



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-031100 Staff Development for Non-Custody Corrections and Probation/Parole Department Personnel	Issued: 11/5/93 Effective: 3/13/95	Reviewed: 4/24/26 Revised: 4/24/26
Alisha Tafoya Lucero, Cabinet Secretary		<i>Original Signed and Kept on File</i>

AUTHORITY:

- A. NMSA 1978, Section 33-1-6, as amended.
- B. New Mexico Executive Order No. 85-32, signed June 26, 1985.
- C. Policies *CD-000100* and *CD-018300*.

REFERENCES:

- A. ACA Standards 2-CO-1D-01, 2-CO-1D-02, 2-CO-1D-03, 2-CO-1D-04, 2-CO-1D-05, 2-CO-1D-06, 2-CO-1D-07, 2-CO-1D-08, 2-CO-1D-09, and 2-CO-1D-10, *Standards for Administration of Correctional Agencies*, 2nd Edition.
- B. ACA Expected Practices 5-ACI-1D-01, 5-ACI-1D-02, 5-ACI-1D-03, 5-ACI-1D-08, 5-ACI-1D-11, 5-ACI-1D-14 through 5-ACI-1D-17, 5-ACI-1D-20 (M) Through 5-ACI-1D-22 and 5-ACI-3B-10(M), *Performance Based Standards and Expected Practices for Adult Correctional Institutions*, 5th Edition.
- C. ACA Standards 4-APPFS-3A-04 thru 4-APPFS-3A-09, 4-APPFS-3A-11, 4-APPFS-3A-13, 4-APPFS-3A-14 thru 4-APPFS-3A-19, 4-APPFS-3A-21, 4-APPFS-3A-23, 4-APPFS-3B-07, 4-APPFS-3B-08, and 4-APPFS-3D-18, *Standards for Adult Probation and Parole Field Services*, 4th Edition.
- D. ACA Standards 2-CI-6A-9, 2-CI-6C-5, 2-CI-6C-6, 2-CI-6C-7, *Standards for Correctional Industries*, 2nd Edition.
- E. ACA Standards 1-CTA-3A-21, 1-CTA-3A-21-1, 1-CTA-3A-21-2, 1-CTA-3A-21-3, and 1-CTA-3A-21-4, *Standards for Training Academies*, 1993.

PURPOSE:

Establish guidelines to ensure each non-custody employee in the New Mexico Corrections Department (NMCD) is provided staff development training and an opportunity for a career development plan. [4-APPFS-3D-18]

APPLICABILITY:

All personnel in the NMCD and contract employees as provided in their contract.

FORMS:

- A. **Training Request** form (*CD-031100.1*)

ATTACHMENTS:

None

DEFINITIONS:

- A. Administrative/Management Personnel: Personnel include, but not limited to, cabinet secretary, wardens, deputy wardens, unit managers, area supervisors, business managers, human resource staff, and academy management.
- B. Administrative Support Services: Personnel who may have minimal or daily contact with inmates. This includes, but is not limited to, clerks, secretaries, typists, and computer personnel.
- C. Professional Specialist: Personnel whose backgrounds include considerable training for their positions. This includes, but is not limited to, classification officers, chaplains, educators, psychologists, and medical personnel. See Attachment *CD-031102.A* for a full list of classifications.
- D. Staff Development: An organized, planned and evaluated activity designed to achieve specific learning objectives. Staff development may occur on-site, at an academy or center, at an institution of higher learning, through contract service, at professional meetings, professional training programs and seminars, or through closely-supervised, on-the-job training. Meetings of professional associations are considered staff development when there is clear evidence of the above elements.
- E. Support Personnel: Personnel who have daily or regular contact with inmates (more than once a week). This includes, but is not limited to, food service employees, industries employees, clerical staff with daily inmate contact, disciplinary staff, inmate advocates, and compliance staff.

POLICY:

- A. All employees, including promoted or reassigned staff, of the Corrections Department will be provided with training and development opportunities appropriate to their job classifications and responsibilities to ensure they possess the requisite knowledge, skills, and abilities before assuming assigned duties. The training program shall be coordinated and supervised by a qualified staff member at the supervisory level. The training program shall be reviewed annually. [2-CO-1D-01] [5-ACI-1D-01] [4-APPFS-3A-06] [4-APPFS-3A-12] [2-CI-6C-5]
- B. The qualified individual coordinating the staff development and training program has specialized training for that position. At a minimum, training personnel have completed a 40-hour train-the-trainers course. All persons who deliver training receive instruction in adult learning theory. [5-ACI-1D-02] [4-APPFS-3A-08]

- C. The Department shall provide for ongoing development, evaluation, and update of all pre-service, in-service, and specialized training programs based on an annual needs assessment that identifies current job-related training needs. A written report shall be prepared annually. **[2-CO-1D-03] [4-APPFS-3A-19]**
- D. The training plan will be developed, evaluated, and updated based on the annual assessment that identifies current job-related training needs. **[5-ACI-1D-03]**
- E. All Central office employees staff development and training requirements shall include at a minimum: **[2-CO-1D-02]**
- Fire and emergency procedures;
 - Safety procedures;
 - Interpersonal relations;
 - Report writing;
 - Communication skills; and
 - Sexual harassment;
 - Code of Ethics; and
 - Civil Rights.
- F. All full-time facility employees must complete a formalized 40-hour orientation program before undertaking their assignments. At a minimum, the orientation program should include the following: **[5-ACI-1D-10]**
- The purpose, goals, policies, and procedures for the facility and NMCD
 - Security and contraband regulations
 - Key control
 - Appropriate conduct with offenders
 - Right and responsibilities of employees
 - Universal precautions
 - Personal protective equipment
 - Biohazardous waste disposal
 - An overview of the correctional field
 - Emergency plans
 - Aspects of sexual abuse and harassment
 - Procedures for the suicide prevention plan
 - Recognizing signs and symptoms of mental illness
 - Sustainable and environmentally responsible practices
 - Personnel practices
 - Working conditions and regulations
- G. All Corrections Industries staff, managers and appropriate others shall be made aware of all applicable laws governing the sale and transportation of prison-made products. **[2- CI-6A-9]**

- H. The Department shall use resources of other public and private agencies as needed and when necessary. **[2-CO-1D-04]**
- I. All full-time employees shall receive forty (40) hours of orientation prior to job assignment. **[2-CO-1D-05] [4-APPFS-3A-05]**
- J. All support employees who have regular or daily contact with inmates shall receive forty (40) hours of training in addition to orientation training during their first year of employment and forty (40) hours of training each year thereafter. **[2-CO-1D-06]**
- K. All facility administrative and managerial staff who have regular or daily contact with inmates shall receive forty (40) hours of training in addition to orientation training during their first year of employment and forty (40) hours of training each year thereafter, in areas relevant to their position. **[5-ACI-1D-11] [4-APPFS-3A-14]**
- L. All Central Office and managerial staff who have regular or daily contact with inmates shall receive forty (40) hours of training in addition to orientation training during their first year of employment and forty (40) hours of training each year thereafter, in areas relevant to their position. **[2-CO-1D-07]**
- M. All clerical/support employees who have minimal contact with inmates shall receive sixteen (16) hours of training in addition to orientation training during their first year of employment and sixteen (16) hours of training each year thereafter. **[5-ACI-1D-16] [2-CO-1D-08] [4-APPFS-3A-16]**
- N. All professional specialist employees who have inmate contact and all support employees who have regular or daily contact with inmates shall receive forty (40) hours of training in addition to orientation training during their first year of employment and forty (40) hours of training each year after. **[5-ACI-1D-14] [5-ACI-1D-15] [4-APPFS-3A-17]**
- O. Training for correctional officers consists of at least 120 hours of orientation training during their first year of employment and an additional 40 hours of professional development/in-service training each subsequent year of employment. **[1-CTA-3A-21]**
- P. Training for administrative, managerial, professional specialists, support employees and staff who have regular or daily contact with inmates consists of a minimum of 40 hours of orientation training their first year of employment and 40 hours of professional development/ in-service training each subsequent year of employment. **[1-CTA-3A-21-1]**
- Q. Training for clerical/support employees who have minimal inmates contact consists of a minimum of 40 hours of orientation training their first year of employment and an additional 16 hours of professional development/in-service training each subsequent year of employment. **[1-CTA-3A-21-2]**

- R. Training for probation/parole officers and other professional employees consist of 40 hours of orientation training as soon as possible upon being hired, but no later than one year after their appointment. Forty hours of professional development/in-service training shall be completed each subsequent year of employment. **[1-CTA-3A-21-3]**
- S. Orientation and annual professional development/ in-service training for part-time staff and contract personnel shall be identified by agency policy. At a minimum, orientation training content includes requirements for specific positions detailed in relevant ACA standards manuals. Annual professional development/in- service training shall be job specific and relevant to the performance needs of the employee. **[1-CTA-3A-21-4]**
- T. All Corrections Industries staff shall receive formal orientation appropriate to their assignments, forty (40) hours of training annually, and additional training as needed. **[2-CI-6C-6] [2-CI-6C-7]**
- U. All part-time staff and contract personnel shall receive formal orientation appropriate to their assignments and additional training as needed. **[5-ACI-1D-17] [4-APPFS-3A-18]**
- V. All staff is encouraged to continue their education and the Department encourages staff membership and participation in criminal justice and allied professional associations and activities. **[2CO-1D-09] [2CO-1D-10] [5-ACI-1D-22] [4-APPFS-3A-20]**
- W. The Department encourages and provides administrative leave and/or reimbursement for employees attending approved professional meetings, seminars and similar work-related activities. **[4-APPFS-3A-21]**
- X. Training requests for training other than facility or division refresher training courses shall be requested on the **Training Request** form (*CD-031100.1*) and approved by both the employee's immediate supervisor and the approving authority.
- Y. Each supervisor shall ensure that staff under their supervision are scheduled for and attend all training mandated by this policy within the required timeframes and shall ensure that documentation, i.e. training certificates are provided to the Human Resources Bureau to properly document and credit training for employees.
- Z. All institutional personnel are trained in the implementation of written emergency plans. Work stoppage plans are communicated only to appropriate supervisory or other personnel directly involved in the implementation of those plans. **[5-ACI-3B-10 (M)]**
- AA. All personnel authorized to use firearms receive appropriate training before being assigned to a post involving the possible use of such weapons. Firearm training covers the use, safety, and care of firearms and the constraints on their use. All personnel authorized to use firearms must demonstrate competency in their use at least annually. **[5-ACI-1D-20 (M)]**
- BB. All personnel authorized to use chemical agents receive thorough training in their use and in the treatment of individuals exposed to a chemical agent. **[5-ACI-1D-21 (M)]**

- CC. Training curriculum shall be developed based on clear, concise, and measurable written statements of intended learning outcomes. The content and instructional methods selected for a training program shall be consistent with the stated learning objectives, sequenced to facilitate learning, and incorporate strategies to evaluate the learning. [4- APPFS-3A-09]
- DD. The New Mexico Corrections Department, Probation and Parole Division comprehensive training plan philosophy is divided into a three-stage approach to ensure that each probation and parole officer, staff member, intern, and volunteer has the knowledge, skills, and abilities to perform their assigned duties. The plan is reviewed annually and updated as needed.: [4-APPFS-3A-12]
1. Stage I: is the successful completion of the 320 hour Probation and Parole Officer Basic Training Course.
 2. Stage II: is the officer's Regional and District orientation component.
 3. Stage III: addresses their annual 40-hour in-service/refreshers training. The training plan shall be developed, evaluated and updated based on an annual assessment that identifies current job-related training needs.
- EE. Every person employed as a full-time Probation and Parole Officer shall complete a minimum of 40 hours of in-service training each fiscal year thereafter. The sophistication level and amount of training should be based on the employees' need to know and their job assignments. At a minimum, this training shall consist of the following areas: [4-APPFS-3A-05]
- Supervision of offenders;
 - Report Writing;
 - Offender rules and regulations;
 - Fire and emergency procedures;
 - Office, field and jail safety procedures;
 - Interpersonal relations;
 - Communication skills;
 - Standards of conduct;
 - Code of ethics;
 - First aid/CPR;
 - Counseling techniques;
 - Cultural diversity;
 - Sexual harassment; and
 - Defensive Tactics Refresher;
 - Civil Rights.
- FF. Probation and parole officers are trained in Department authorized self-defense techniques. Training addresses the use of equipment authorized by the agency. [4-APPFS-3A-23]

GG. Staff development opportunities shall be provided to all Probation and Parole Officers in a planned, organized and coordinated manner, and shall be supervised by a qualified supervisory employee. Programs shall be planned in accordance with directives set forth by the Division. All Regional staff development programs shall be reviewed annually by a Training Advisory Committee and then forwarded to the Director for final approval. Training programs are based on needs assessment and a job/task analysis, incorporate measurable performance-based learning objectives, and are updated annually. **[4-APPFS-3A-06]**

HH. All Probation and Parole staff are trained in the implementation of written emergency plans and office safety plans that include but not limited to office configuration and public contact. Work stoppage and disturbance plans are communicated only to appropriate supervisory or other personnel directly involved in the implementation of those plans. **[4-APPFS-3B-07]**

II. The necessary space and equipment for the training and staff development program are available. **[5-ACI-1D-08]**

NEW MEXICO CORRECTIONS DEPARTMENT
Training Request

- NMCTA Training
 External Training: _____

Instructions: Please complete this form in its **entirety**. Failure to do so may lead to the form being rejected and returned to the applicant resulting in the possibility of not being admitted to the class. Supervisory approval must be obtained (as evidenced by signature/s and printed name on this form) prior to the applicant be added to the class roster.

Application Date: _____

APPLICANT INFORMATION

Employee Share ID# (if state employee): _____

Last Name First Name Middle Initial Rank/Title

Facility/Region or Department/Agency Work Number

Email Address: _____

PROGRAM INFORMATION

Course/Class Requested: _____

Course/Class Dates: _____

Time(s): _____

Lodging: NMCTA Dormitory Requested (Santa Fe classes only) Yes No N/A

Arrival Date: _____

Arrival Time: _____

Vehicle Make: _____

License Plate No: _____

SUPERVISORY/AGENCY APPROVAL

I hereby certify that the applicant named above is a member in good standing with my department and attendance at the requested training program is authorized:

Supervisor Name (PLEASE PRINT)

Rank/Title

Supervisor Signature



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-031101 Staff Development for Administrative
and Management Personnel

Issued: 11/5/93
Effective: 3/13/95

Reviewed: 4/24/26
Revised: 2/23/15

Alisha Tafoya Lucero, Cabinet Secretary

Original Signed and Kept on File

AUTHORITY:

Policy *CD-031100*

PROCEDURES: [5-ACI-1D-01]

- A. All administrative and managerial staff shall receive 40 hours of orientation, 40 hours of training during the first fiscal year of employment and an additional 40 hours of training each subsequent year of employment, in areas relevant to their position and that meets SPO criteria for training and may require additional training. [5-ACI-1D-11] [2-CO-1D-02][2- CO-1D-05] [2-CO-1D-07]
- B. Each Central Office employee in the administrative/management category shall receive 40 hours of orientation, then 16 hours of appropriate training each fiscal year.
- C. In-service training shall include management and supervisory and diversity training provided by the Corrections Academy and the State Personnel Office.



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-031102 Staff Development for Professional Specialist and Corrections Industries Employees	Issued: 11/5/93 Effective: 3/13/95	Reviewed: 4/24/26 Revised: 2/23/15
Alisha Tafoya Lucero, Cabinet Secretary		<i>Original Signed and Kept on File</i>

AUTHORITY:

Policy *CD-031100*

PROCEDURES: [5-ACI-1D-01]

- A. The Professional Specialist category and institutional Corrections Industries employees shall receive at least 40 hours of in-service training prior to being independently assigned to a particular job. This should include, at a minimum, orientation to Department and agency goals and procedures, preparatory instruction related to particular job assignments and training on emergency procedures in accordance with Policy *CD-070100*. [2-CO-1D-05] [4-APPFS-3A-17]
- B. Each institutional employee in the Professional Specialist category or institutional Corrections Industries shall receive an additional 40 hours of in-service training during the first fiscal year of employment. [5-ACI-1D-14]
- C. All Corrections Industries staff, managers and appropriate others shall be aware of all applicable laws governing the sale and transportation of prison-made products. [2-CI-6A-9]
- D. Each fiscal year thereafter, each institutional employee in these categories shall receive at least 40 hours of job/task related staff development training.
- E. All Corrections Industries staff shall receive formal orientation appropriate to their assignments, forty (40) hours of training annually, and additional training as needed. [2-CI-6C-6] [2-CI-6C-7]
- F. Each Central Office employee in the Professional Specialist category or Corrections Industries shall receive 40 hours of orientation and then 16 hours of training each fiscal year.
- G. All staff development and training programs shall be planned, coordinated, and implemented based on a needs assessment. A training needs assessment shall be conducted annually through the Employee Development and Appraisal (EDA). [2-CI-6C-5] [2-CO-1D-01]



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-031103 Staff Development for Clerical and Support Services	Issued: 11/5/93 Effective: 3/13/95	Reviewed: 4/24/26 Revised: 2/23/15
Alisha Tafoya Lucero, Cabinet Secretary		<i>Original Signed and Kept on File</i>

AUTHORITY:

Policy *CD-031100*

PROCEDURES: [5-ACI-1D-01]

- A. All new full-time institutional and probation/parole field office employees in the Clerical and Support Services categories shall receive 40 hours of orientation training prior to being independently assigned to a particular job. This training should include, at a minimum, orientation to Department and agency goals and procedures and preparatory instruction related to particular job assignments. [2-CO-1D-05] [4-APPFS-3A-16]
- B. Each institutional and probation/parole field office employee in the Administrative Support category, who have minimal contact with inmates or parolees, shall receive an additional 16 hours of in-service training during each subsequent fiscal year of employment. [2-CO-1D-08] [5-ACI-1D-16]
- C Each institutional employee in the clerical and support services categories and Administrative Support category who have daily or regular contact with inmates shall receive an additional 40 hours of in-service training during the first fiscal year of employment and each year thereafter.
[2-CO-1D-06] [5-ACI-1D-15]
- D. Each Central Office employee in the Clerical category and Support Services categories, who have minimal contact with inmates or parolees, shall receive 16 hours of training each subsequent fiscal year.



NEW MEXICO CORRECTIONS DEPARTMENT

Secretary
Alisha Tafoya Lucero

CD-031104 Staff Development for Probation and
Parole Division Staff

Issued: 11/5/93
Effective: 3/13/95

Reviewed: 4/24/26
Revised: 2/23/15

Alisha Tafoya Lucero, Cabinet Secretary

Original Signed and Kept on File

AUTHORITY:

Policy *CD-031100*

PROCEDURES: [4-APPFS-3A-11] [4-APPFS-3A-13]

- A. All probation/parole offices shall have a career development plan which includes 40 hours of orientation, 320 hours of PPO Basic training during the first year of employment and an additional 40 hours of training each subsequent fiscal year of employment that meets SPO criteria for training and may require additional training. Orientation training includes: [4-APPFS-3D-18] [4-APPFS-3A-05] [2-CO-1D-05] [4-APPFS-3B-07] [4-APPFS-3B-08]
- Orientation to the purpose, goals, policies, and procedures of the institution and parent agency;
 - An overview of the correctional field;
 - Office, field and jail safety procedures;
 - Preparatory instruction related to the job (if applicable);
 - OJT.
- B. All administrative and managerial staff at probation/parole offices shall receive 40 hours of orientation, 40 hours of training during the first fiscal year of employment and an additional 40 hours of training each subsequent fiscal year of employment that meets SPO criteria for training and may require additional training. Training shall include, at a minimum: [4-APPFS-3A-15] [4-APPFS-3B-07] [4-APPFS-3B-08]
- General management;
 - Labor law;
 - Employee-management relations;
 - The criminal justice system;
 - Office, field and jail safety procedures;
 - Relationship between PPD and other service agencies.
- C. The Probation and Parole Division encourages continuing education and staff shall fill out a **Training Request** form (*CD-031100.1*) for each training event, whether it is mandatory to attend or requested, and submit it to their District Supervisor. [4-APPFS- 3A-20] [2-CO-1D-09]

The District Supervisor determines the appropriateness of the request based on training need, cost, time away from work, the employees' ability to share the training received, etc. and either approves or denies in writing on the form. If denied, reasoning shall be stated in writing on the request form.

- D. Whether the training is approved or denied, the District Supervisor then forwards the request to the Region Manager, who will concur or not with the decision to approve or deny the request based on the above reasoning. In the event they override the District Supervisor's decision they must write the rationale for the decision on the form. The Region Manager then forwards the request form to the Director's Office.
- E. Assigned staff at the Director's Office shall review the request for appropriateness and may override the District Supervisor's or Region Manager's decision to approve or deny the requested training. The rationale shall be written on the **Training Request** form (*CD-031100.1*) and returned to the requestor (whether approved or denied) via the Region Manager and the District Supervisor.
 - 1. The **Training Request** form is then sent to the requestor assigning them to attend the training. A copy of the **Training Request** form is also sent to the Training Academy (if that is where the training event is to be held.)
 - 2. In circumstances where there is a short timeframe between the announcement of the training and the beginning of the class, the **Training Request** form shall be expedited whenever possible and/or approved telephonically between the supervisory authorities.
- F. Training that is specifically sponsored by PPD will be coordinated by central office staff and the training curriculum shall be developed based on employees' job tracks and organizational needs. Training announcements will be provided to PPD staff and participants will send their Request to Attend Training forms through the same approval/denial process as academy sponsored training. Local and regional training can be sponsored and coordinated by the district offices without going through the approval process.
- G. All training programs shall be specifically planned, coordinated, supervised by a qualified employee at the supervisory level, and reviewed annually. **[4-APPFS-3A-06] [2-CO-1D-01]**
- H. Probation and parole officers receive training in Department authorized self-defense techniques. Training addresses the use authorized equipment. **[4-APPFS-3A-23]**
- I. The individuals coordinating the training and staff development programs shall have received specialized training for that position. At a minimum, full-time training personnel should have successfully completed a 40-hour training-for-trainers' course. After completing this training-for trainers' course, participants, at a minimum, should be able to demonstrate the use of the principles of adult learning, a variety of experimental instructional techniques, principles of curriculum design, and facilitation and presentation strategies. **[4-APPFS-3A-08]**

- J. Training curriculum shall be developed based on clear, concise, and measurable written statements of intended learning outcomes. The content and instructional methods selected for a training program shall have defined parameters and be consistent with the stated learning objectives, sequenced to facilitate learning, and incorporate strategies for successful completion and to evaluate the learning. Training programs are based on needs assessment and a job/task analysis, incorporate measurable performance-based learning objectives, and are updated annually **[4-APPFS-3A-07][4-APPFS-3A-09]**

- K. The training and staff development plan provides an ongoing formal evaluation of all pre-service, in-service, and specialized training programs, and completes an annual written evaluation report. **[4-APPFS-3A-19] [2-CO-1D-03]**

- L. All part-time employees working less than 35 hours per week shall receive orientation and training appropriate to their specific assignment. **[4-APPFS-3A-18]**