

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
PAROLE DIVISION**



**POLICY AND  
OPERATING PROCEDURE**

**NUMBER: PD/POP-1.1.20**

**DATE: 04/09/09**

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**SUPERSEDES: 12/17/07**

**SUBJECT:** INSTITUTIONAL PAROLE OFFICER TRAINING GUIDELINES

**AUTHORITY:** N/A

**PURPOSE:** To establish procedures for training the newly-hired Institutional Parole Officer (IPO) in the Review and Release Processing Section.

**PROCEDURE:**

**I. PRE-SERVICE TRAINING**

- A. Pre-Service Training consisting of 80 hours shall be provided by the Program Specialist I or designee.
- B. Pre-Service Training will be conducted in accordance with the Institutional Parole Officer Pre-Service Training Curriculum. The Institutional Parole Officer Pre-Service Training Curriculum can be found in the Parole Division Document Library.
- C. Pre-Service Training will be conducted within 30 days of employment with the Institutional Parole Office (IPO). Any extenuating circumstances resulting in the inability to conduct training within 30 days of employment will require approval of the appropriate IPO Regional Supervisor and be documented in the employee's Supervisory File.
- D. Documentation of training shall be maintained through the TDCJ-Correctional Institutions Division's Parole Office Training Database, to be maintained by the Review and Release Processing (RRP) Director's designee.
- E. Pre-Service Training shall be required for all newly-hired IPOs. This includes newly-hired IPOs who were previously employed in an Institutional Parole Officer position.

**II. DESIGNATING MENTORS**

- A. In most cases, experienced Institutional Parole Officers (Mentors) will be utilized to train newly-hired Institutional Parole Officers (Trainees).

- B. Trainees and Mentors must meet the following criteria:
  - 1. Not be in disciplinary status;
  - 2. Received “meets standards” or above rating on their last performance evaluation; and
  - 3. Have one (1) year of continuous experience completing parole case summaries.
- C. When experienced Institutional Parole Officers are utilized as Mentors, they shall be responsible for no more than two (2) Trainees at a time.
- D. Mentors shall be assigned to train newly-hired Institutional Parole Officers on a fair, impartial, and rotating basis.

### III. TRAINING OF NEWLY-HIRED INSTITUTIONAL PAROLE OFFICERS

- A. Upon completion of Pre-Service Training, assignment of a Trainee to a Mentor shall be determined by the Parole Supervisor. The Parole Supervisor~~s~~ shall notify the Mentor and, if applicable, their respective Unit Supervisor of their assignment.
- B. Training shall last for six (6) months, unless extenuating circumstances dictate otherwise. The six-month training period shall only be extended with the approval of IPO Regional and Parole Supervisors.
- C. All training shall be consistent with Case Summary Instructions (RM-01), office procedures, reference manuals, etc., and in accordance with established agency policy and procedures, including the Offender Information Management System (OIMS).
- D. Mentors shall teach Case Summary dictation and shall recommend to the Parole Supervisor that Trainees officially begin dictation. Recommendations to begin and suspend dictation shall be approved by the Parole Supervisor and documented on the employee’s Monthly Progress Report (RRP-0702).
- E. All case summaries submitted by Trainees throughout the training period shall include both the Mentors' and Trainees' names. Trainees shall not be allowed to sign their own case summaries until the training period has been completed.

#### **EXAMPLE**

Submitted By:                      Trainee’s Name, Title                      For: Mentor’s Name, Title

- F. Although a Mentor may be utilized to audit Trainee casework and provide training and guidance in the performance of parole officer's duties, the Unit Supervisor is ultimately responsible for the training. As such the Unit Supervisor shall closely monitor the training which will include randomly reading Trainees' Case Summaries after they have been reviewed by their Mentor. All Trainee questions concerning disputed errors shall be addressed to their Unit Supervisors for clarification.

- G. All cases reviewed by Mentors shall be documented on either the Case Summary Audit Form for Division Files (RRP-0702A) or the Case Summary Audit Form for OIMS Cases (RRP-0702B). These forms shall be submitted with the Monthly Progress Report (RRP-0702).
- H. Mentors shall complete a Monthly Progress Report at the conclusion of the first months' training and each subsequent month until training is concluded.
  - 1. The Monthly Progress Report shall be distributed to the Trainee, Unit Supervisor, Parole Supervisor and Regional Supervisor. The Mentor shall also maintain a copy.
  - 2. The Mentor, Trainee, and Unit Supervisor shall meet during the signing of the Monthly Progress Report to discuss progress or other issues.
- I. Recommendations by Mentors to remove Trainees from training shall be submitted in writing to the Unit and Parole Supervisor. Copies of recommendations shall be placed in the Trainees' Supervisory File.
- J. Upon removal from training status, Unit Supervisors shall utilize the Case Summary Audit Form to audit two (2) parole Case Summaries per month for a six-month time period. Areas of deficiency shall be discussed with the employee and documented in the Supervisory File. The Case Summary Audit Form shall also be maintained in the Supervisory File.
- K. Documentation of training shall be maintained through the Review and Release Processing (RRP) Training Database. The database will be maintained by the RRP Director's designee(s).
- L. Any newly-hired IPO who was previously employed in an Institutional Parole Officer position, will be required to complete the six month training regardless of the amount of time they were gone. However, the six month training period may be reduced with recommendation from Unit Supervisor and the approval of the IPO Regional and Parole Supervisor.

#### IV. CASE ASSIGNMENTS

- A. Case assignments shall be conducted on a weekly basis.
- B. Unit Supervisors shall be responsible for case assignments.
- C. The caseload for Trainees/Mentors shall be assigned in accordance with the Trainee Case Assignment Graduated Scale (RRP-0703). This document includes a Trainee/Mentor graduated scale. Unit Supervisors shall monitor the progress of Trainee/Mentor teams and, with the permission of either the Regional or Parole Supervisors, make adjustments in those numbers.
- D. Trainees with administrative duties (e.g., releasing officers, duty officers, special projects) or with days of leave or extended travel shall have case assignments adjusted by the Unit Supervisor.

- E. Before Trainees are released from training, they must be able to submit 13 initial or 17 subsequent summaries or a combination of the two. This has been predetermined by the Trainee Case Assignment Graduated Scale (RRP-0703) for at least three (3) consecutive weeks, while at the same time completing other duties as assigned. Removal from training status shall be based on Mentor recommendation documented in the employee's Monthly Progress Report. Once the Trainee has been successfully removed from training status, their caseload shall be assigned in accordance with the Case Assignment Graduated Scale (RRP-0703). This document also includes a graduated scale for those officers working a 5 day workweek as well as a graduated scale for those officers working a 4 day workweek.

## V. REMEDIAL TRAINING

- A. Remedial Training is defined as the continuation of training or a return to training status due to substandard job performance as indicated by the inability to perform the essential functions of their position in a satisfactory manner.
- B. Unit Supervisors should perform interim evaluations for any employees who are not performing their essential functions in a satisfactory manner. After consultation with the Parole and Regional supervisors, these employees shall be placed in remedial training.
- C. Employees shall be assigned to specific Mentors, and the training guidelines in this administrative directive shall be used in reference to case assignments, documentation of errors, etc.
- D. Removal from remedial training status shall be based on Mentor recommendations documented in the employee's Monthly Progress Report and interim employee Performance Evaluations that reflect employees are performing their essential functions in a satisfactory manner. Improvements in previously deficient areas shall be documented and listed in Monthly Progress Reports.
- E. Remedial training shall last no longer than 90 days. If employees fail to reach satisfactory performance levels in that time period, disciplinary actions may be pursued.

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