

COMMITTEE ON PROBATION EDUCATION

Detention Subcommittee Meeting Minutes

October 16, 2012

UNAPPROVED

Present

Paul Gabaldon, Chair
Kathy Coker (phone)
Gil Contreras
Scharlene DeHorney
Jolene Hefner (phone)
Lori Jaramillo
Mark Koch
Fernando Matiella (phone)

Absent

Denise Smith
Jennifer Torchia

Staff

Chad Kewish
Amy Champeau
Diane Bouconi
Jillene Gock

Guest

Omar Villa (phone)

Paul Gabaldon called the meeting to order at 10:05 a.m. welcoming all members with a special welcome to the Subcommittee's newest member, Gil Contreras from Coconino County.

I. Approval of Minutes:

Motion made by Mark Koch and seconded by Kathy Coker to approve the minutes from the July 19, 2012 meeting as written. Motion passed unanimously.

II. Detention Officer Academy (DOA) (August 14-17, 2012)

Summary of Discussion: All

Discussion ensued. The following is a summary of this discussion:

Amy commented that there were 23 participants at this academy, which received a 4.7% overall rating. The practicum exercise was conducted differently with team leaders staying in the rooms instead of walking with the groups. Practicum will be conducted this way again at the November academy. Fernando commented that five officers from his county attended and spoke highly of the academy. Omar Villa was one of the team leaders and Chad asked Omar what his thoughts were about the new way of doing practicum. Omar commented that it was better learning four scenarios rather than 16. Team leaders were familiar with each scenario by the third time. Chad shared with the group that team leaders were unable to bond with the teams and team leaders were unable to see an individual make progress throughout the scenarios. Mark commented that it is difficult moving around with the team and that this may be a better way to offer feedback.

Chad commented that there were a number of new instructors for this academy. Amy shared with the group that the Safety & Security, Communications, Adolescent Development, and Direct Supervision classes were taught by new faculty. Kathy Coker, who also was a Dean at the August Academy, commented that her staff enjoyed the academy and liked the role play scenarios.

Chad commented that the next academy is scheduled for the end of November (27-30). The first 2013 academy will not be until May. Chad advised the committee that COTA has gone through some staff changes, noting that it has been a challenge to obtain confirmation of 2013 dates. Additionally, the train-the-trainer, which is usually scheduled in July, might need to be moved to another month. Chad

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asked the subcommittee to register officers as soon as they are hired. Diane will add a registration form and 2013 dates to the website.

III. Computer Based Training (CBT) Recommendations:

Summary of Discussion: All

Ethics

Paul gave a quick overview of what he and his detention supervisors discovered when reviewing the Ethics CBT. They liked the convenience of the CBT format, felt the content was good, and the objectives current.

One of the biggest problems with this CBT is there is only audio, no visual. Lori commented that she had the same problem with the CBT she reviewed. Paul stated that the formatting needs to be updated with new videos because many are out-dated. Another problem is that the final exam results can be seen on screen; however, the certificate cannot be printed. Paul commented that this CBT needs to be put into a format that is usable.

Chad commented that one of the problems may be that we make copies of copies, and that if one thing does not copy correctly, ongoing problems may occur. Amy commented that the CBTs can be remade into a web-based format; however, the process is extremely time-consuming. Chad commented that he talked to the web-master in Education Services about reformatting and putting on the web and found that it can be done by going back to the original company who may redo them at a significant cost. Mark suggested working with ASU to obtain an intern to work with us on this project.

Action: JJSD and ESD will investigate the possibility of obtaining an intern to assist with updating CBTs and moving them to a web-based program.

Legal Liability

Mark reported that he and Amy watched the Legal Liability CBT and found that it is out-dated like the others.

Mark commented that he has the lesson plans for Legal Liability and Special Needs and suggested starting with these two CBTs to make them web-based. Mark said he might have some of the original scripts for these two; in the meantime, the workgroups can start rewriting the other three. The subcommittee agreed to look at Legal Liability first. Mark added that certain items should be added to this CBT, like Victims' Rights, PREA (Prison Rape Elimination Act) obligations, and consequences for certain action or inaction by detention officers. This subject matter was originally a four-hour class at the academy, and the CBT is two hours. Mark has the original PowerPoint and lesson plan, but does not have the scripts.

Amy suggested that revamping this class should not occur until the new Detention Standards are complete.

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Introduction to Detention

Omar commented that the Introduction to Detention CBT is out-dated and that some of the statutes mentioned no longer exist. Omar indicated that this CBT cites the PIC-ACT (Progressively Increasing Consequences Act), and the information is now outdated. The information provided on destruction of records is old. Omar also reported he was unable to print from the CBT.

Omar believes that this subject should stay as a CBT. The CBT did not have video, but has graphics. Omar commented that the CBT needs updating, including information specific to diversion. Mark commented that a lot of the diversion information is in code. Gil commented that putting too much information on this CBT could be over the heads of some of the younger detention officers. Gil suggested keeping the Introduction to Detention CBT more toward detention and less about the court processes. Omar added that information on due process and the history of detention should be included on this CBT, explaining what happens when juveniles are not diverted.

Mark suggested that the Introduction to Detention CBT should be rewritten completely. That Introduction to Detention needs a lot of updating. Many things have changed in the last 10 years. Omar commented that there are definitions on this CBT; however, the curriculum does not go into specific definitions on what certain terms mean. The Introduction to Detention CBT goes more into the court hearings process. Omar believes that this CBT needs to be more specific about juvenile's needs. Paul suggested that this CBT might need sub-sections. The subcommittee agreed this one needs to be redone completely.

Action – Mark volunteered to put together an outline, in rough draft for the next meeting.

Special Needs

Jolene reported on the Special Needs CBT stating that it is a good overview; however, it needs to be reformatted for web-based. Jolene also commented that she could not get this CD to work correctly, commenting that they only have an old computer to watch the CBTs on.

Jolene commented that her staff liked the quizzes. She believes behavior issues and sex offenders could be separate classifications taught by individual counties. Mark commented that Special Needs used to be incorporated with Mental Health. Jolene commented that the Special Needs CBT has a lot of good information, but could take a couple of hours for new officers to watch.

Jolene suggested adding a section on Autism and Asperger's Syndrome; however, Jillene expressed concern that Asperger's Syndrome may be removed from the Diagnostical Statistical Manual (DSM) and the committee should hold off on this decision for now.

The Americans with Disabilities Act (ADA) was not mentioned in the CBTs; Gil suggested it should be included along with the need for interpreters. Fernando suggested making Legal Liabilities and Special Needs a class at the academy. Mark commented that there is a lot of information on ADA from the federal government, and perhaps this training should be facilitated at the local level.

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Jolene believes the CBTs are beneficial to officers who cannot get to the Academy right away, and suggests keeping Special Needs as a CBT. Gil agreed with Jolene stating that an awareness overview on ADA could be added to the CBT and that there is no need to be too extensive. Gil suggested adding a couple of scenarios on ADA to the Special Needs CBT. Mark said this might be the first CBT to create as a web-based training because lesson plans are available right now.

Customer Service

Kathy reported that the Customer Service CBT needs updates and that the CBT had formatting issues. Kathy believes the CBTs have been very helpful for her staff and would like to see the CBTs continued. Lori commented that when she used the backspace she was taken back a full screen, making it difficult for the officer watching the CBT to know where they are on the CBT.

Lori went on to say that she thinks the CBT content is good, but, quizzes did not print and videos did not play. One of the quiz questions asks about what you see in a video, but because the videos won't play the question cannot be answered. It took about 30 minutes to go through this CBT. Paul commented that the printing and video problems seem to be an issue across the board.

Mark suggested breaking this one up and adding the content to another area, perhaps the Professionalism class. Paul asked about the possibility of eliminating Customer Service as a CBT; however, Chad commented that COPE must approve the elimination of a CBT. Chad added that since a class is being developed on Professionalism, that time spent on revising the CBT may not be worth the 30 minutes of training. It might be best to put the 30 minutes of content from this CBT into the Professionalism class. Chad further suggested that if that content is already covered in Professionalism, then we can eliminate it as a CBT.

Action: *Amy volunteered to examine whether the Customer Service CBT content is already in or can be added to the Professionalism class curriculum.*

Amy commented that Education Services would oversee the development of web-based CBTs. Amy suggested that the workgroups remain intact and continue with development. Paul commented that Detention officers that are not a part of this Subcommittee could help out. Discussion ensued regarding which CBT should be revised first. The committee agreed on Special Needs first and Legal Liability second.

IV. PREA

Summary of Discussion: Mark Koch

Discussion ensued. The following is a summary of this discussion:

Mark reported that PREA was recently enacted as federal law. The rewrite was issued in four sections with one section having to do with juvenile corrections. Mark and the Standards Committee will determine the best way to proceed with PREA requirements for Arizona Detention Centers.

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The Detention Standards Committee was recently formed and will be chaired by Mark. Other members include Paul, Fernando, Jennifer Torchia, Kendall Rhyne, Tim Hardy, and Judge Corsaro. In addition to PREA, the Standards Committee will examine strip-search standards, which will help quantify expectations during operational reviews. Document retention will be looked at and there will be a new section, a definitions glossary, added into the Standards.

Mark went on to say that the Standards Committee will look at current standards and add, revise, and rewrite as needed prior to presenting to Directors at the Juvenile Administrators Meeting (JAM), and then AOC Director, Dave Byers. Once Mr. Byers approves the changes, the Standards will be issued through an Administrative Directive.

The Detention Standards Committee will also look at detention ratios. The Subcommittee may have some revisions to make to the PREA Train-the-Trainer once new Detention Standards are approved.

Training on Standards is a county responsibility. Mark mentioned having 800 numbers posted at each facility, giving juveniles the right to have access to a phone to call their attorney without asking them why and providing them with a reasonable amount of privacy.

November 7, 2012 will be the first meeting for the Detention Standards Committee.

V. Strategic Plan 2012-2015

Summary of Discussion: All

Strategy 1: Evaluate Computer Based Trainings:

Amy reported that revisions to the CBTs will include development of a PowerPoint, which must be rewritten into Lectora, proceeding to a web-based link. Mark suggested making the web-based platform like the Arizona Department of Administration (ADOA) Defensive Driving class, which is an online course with quizzes throughout. Chad commented that ADOA probably used Lectora to build their Defensive Driving class.

Amy commented it is not certain if we will need the lesson plans any more, as notes can be typed under the PowerPoint slides, which will be beneficial in revising CBTs.

Strategy 2 Outlines for Professionalism & Conflict Resolution Classes:

Amy reported that faculty will be identified for each class. Jillene and Amy will have more of an update at the next meeting.

Strategy 3 Develop Leadership training for Detention Officers and Supervisors:

Paul commented that funding for Leadership training is an issue, as funds are being used on other things. Amy commented that the CLIA (Court Leadership Institute of Arizona) unit is conducting leadership training at the end of November. This is a one day training being held in Phoenix.

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Chad further explained that the Arizona Court Supervisor (ACS) program, which is a track that CLIA offers, targets new supervisors. Probation supervisors who are enrolled in the ACS program are encouraged to take the one day Case Management class. With respect to the Case Management class there are differences between probation supervisors and court staff. ACS is open to any supervisor. The Education Services web-calendar offers instructions on how to register and what is required to attend.

Paul commented that reinventing the wheel with a Detention Officer Leadership class does not make good sense. Chad remarked that if anyone sends staff to ACS classes, he would be curious to hear their feedback. Fernando reported three of his supervisors will be attending, including Omar. Omar & Fernando will report back at the next meeting.

Fernando was looking forward to having the one day detention conference because it is a good incentive to officers. Mark remarked that he will continue to discuss the conference option with his supervisor.

Gil suggested leaving leadership training for detention officers and supervisors on the plan and suggested leadership skills could be incorporated into the Academy. Chad agreed with Paul about changing the wording on the goal from “develop” to “explore”. The subcommittee all agreed. The strategy goal will now read: **Explore Leadership training for Detention officers and supervisors.**

Strategy 4 Incorporate case progression through the system into academy curriculum:

Amy reminded the group that at the last meeting discussion ensued about teaching officers how a case progresses through the legal system. Amy wondered whether adding this topic to the realm of CBTs is a possibility. Chad suggested adding case progression information to the new Professionalism curriculum; however, Jolene mentioned this may be too much to add to that class and instead suggested having it as its own class or adding the content to Legal Liability. Lori wondered how much time we want to spend on case progression information with detention officers. Gil believes that officers should have knowledge of how a case progresses through the system.

Fernando commented that Judge Corsaro teaches new detention officers in their county. Judge Corsaro facilitates an orientation class, which is about two hours. Mark suggested videotaping the judge’s presentation and put case progression on the web. Fernando agreed to ask Judge Corsaro if she would be willing to be filmed, and if she would be willing to come to Phoenix and spend a day filming in the studio. Fernando will let Chad know.

Jolene commented that Yuma County offers an in-house program for orientation to new detention officers, with case progression being a piece of it. This is only done for new detention officers. Jolene will forward the case progression portion to Amy.

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VI. New Class Update

Professionalism – Amy reported that the workgroup developed an outline that was approved by this Subcommittee and COPE. Kendall Rhyne, Chief Probation Officer in Gila County, has agreed to instruct this class at the academy. Scharlene commented that Professionalism and Ethics should be separate classes. Amy will meet with Kendall next week, hoping to pilot this class at the next DOA in 2013.

Conflict Resolution – Jillene reported that she approached someone from Mohave County to teach this class, and is currently waiting to hear back from him. She also reported that the workgroup has incorporated an activity.

Substance Abuse – Jillene reported that any suggestions for faculty would be helpful. Jillene asked to be notified if Subcommittee members have anyone in their center that is well-versed and well-spoken on the subject that might be able to instruct this class. Jillene suggested that working with faculty while a class is being developed is helpful. Mark agreed that this is an area where you want a professional instructing.

VII. Handle with Care: Mark Koch

Mark reported that Handle with Care was funded through an old funding source held by the Juvenile Justice Services Division (JJSD). Most of these funds were spent; however, they've been drawing interest off the small amount of funds still there. This fund has funded Handle with Care for the last three years. This year will be the last year this fund will be available. JJSD will continue funding Handle with Care by utilization of the detention training budget. Mark stated that Handle with Care takes priority over a Detention Conference.

VIII. New Business

Summary of Discussion: All

Lori suggested that next year's Administrators' Meetings be facilitated in Phoenix rather than at COTA.

Next Meeting

The next Detention Subcommittee meeting is scheduled for January 30, 2012 from 10am-2pm at the Judicial Education Center.

Paul adjourned the meeting at 1:16 p.m.

Respectfully submitted:



Diane Bouconi
Education Specialist