



IN THE SUPREME COURT OF THE STATE OF ARIZONA

DAVID R. COLE
CLERK SUPREME COURT
BY *David R. Cole*

IN THE MATTER OF: STANDARDS FOR)
PROBATION DEPARTMENT TRAINING IN)
ARIZONA)

ADMINISTRATIVE
ORDER No. 85-29

SECTION 1

Preamble

The following standards for probation department training are intended for the following general purposes:

- A. To comply with the requirements, policies, and goals of the Arizona Supreme Court as set forth in its Administrative Order No. 83-10.
- B. To instill awareness that orientation before or as soon as practicable after appointment, and continuing education, are necessary to obtain and maintain professional competence.
- C. To provide probation agencies and courts with information concerning training/staff development programs in order to bring about recognition of the need to support training.
- D. To provide guidance in the selection of appropriate opportunities for staff to attend training programs in agency policy and procedures, skill development, caseload management, and national probation trends.

SECTION 2

Responsibilities

- A. Adult and juvenile probation agencies in counties of over 500,000 population should have a full-time training department supervised

by a qualified employee at the supervisor or higher management level. The training staff should dedicate 100% of their time to training and training-related activities. Every Training Officer should complete a minimum of 40 hours of planned training, including train-the-trainer activities, during each calendar year.

- B. Adult and juvenile probation agencies in counties of less than 500,000 population may have a full-time training department. They may also send their employees to training programs offered by counties of over 500,000 population or to other available training programs. Every agency without a full-time training department should appoint a training coordinator. The training coordinator may have duties other than training.
- C. Any staff member, other than the full-time training staff, who conducts an approved, planned training program may receive up to 10 hours of training credit per calendar year for serving in a training capacity.
- D. All probation agencies shall establish and maintain an accurate set of training records. The training supervisor or coordinator should be responsible for those records.

SECTION 3

Curriculum - General Standards

- A. Training/staff development is defined as the human resource area whose focus is identifying, assessing and, through planned learning, helping staff develop the key competencies needed to perform their current or future jobs.
- B. Training/staff development programs should impart knowledge;

improve skills and techniques; and increase probation officers' understanding of their responsibilities, and their impact on the judicial system, clients and society. Programs should be offered to meet the educational needs of probation officers at various stages of their careers.

C. Training/staff development programs should include:

1. Orientation prior to assumption of caseload/casework responsibilities.
2. Education for new probation officers on major probation subjects and practical skills needed by them and appropriate to the agency in which they work.
3. Continuing education for probation staff emphasizing new developments in the probation field, procedural developments in the judicial system and other training to enhance the efficiency and abilities of each staff member.
4. Periodic educational offerings for management staff in organizational development and supervisory skills.
5. Advanced and specialized programs for Chief Probation Officers.
6. Independent learning opportunities for probation staff including checklists, video and audio tapes, and other aids.

SECTION 4

Standards

A. **Standards for new Probation Officers.**

1. Orientation. Prior to assumption of caseload-casework responsibilities, all new adult and juvenile probation

officers shall have a minimum of 40 hours orientation. The 40 hours shall be completed within the first 30 days of employment.

Specific subject areas may include, but are not limited to, the following:

- Agency Mission, Goals and Objectives
- Agency Policies and Procedures
- Utilizing Agency Resources
- Court Philosophy, Judicial System Roles; Responsibilities and Inter-Relationships
- Role of the Professional Probation Officer
- Rules of Criminal Procedure, the Criminal Code and Sentencing Alternatives (Adult)
- Privacy, Security and Confidentiality of Records
- Personnel Procedures, Performance Appraisal, Affirmative Action, Grievance Procedures
- Philosophy of Staff Development, Training Requirements and Procedures
- Specific Job Responsibilities

Orientation should be provided by the individual agencies.

Provisions should be made to acknowledge and give credit for training previously received.

2. Initial training. In the first 12 months of employment, following the 30-day orientation period, all new adult and juvenile probation officers shall complete a minimum of an additional 40 hours of pre-approved training.

Specific subject areas may include, but are not limited to, the following:

- Courtroom Testimony, Responsibilities and Behavior
- Legal Liabilities and Issues in Probation
- Understanding and Managing Probationer Behavior
- Role of Alcohol Abuse in Delinquent/Criminal Behavior
- Role of Substance Abuse in Delinquent/Criminal Behavior
- Role of Lack of Employment in Delinquent/Criminal Behavior
- Utilizing Community Resources
- Listening/Communication Skills
- Effective Writing Skills
- Interviewing Techniques
- Stress Management
- Time Management
- Interpersonal Skill Building

This training may be provided by the employing agency or an outside resource. Provisions should be made to acknowledge and give credit for training previously received.

3. Reporting. By January 31st of each year, the Presiding Judge or Chief Probation Officer, if so designated, shall certify on a Supreme Court approved form that their staff has complied with these standards. This form shall then be filed with the Administrative Office of the Supreme Court.

B. Standards for Probation Officers.

1. Ongoing training. Starting with the first January after successful completion of orientation/initial training and in every calendar year thereafter, all adult and juvenile probation officers shall complete a minimum of 40 hours pre-approved training.

Pre-approved, job related college credit may, upon successful completion of the course(s), be applied to no more than 10 of the 40-hour requirement.

Subject areas are at the discretion of the individual agency.

Topics may include, but are not limited to:

Case Classification, Risk and Needs Assessment
Officer Safety and Discretion in the Field
Cultural Awareness, ex: Working with Minority Offenders
Caseload Management and Case Planning
Creative Problem Solving/Decision Making
Role Awareness, Judgment and Situational Leadership
Specialized Caseloads, ex: Alcohol, Drugs, Mental Illness,
White Collar Crime, Gangs, Sexual Abusers
Dictation Skills
Introduction to Intensive Probation
Personnel Practices and Procedures

This training may be obtained in-house or outside the agency.

2. Reporting. By January 31st of each year, the Presiding Judge or Chief Probation Officer, if so designated, shall certify on a Supreme Court approved form that their staff has complied with these standards. This form shall then be filed with the Administrative Office of the Supreme Court.

C. Standards for Management Staff.

1. Ongoing Training. All adult and juvenile probation management staff shall complete a minimum of 40 hours of approved ongoing training each calendar year.

Pre-approved, job-related college credit may, upon successful completion of the course(s), be applied to no more than 10 of the 40-hour requirement.

Subject areas are at the discretion of the individual agency.

Topics may include, but are not limited to:

Organizational Development, Planning and Evaluation
Management Development, Career Options and Productivity
Supervisory Training, Case Review, Performance Appraisal
(ex: interviewing, feedback, conducting meetings,
disciplinary action)
Team Building, Motivation and Job Design
Case Flow and Information Management
Space, Facilities, Equipment and Materials Management
Court, Community and Agency Relations
Unit/In-Service Training, Planning and Evaluation
Budgeting, Fiscal Management and Quality Control

This training may be obtained in-house or outside the agency.

2. Reporting. By January 31st of each year, the Presiding Judge or Chief Probation Officer, if so designated, shall certify on a Supreme Court approved form that their staff has complied with these standards. This form shall then be filed with the Administrative Office of the Supreme Court.

D. Standards for Chief Probation Officers.

1. Ongoing Training. Every Chief Probation Officer or Director of Court Services shall complete a minimum of 40 hours ongoing training each year.

Within each three-year time period, they shall attend at least one program, held out-of-state or in-state by an established, nationally recognized training organization such as:

National Institute of Corrections
Institute of Court Management
National Council of Juvenile Court Judges
American Corrections Association
National Judicial College
National College of Juvenile Justice
National Center for State Courts
Institute of Judicial Administration
Western Corrections Association

2. Reporting. By January 31st of each year, the Presiding Judge or Chief Probation Officer, if so designated, shall certify on a Supreme Court approved form that their staff has complied with these standards. This form shall then be filed with the Administrative Office of the Supreme Court.

These standards are effective on and after January 1, 1987.

ARIZONA SUPREME COURT

WILLIAM A. HOLOHAN, Chief Justice