

Article 9 – Training

5.9.1 General Training Requirements

(a) Policy

(1) California Correctional Health Care Services (CCHCS) employees shall complete all job-required training outlined in this policy, as mandated by the state, and identified by their immediate supervisor, manager, or In-Service Training (IST) Office Manager to accomplish the mission, goals and objectives of the department. Employee training shall be in accordance with stated policies and budgetary restraints. Training shall be on State time when possible. Compensation for overtime worked for training purposes shall comply with the Fair Labor Standards Act. When provisions of this Section are in conflict with the provisions of a Memorandum of Understanding (MOU), the MOU shall be controlling.

(b) Responsibility

(1) Policy and Administration

The Deputy Director, Labor Relations, Performance Management, and Staff Development Unit (SDU), is responsible for the oversight of the development and implementation of CCHCS SDU training programs and may oversee and monitor general training matters.

(2) Staff Development Unit

(A) The SDU is responsible for developing and delivering effective eLearning to CCHCS staff statewide and ensuring all CCHCS headquarters (HQ) staff receive quality training based on statute, regulations, and established guidelines identified in the California Department of Corrections and Rehabilitation (CDCR) Department Operations Manual (DOM). The SDU provides In-Service Training (IST), develops eLearning, and maintains the Learning Management System (LMS). The SDU shall:

1. Coordinate with the CDCR Office of Training and Professional Development (OTPD) to ensure departmental training requirements are identified.
2. Manage HQ training programs, ensuring training goals and objectives are met.
3. Plan, implement, and publish the annual HQ training schedule.
4. Develop and implement relevant and up-to-date training courses, programs, and materials for CCHCS.
5. Analyze, design, develop, implement, and evaluate course content to meet CCHCS operational needs, legal requirements, and individual staff job performance needs.
6. Ensure all HQ training for employees and instructors is recorded in the departmentally approved electronic tracking system.
7. Manage users, courses, roles, and develop LMS report structures.
8. Maintain required training records and files for HQ staff in accordance with the departmental records retention schedule.
9. Ensure all HQ instructors complete the departmentally required Training-for-Trainers (T4T) course prior to delivering IST. Trainers shall instruct a minimum of four hours of training every calendar year to maintain the T4T certification.
10. Conduct periodic CCHCS training assessments to ensure course content is current and relevant.
11. Review training policies and procedures annually, revising as necessary.

(3) Supervisors/Managers

(A) All supervisors and managers, regardless of work location, shall:

1. Assess training needs and requirements of their staff and provide them with training that is structured for improvement in areas where job performance deficiencies exist and to provide the acquisition of new knowledge or skills.
2. Evaluate the effectiveness of the training after the training has been provided.
3. Schedule employees' work to allow for mandatory, job-required, performance improvement, and upward mobility training during work time, when possible.
4. Prepare probationary and annual performance evaluations which include a report of the employee's training record, achievements, efforts, and needs. This is covered in the CCHCS Progressive Discipline Overview training administered by the CCHCS Performance Management Unit.

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5. Ensure employees complete all job-required training and have opportunities for professional development through job-related training.
6. Keep a record in each employee's supervisory file of all training assigned and completed. Refer to the Training and Development Checklist sample which can be found on Lifeline under the Staff Development Unit webpage; link in Section (e).

(4) HQ and Institution Employees

- (A) Employees shall treat training as a work assignment and take responsibility for the learning outcome.

(5) CCHCS Non-Custody Institution Staff

- (A) In addition to complying with Section (b)(4) above, CCHCS non-custody institution staff shall coordinate with their institution IST Office to complete CDCR, CCHCS mandated training requirements, including courses in the annual training schedule.

(6) HQ Training Coordinators

- (A) Each CCHCS HQ program and Regional HQ shall identify a Training Coordinator. The Training Coordinators shall:

1. Coordinate and enroll staff into the courses required per the annual training schedule.
2. Process Employee Training Requests (CDCR 854, Employee Training Request).
3. Assist staff with training registration and confirmation for IST and Out-Service Training (OST) courses.
4. Track completed training for their unit in order to process payment requests.
5. Act as a source of training information for headquarters-based supervisors and employees.
6. For training that is not delivered or organized by the SDU, provide the SDU with copies of completion certificates or a completed CDCR 844, Training Participation Sign-In Sheet, for employee training records within five business days of course completion.
7. Access and generate LMS reports that provide course completion information to ensure all staff have completed all required training.
8. Provide the LMS reports to management to ensure managers are aware of what training their staff still need to complete before the deadline.
 - a. Directions for accessing CCHCS LMS Reports can be found on Lifeline under the Staff Development Unit webpage; link in Section (e).

(7) Institution Training Coordinators

- (A) Each Institution shall identify a Training Coordinator. The Training Coordinators shall:

1. Assist staff with training registration, including processing Employee Training Requests (CDCR 854), and confirmation for IST and OST courses.
2. Track completed training for their unit in order to process payment requests.
3. For training that is not delivered/organized by their IST Office, provide their institution's IST Office with copies of completion certificates or a completed CDCR 844 for employee training records within five business days of course completion.
4. Access and generate LMS reports that provide course completion information to ensure all staff have completed all required training.
5. Provide the LMS reports to management to ensure managers are aware of what training their staff still need to complete before the deadline.
 - a. Directions for accessing CCHCS LMS Reports which can be found on Lifeline under the Staff Development Unit webpage; link in Section (e).

(8) Institution IST Offices

- (A) Coordinate and enroll custody and non-custody staff into the courses required per the annual training schedule.
- (B) Ensure all training for employees and instructors is recorded in the departmentally approved electronic tracking system.
- (C) Maintain required training records and files in accordance with departmental retention schedule.

(9) Record Keeping Forms

- (A) The following forms shall be used to record training requests and participation:

1. CDCR 844.
 - a. No more than one course of instruction shall be recorded on a CDCR 844. Any CDCR 844 with more than one subject should not be accepted by the division or unit training office.

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- b. The CDCR 844 shall not be required if training attendance is directly recorded utilizing the departmentally approved electronic tracking system.
2. CDCR 854.
 - a. Only required if the requested training falls outside the approved annual training plan or annual training requirements. This form shall be completed and forwarded to the Training Coordinator for each division.

(10) Record of Training

(A) For each training activity conducted, the following records shall be maintained:

1. CDCR 844 or electronic training attendance as recorded directly in the departmentally approved electronic tracking system shall be used for all IST.
2. CDCR 844 or electronic training attendance as recorded directly in the departmentally approved electronic tracking system, or the unit approved training documentation for On-the-Job Training (OJT).
3. A record of score achieved through a written test or performance demonstration of the learned skill.

(B) All training is recorded in the LMS, the departmentally approved electronic tracking system.

(c) Training Resources

(1) In-Service Training

(A) IST may be designed specifically to meet the needs of a particular group, facility, or office and presented directly to local employees. When control of course content, learning processes, instructor standards, evaluation methods, and adherence to legal or other mandates is required, IST is used to ensure accountability.

(B) A departmentally approved course outline or lesson plan shall be used to conduct training. All lesson plans shall be forwarded to OTPD for review and approval. The Deputy Director of the Peace Officer Selection and Employee Development (POSED), or designee, may authorize a departmental program or unit to approve training on a case-by-case basis.

(2) On the Job Training

(A) When appropriate, IST Managers and Training Coordinators are encouraged to fully utilize this type of training as opposed to on- or off-site training that does not fall within the trainee's regular work hours.

(3) Computer-Based Training

(A) This may be conducted on-site or off-site, but should be completed within the trainee's regular work hours. Computer-Based Training shall be considered a form of OJT.

(4) On-Site Formal Training

(A) Any locally presented training activity, on-site formal instruction, seminars, and workshops, for which training credit is to be given, shall be recorded on a CDCR 844. Employees shall complete the required information and the instructor shall ensure that the completed forms are received by the Training Coordinator. Training Coordinators shall credit each attending employee's training record utilizing the CDCR 844 or electronic training attendance as recorded directly in the departmentally approved electronic tracking system and retain the CDCR 844 according to the departmental retention schedule requirements.

(5) Off-Site Training

(A) Employees shall arrange with the Training Coordinator for appropriate certification of any instruction, seminar, or workshop presented away from the employee's place of work for which training credit is to be allowed. Upon receipt of the arranged certification, the training manager shall credit the employee's training record utilizing the CDCR 844 or electronic training attendance as recorded directly in the departmentally approved electronic tracking system. A copy of the certificate of completion shall be placed in the employee's training file.

(6) Out-Service Training

(A) OST training includes courses and activities:

1. Offered through accredited colleges or universities.
2. Conducted by private consultants, firms, or other non-state agencies, such as federal or local governments or special interest groups (e.g., associations, professional groups, etc.).
3. OST training for the purpose of meeting departmental needs for scientific, technical, professional, and management skills shall be evaluated and processed as follows:
 - a. Training shall be necessary and of direct value to the department and relevant to the employee's general field of work.

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- b. Training shall provide knowledge, skills, or abilities that cannot be cost-effectively acquired through departmental IST as defined in this chapter (exclusive of specialized training),
- c. Training with the purpose of covering subject matter not sufficiently or recently encompassed in the employee's previous education or experience or of which the employee would not normally be expected to know prior to their present position.

(d) Training Requirements

(1) General Requirements

- (A) Training compliance shall be based on a 12-month calendar year (January-December).
- (B) If annual training requirements are not attained before December 31 of the current calendar year, the employee shall be considered out of compliance with the annual training mandates and may be subject to employee discipline.
- (C) Training shall be conducted during regular work hours when possible or during off-duty hours when necessary.
- (D) Compensation for training shall comply with existing policies, laws, and Memoranda of Understanding in accordance with applicable collective bargaining agreements.
- (E) Within budgetary constraints, job-required training shall be provided by the department and completed by the employee within the mandated completion timeline.
- (F) It is a condition of employment that all employees complete all required training for their job classification or position.
- (G) Employees who fail to meet these training requirements may have their merit salary award denied or be subject to progressive discipline, up to and including dismissal.

(2) New Employee Orientation (NEO)

- (A) All employees new to CCHCS, regardless of job classification, shall receive NEO training. This includes student assistants and interns. A NEO schedule with specific course subjects shall be distributed annually. Additional subject requirements are at the discretion of the local hiring authority. Contractors and registry staff may be required to attend NEO in accordance with the applicable contract requirements, although attendance at NEO does not and should not be construed to create an employment relationship.
 - 1. New HQ employees shall complete the following orientation courses:
 - a. Computer-based NEO courses provided on the LMS.
 - 1) Including at least one hour of Equal Employment Opportunity (EEO) and Sexual Harassment Prevention (SHP) to be completed:
 - a) Within six months of hire for a permanent employee;
 - b) Within 30 days of hire for a temporary employee.
 - b. NEO one day, eight-hour instructor-led classroom (ILC) training. The NEO ILC schedule can be found in the SDU Training Calendar on Lifeline under the Staff Development Unit; link in Section (e).
 - 2. CCHCS institutional staff shall complete their NEO training at their institution, which contains the same EEO and SHP training requirements stated above. Staff should contact their institution's IST Office for more information.
 - 3. Information on NEO training (for HQ and institutions, including peace officers at HQ) can be found on Lifeline under the Staff Development Unit webpage; link in Section (e).

(3) Probationary Employees

- (A) CCHCS entry-level, probationary employees shall complete the job-required training for their job classification before the end of their probationary period, or earlier as specified.
- (B) An employee who provides acceptable certification of having previously completed a requirement shall receive credit and not be required to repeat the training.
- (C) Probationary employees shall receive orientation training in addition to the requirements for certain job classifications.
- (D) Employees who fail to complete any portion of required annual training may be rejected on probation.

(4) Annual Training

- (A) All CCHCS staff shall complete the annual training requirements, which include legal mandates, training required by statute, regulations, or subjects deemed necessary by POSED and the hiring authority or designee.

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- (B) SDU shall publish a complete list of Annual Training Requirements on Lifeline at the beginning of each calendar year with requirements for each of the below. To access the Annual Training Requirements, navigate to Lifeline under the Staff Development Unit webpage; link in Section (e).
 - 1. HQ Non-Custody Staff
 - 2. HQ Custody Staff
 - 3. Institution Non-Custody Staff
- (C) Annually, the Deputy Director of POSED shall evaluate and determine the training requirements for all custody and non-custody staff.
- (D) CCHCS HQ custody staff shall contact the Basic Peace Officer Academy IST manager or designee to schedule their annual mandatory classroom training. For general training guidance and questions, HQ custody staff shall contact their Training Coordinator.
- (E) CCHCS HQ non-custody staff shall complete their annual training through the SDU.
- (F) CCHCS institutional staff shall complete their annual training at their institution.
- (5) Retired Annuitants, Student Assistants, Interns, Contractors, and Registry**
 - (A) All Retired Annuitants, Student Assistants, Interns, contractors, and registry staff shall complete Information Security Awareness and Training and Privacy Awareness training.
 - (B) Temporary employees shall complete a one-hour CDCR, Office of Internal Affairs, Civil Rights Operations' EEO and SHP training course within 30 days of hire.
 - (C) Additional training requirements for Retired Annuitants, Student Assistants, and Interns shall be at the discretion of the local hiring authority or designee.
 - (D) Retired annuitants in any supervisory or managerial classification shall complete at least two hours of classroom or other effective interactive training and education regarding sexual harassment prevention pursuant to GC section 12950.1.
 - (E) Additional training for contractors and registry staff shall be provided in accordance with the applicable contract provisions.
- (6) Supervisory and Managerial Training**
 - (A) In accordance with Government Code (GC), Sections 11146-11146.5 and 12950.1, and pursuant to the DOM, Article 18, General Training, Section 32010.16, all supervisors, managers, and Career Executive Assignments (CEAs) shall complete:
 - 1. At least two hours of classroom or other effective interactive training and education regarding sexual harassment prevention pursuant to GC section 12950.1.
 - 2. Ethics for State Officials within six months of hire and every two years thereafter.
 - (B) In accordance with GC, Section 19995.4(b) and (c) or 19995.4 (d), and pursuant to DOM, Article 18, General Training, Section 32010.16:
 - 1. All first line supervisors, at a minimum, shall complete 80 hours of departmentally approved supervisory training within the probationary period for their classification (either 6 or 12 months).
 - 2. All second-line supervisors shall complete 40 hours of departmentally approved training within the first year following appointment.
 - 3. All supervisors/managers who transfer to CCHCS shall complete the departmentally approved 80-hour first line supervisory training within six months of the initial appointment. If the transferred supervisor/manager completed these courses in another Department, proof of completion is needed to waive this requirement.
 - 4. All CEAs shall complete 20 hours of leadership and development training within the first year following appointment. If this training was completed in another department, proof of completion is required.
 - 5. Thereafter, all supervisors, managers, and CEAs shall complete 20 hours of leadership and development training every two years.
 - 6. Information on Supervisor and Manager training can be found on Lifeline under the Staff Development Unit webpage; link in Section (e).
- (7) Electronic Health Records System (EHRS) Training**
 - (A) In addition to all other mandatory training, select staff who routinely use the EHRS shall take EHRS training courses on LMS.

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(8) Additional Training Requirements

(A) Staff who drive a vehicle on state business shall take the Defensive Driving Course every four years. The course is offered online by the Department of General Services and the link to enroll can be found in Section (e).

(e) Links

- California Department of Corrections and Rehabilitation, [Department Operations Manual](#)
- California Correctional Health Care Services Training and Development Checklist sample: [Staff Development - Training - Training and Development Checklist – Sample - All Documents \(sharepoint.com\)](#)
- CCHCS Staff Development – Training webpage: [Staff Development - Training - Home \(sharepoint.com\)](#)
- CDCR 844, Training Participation Sign-in Sheet: [Staff Development - Training - CDCR-844.pdf - All Documents \(sharepoint.com\)](#)
- CCHCS/CDCR Annual Training Requirements on Lifeline: [Staff Development - Training - Home \(sharepoint.com\)](#)
- CDCR 854, Employee Training Request: [Staff Development - Training - CDCR-854.pdf - All Documents \(sharepoint.com\)](#)
- CCHCS/CDCR/CalPIA Learning Management System: <https://cchcstraining.com>
- Department of General Services, Defensive Driving Course: [https://www.dgs.ca.gov/ORIM/Services/Page-Content/Office-of-Risk-and-Insurance-Management-Services-List-Folder/Enroll-in-Defensive-Driver-Training?search=defensive driving](https://www.dgs.ca.gov/ORIM/Services/Page-Content/Office-of-Risk-and-Insurance-Management-Services-List-Folder/Enroll-in-Defensive-Driver-Training?search=defensive%20driving)

References

- California Government Code, Title 2, Division 5, Part 1, Chapter 1, Article 12, Sections 11146-11146.4, State Agency Ethics Training
- California Government Code, Title 2, Division 5, Part 2.6, Chapter 6, Sections 19995-19995.4, Training
- California Government Code, Title 2, Division 5, Part 2.8, Chapter 6, Article 1, Section 12940-12953, Unlawful Practices, Generally
- California Department of Corrections and Rehabilitation, Department Operations Manual, Chapter 3, Article 1, Equal Employment Opportunity
- California Department of Corrections and Rehabilitation, Department Operations Manual, Chapter 3, Article 18, General Training
 - Section 32010.1, Policy
 - Section 32010.4, California State Training Program
 - Section 32010.5, Goals and Objectives
 - Section 32010.6, Internal Administrative Responsibility
 - Section 32010.8, Use of Training Resources
 - Section 32010.8.2.2, In-Service Training (IST) Course Content
 - Section 32010.8.2.3, Instructor Training Credit
 - Section 32010.8.3, Record Keeping Forms
 - Section 32010.8.4, Record of Training
 - Section 32010.10, Minimum Required Training
 - Section 32010.10.1, Training Requirements
 - Section 32010.16, Supervisors

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