paper forms for any required documentation not directly captured by the LMS.

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

Administrators or Designee

1. LEARNING MANAGEMENT SYSTEM. Completion of all training requirements shall be documented on the Department’s CORE/LMS, where applicable.
2. ANNUAL IN-SERVICE TRAINING CALENDAR. Facilities and programs shall develop an Annual In-Service Training Calendar, which must be:
  - a. Consistent with the Annual Training Plan and Department requirements governing training and staff development.
  - b. Reviewed and updated annually by the Administrator.
3. REMEDIAL TRAINING. Each time remedial training is completed, documentation shall be recorded in the “Student’s Record” in CORE/LMS in the “History/Comments” section. The documentation shall include the:
  - a. number of remedial training hours that were completed,
  - b. date the remedial training was completed,
  - c. name and signature of the instructor who provided the training, and
  - c. name and signature of the staff person receiving the training.

**IV. STANDARDS/PROCEDURES – STATE RESIDENTIAL, STATE NON-RESIDENTIAL, STATE DETENTION AND CONTRACTED DETENTION TRAINING REQUIREMENTS**

Contracted Residential and Non-Residential Direct Care Staff shall comply with the requirements set forth in Section III.

Training plans are subject to change, upon approval by the Department’s Secretary.

Contracted staff, who separate employment from a contract provider and are subsequently hired by the Department, shall complete the requirements set forth in Section IV.A., unless the staff are already certified under the same requirements as state staff. This is applicable only if documentation can be obtained to evidence certification. If these staff are already certified, then Sections IV.C. and IV.E. will apply.

**A. Certification Requirements**

All Non-Certified Direct Care Staff Hired on or After the Effective Date of This Policy

1. OVERVIEW. These staff shall complete all certification requirements as outlined in this policy within 120 days of the date of hire. The certification process requires a minimum of 120 hours.

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

- a. Prior to certification, the only time the staff member is authorized to have contact with youth is during Job Shadowing (Phase I) and On-the-Job-Training (Phase III).
  - b. The staff shall be paired with a certified officer or FTO at all times until certified.
  - c. Detention and residential staff must be PAR and CPR/First Aid certified prior to Job Shadowing.
  - d. Non-residential staff are not required to be PAR certified and CPR/First Aid certified prior to Job Shadowing.
  - e. All three phases must be completed before staff will be considered certified and eligible to have direct contact with youth, as defined in this policy.
2. CERTIFICATION REQUIREMENTS. To obtain certification, staff shall complete the following applicable training plan:
- a. Direct Care Staff Certification Training Plan (State & Contracted Detention Staff)
  - b. Direct Care Staff Certification Training Plan (State Residential Staff)
  - c. Direct Care Staff Certification Training Plan (State Non-Residential Staff)
3. COMPONENTS OF CERTIFICATION. Completion of certification, which results in the issuance of the Certificate of Compliance, requires the following within the proper timeframe, passing the applicable CORE courses, and attending the Phase I instructor-led courses listed on the applicable training plan:
- a. Demonstrating satisfactory performance in all categories for at least four (4) days on the Phase I Daily Observation Reports (DORs), using the Standardized Evaluation Guidelines.
  - b. Completing the required Job Shadowing hours.
  - c. Becoming certified in CPR/First Aid.
  - d. Completing Phase II academy courses, which shall be documented by a Certificate of Completion issued by the academy.
  - e. Demonstrating satisfactory performance in all categories for at least three (3) days on the Phase II Daily Observation Reports (DORs), using the Standardized Evaluation Guidelines.
  - f. Becoming PAR certified pursuant to PAR Policy #1508-03.
  - g. Receiving a passing score on the applicable certification examination.

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

- h. Demonstrating satisfactory performance in all categories for at least three (3) days on the Phase III Daily Observation Reports (DORs), using the Standardized Evaluation Guidelines.
  - i. Demonstrating satisfactory performance on all applicable Job Skills Checklists.
4. INSTRUCTOR CERTIFICATIONS. With regard to certification requirements for instructors during certification training, the following are applicable:
- a. An ITW certified instructor is not required during Phase I.
  - b. A certified CPR/First Aid instructor, who does not have to be ITW certified, shall conduct CPR/First Aid.
  - c. During Phase III, FTOs/certified supervisors shall conduct “on-the-job” training, as defined in this policy, to help staff successfully transfer the knowledge and skills learned from the web-based courses, Job Shadowing, and the academy to actual job performance and interaction with youth.
  - d. FTOs and designated staff who provide Administrative/Orientation training are not required to be ITW certified.

**B. In-Service Training Requirements**

Completion of In-Service Training requires that staff pass any CORE courses taken and complete all topics listed on the applicable in-service training plan.

CPR/First Aid shall be conducted by a certified CPR/First Aid instructor; however, this individual is not required to be ITW certified.

Pursuant to PAR Policy #1508-03, a certified PAR Instructor shall conduct all PAR Updates.

Instructors from the community may be utilized in accordance with Section IV.H. of this policy.

All Direct Care Staff

- 1. Staff shall complete a minimum of 24 hours of in-service training each calendar year, beginning the calendar year after a staff is certified. See PAR Policy #1508-03 for hours and frequency of the PAR Update. In-service training requirements are outlined on the applicable training plans listed below.
  - a. Direct Care Staff In-Service Training Plan (State Non-Residential Staff)
  - b. Direct Care Staff In-Service Training Plan (State & Contracted Detention Staff)
  - c. Direct Care Staff In-Service Training Plan (State Residential Staff)

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

All Supervisory Staff

1. As part of the 24 hours of in-service training required for Direct Care Staff, supervisory staff shall complete eight (8) hours of training in the areas of management, leadership, and/or personal accountability (theory and practice); employee relations; communication skills; and/or fiscal training each calendar year.
  - a. Supervisory staff hired prior to August 3, 2004, shall complete Personal Accountability Training (PAT) by August 3, 2005.
  - b. Supervisory staff hired on or after August 3, 2004, shall complete Personal Accountability Training (PAT) within 180 days of hire.

C. Returning Staff

1. Staff shall complete the following requirements:
  - a. LESS THAN ONE YEAR FROM SEPARATION DATE. The following requirements shall be completed within 30 days of re-hire:
    - (1) PAR Update – minimum of six (6) hours for Residential, Non-Residential, and Detention Staff using the topics outlined in PAR Policy #1508-03.
    - (2) Become CPR/First Aid certified, if not currently certified.
    - (3) Overview of Facility/Program Operating Procedures.
  - b. ONE YEAR OR MORE FROM SEPARATION DATE. These staff shall complete the requirements set forth in Section IV.A., as they are no longer considered certified – no exceptions.

D. Uncertified Staff Who Are Terminated

1. Uncertified staff who are terminated for failure to complete the requirements in Section IV.A. shall not be recommended for re-employment at any facility/program/unit until at least 180 days have elapsed since their effective date of termination.

E. Crossover Training

Bureau of Staff Development and Training

1. As needed, the Bureau of Staff Development and Training shall identify crossover training requirements.

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

CJS&TC Certified Officers

1. A certified staff, as listed below, who is seeking a position within the Department shall complete only those certification requirements that are not duplicative of the staff's present certification:
  - a. CJS&TC Correctional Officer
  - b. CJS&TC Correctional Probation Officer
  - c. CJS&TC Law Enforcement Officer

Certified Residential/Detention Staff to Non-Residential Staff Position & Non-Residential Staff to Residential/Detention Staff Position

1. These staff shall complete the entire appropriate certification program as described in Section IV.A. If the CPR/First Aid certification is current, this training course is exempted.

Certified Detention Staff Crossing Over to Residential Staff Position & Certified Residential Staff Crossing Over to Detention Staff Position

1. The following requirements apply to staff who have left a position, for example, at a residential facility and have been hired into a detention position or vice-versa.
  - a. LESS THAN ONE YEAR FROM SEPARATION DATE. To be considered certified in the new position, staff shall complete, within 60 days of hire, the procedures set forth on the Direct Care Staff Crossover Training Plan (State Residential Staff & State and Contracted Detention Staff).
  - b. ONE YEAR OR MORE FROM SEPARATION DATE. These staff shall complete the requirements set forth in Section IV.A., as they are no longer considered certified – no exceptions.
2. Staff who fail to complete all requirements within 60 days of hire shall be immediately dismissed or removed from their position as Direct Care Staff.

## FLORIDA DEPARTMENT OF JUVENILE JUSTICE

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

### F. Extension Requirements

Administrators and Assistant Secretaries

1. Any staff who fail to complete all training requirements as set forth in Sections IV.A., IV.C., or IV.E. shall be immediately dismissed or removed from their position as Direct Care Staff, unless the procedures set forth in paragraph 2 are applicable.
2. Upon request of an Administrator, the applicable Regional Director may grant an extension, on a case-by-case basis, beyond the required timeframe for completing training requirements. The Administrator's request shall be submitted prior to the deadline date by which the staff's training must be completed, unless the Regional Director authorizes the Administrator's late request. The Regional Director's decision shall not be delegated and shall only be based on the following extenuating circumstances occurring to the staff:
  - a. Death of an immediate family member
  - b. Serious illness or injury
  - c. Immediate family crisis
  - d. Court appearance
  - e. Military duty
  - f. Natural disaster
  - g. Parental or Family Medical Leave
  - h. Other emergency circumstances
3. If an extension is approved, the Regional Director shall immediately forward the approval document(s) to the Director of Staff Development and Training. The document(s) shall, at a minimum, contain the new date by which the staff shall be certified.

### G. Testing Requirements

All Direct Care Staff Hired On or After the Effective Date of This Policy

1. PAR. Testing and evaluation requirements are addressed in PAR Policy #1508-03.
2. NUMBER OF ATTEMPTS. Staff **may** be given up to five (5) attempts to pass the applicable certification examination and become certified. Attempts shall occur within the first 120 days of employment.

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

- a. Staff who do not pass the written examination **shall** attend remedial training prior to re-taking the examination.
  - b. Staff who do not pass on the fifth attempt shall be immediately dismissed or removed from their position as Direct Care Staff.
3. **DISCLOSURE OF CONFIDENTIAL INFORMATION**. Prior to taking the examination, the staff member shall acknowledge that he or she has completed the classroom portion of the training. Reproduction or reconstruction of any portion of the examination will be deemed an attempt to subvert the examination process and will result in the invalidation of the staff member’s score and possible dismissal.

H. Instructors From the Community

Community Instructors

- 1. Instructors from the community who are utilized to provide in-service training must be licensed or professionally certified in the applicable curriculum.
- 2. Copies of licenses, certifications, professional trade documents, or other official documentation are acceptable as proof of licensure or certification. These copies shall be kept on file.

I. Documentation of Training

Bureau of Staff Development and Training

- 1. **DOCUMENTATION PROCEDURES**. The Bureau of Staff Development and Training shall provide the following:
  - a. Standardized training file procedures for the documentation of training.
  - b. The necessary tools to accomplish the training file requirements to include a Learning Management System (LMS) for on-line individual staff training records and paper forms for any required documentation not directly captured by the LMS.

Administrators or Designee

- 1. **LEARNING MANAGEMENT SYSTEM**. Completion of all training requirements shall be documented on the Department’s CORE/LMS, where applicable.
- 2. **ANNUAL IN-SERVICE TRAINING CALENDAR**. Facilities, programs, and probation units shall develop an Annual In-Service Training Calendar, which must be:
  - a. Consistent with the Annual Training Plan and Department requirements governing training and staff development.

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

- b. Reviewed and updated annually by the Administrator.
- 3. REMEDIAL TRAINING. Each time remedial training is completed, documentation shall be recorded in the “Student’s Record” in CORE/LMS in the “History/Comments” section. The documentation shall include the:
  - a. number of remedial training hours that were completed,
  - b. date the remedial training was completed,
  - c. name and signature of the instructor who provided the training, and
  - d. name and signature of the staff person receiving the training.

Field Training Officers or  
Juvenile Probation Officer  
Supervisors

- 1. DOCUMENTATION RESPONSIBILITY. The following individuals are responsible for documenting training conducted at the workplace:
  - a. For residential and detention staff, only Field Training Officers shall observe, evaluate, and document completion of Job Shadowing, Daily Observation Reports, or Job Skills Checklists. The individual designated by the Administrator shall document remaining training requirements, including in-service training.
  - b. For non-residential staff, Juvenile Probation Officer Supervisors shall document all circuit-based certification and in-service training.

**J. Field Training Officer (FTO) Requirements**

Residential/Detention Field  
Training Officers

- 1. Every facilitator of on-the-job training at the workplace for Direct Care Staff must be FTO certified. This person shall also have completed the certification training set forth in Section IV.A.
- 2. For each residential and detention facility, there shall be one FTO for every 15 authorized direct care staff positions. For example:

<u># of Positions</u>	<u># of FTOs</u>
1 – 15	1
16 – 30	2
31 – 45	3
46 – 60	4

**FLORIDA DEPARTMENT OF JUVENILE JUSTICE**

**SUBJECT:** Direct Care Staff Training Policy

**SECTION:** FDJJ – 1510

Juvenile Probation Officer  
Supervisors, Juvenile Detention  
Officer Supervisors, and  
Residential Direct Care  
Supervisors

1. Juvenile Probation Officer Supervisors hired prior to January 1, 2003, shall complete the FTO course within one (1) year from the effective date of this policy, unless previously certified as an FTO.
2. Juvenile Probation Officer Supervisors hired on or after January 1, 2003, shall complete the FTO course within 180 days of hire, unless previously certified as an FTO.
3. Juvenile Probation Officer Supervisors may certify additional staff as FTOs to assist them with the certification program.
4. Juvenile Detention Officer Supervisors and Residential Direct Care Supervisors hired on or after January 1, 2001 shall complete the CJSTC FTO course within one year of hire as a supervisor, unless previously certified.