



# Strategy to Improve Prison Safety and Security

Goal 2: Improving Training for New and Veteran  
Employees

# Strategy to Improve Prison Safety and Security

- ▶ Goal 2: - Improve Training for New and Veteran Employees
  - Objective 2.1 Strengthen Basic Correctional Officer Training
  - Objective 2.2 Strengthen In-Service Training
  - Objective 2.3 Enhance Mentoring for New Hires
  - Objective 2.4 Enhance Training for Supervisors
  - Objective 2.5 Strengthen Training for Non-Certified Staff

# Objective 2.1 Strengthen Basic Correctional Officer Training

Alternative Title(s): Content

- ▶ OSDT staff worked with staff from the Division of Prisons, and guided by the reports from the National Institute of Corrections, the Governor's Crime Commission, East Carolina University, and feedback from staff in the field, to develop a six-week basic training program for new Correctional Officers, implemented January 1, 2019.
- ▶ New topics for 2019 include: Crisis Intervention, Conflict Resolution, Understanding and Managing Stress in Public Safety Settings, Offender Classification Process and Programs, Cross Gender Supervision, and more.

# Objective 2.1 Strengthen Basic Correctional Officer Training

Alternate Title and Content

- ▶ Students receive more time for practical, hands-on application of psychomotor skills such as Firearms, Controls, Restraints, and Defensive Techniques, Baton, and Handcuffing.
- ▶ Students are administered two cognitive examinations in order to facilitate improved retention of knowledge. A midterm exam is administered on Friday of week 3 and a final exam on Friday of week 6. Successful completion is based on the average of these two scores.

# Objective 2.1 Strengthen Basic Correctional Officer Training

- ▶ Firearms Training is conducted during week 2. OSDT instructors attempt to remediate students during weeks 2 and 3 of training in order to try to retain them in class
- ▶ Replacing paper manuals with iPads in as many deliveries as possible
- ▶ Student evaluations are consistently positive
- ▶ Preparing a Level 3 training evaluation to be disseminated to former trainees and their supervisors

# Objective 2.1 Strengthen Basic Correctional Officer Training

- ▶ Increased number of delivery sites
  - Permanent acquisition of training beds (36) in the West at the former Swannanoa YDC
  - Subleased the former Ralph Winkworth Forestry Training site in Kinston (64) through December 31, 2020
  - Partnering with four Community Colleges in areas with high facility vacancy rates
- ▶ DPS Engineering has prepared a proposal to convert the former Dobbs YDC into an overnight training academy

# Objective 2.2 Strengthen In-Service Training

- ▶ Increasing the number of online course offerings
  - Plan: Hire two Instructional Designers and accompanying software to develop online learning for new and career employees.
  - Articulate 360 e-learning authoring software purchased
- ▶ Temporary/contract employees added to LMS in order to access and complete online training.

# Objective 2.2 Strengthen In-Service Training

- ▶ New workgroup formed (Prisons Career Pathways/Core Competencies) in June 2019 to address career paths and incentives for employees
- ▶ Survey of core competencies in development, planned deployment 8/21/19



# Objective 2.3 Enhance Mentoring for New Hires

- ▶ Prisons has developed recommendations to extend on-the-job training requirements to new employees
- ▶ Prisons has implemented a mentoring program for new hires
- ▶ Health Services has developed Lead Nurse Training

# Objective 2.4 Enhance Training for Supervisors

- ▶ Increased offerings of OSDT's first line and midlevel manager programs
- ▶ Partnered with Wake Technical Community College to deliver the online Credible Leadership Program

# Objective 2.5 Strengthen Training for Non-Certified Staff

- ▶ OSDT has developed a 40-hour basic training curriculum for non-certified staff who have inmate contact
- ▶ Curriculum includes courses covering Situational Awareness, Basic CRDT for Non-Certified Staff (positioning, blocks, etc.), Communication Skills, Wellness, and more