



STATE OF NEW YORK

**DEPARTMENT OF CORRECTIONS  
AND COMMUNITY SUPERVISION**

THE HARRIMAN STATE CAMPUS – BUILDING 2

1220 WASHINGTON AVENUE

ALBANY, N.Y. 12226-2050

**BRIAN FISCHER**  
COMMISSIONER

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DEPUTY COMMISSIONER  
ADMINISTRATIVE SERVICES

June 7, 2011

Mr. David Hamilton, Ph.D., LMSW  
Executive Secretary, State Board for Social Work  
New York State Education Department  
Office of the Professions  
89 Washington Avenue  
Albany, New York 12234-1000

Dear Mr. Hamilton:

The Department of Corrections and Community Supervision (DOCCS) is requesting a review of the classification standards and/or duties descriptions of multiple titles employed at this agency, as related to the Title VIII of the State Education Law. DOCCS has employees in numerous titles that provide services to offenders and we believe that these services fall within the category of exempt activities. However, we are asking for State Education's review of these titles and your guidance.

As outlined in our survey responses and discussed at our May 25, 2011, meeting the Department employs a treatment team approach and works hand in hand with other New York State agencies, such as the Office of Mental Health (OMH) and Office of Alcohol and Substance Abuse Services (OASAS), regarding services provided to the offender population. The Office of Mental Health and the Office of Alcohol and Substance Abuse Service have primary responsibility to provide for the therapeutic needs of the offender population. DOCCS' responsibility relative to this issue is to provide services regarding an offenders commitment requirements relative to their programmatic needs.

Treatment teams within our facilities consist of both DOCCS and OMH's personnel in order to meet the multi-faceted issues that exist for this population. For instance, in our Behavioral Mental Health Units located at several facilities, the teams consist of an equal number of OMH staff and DOCCS' staff. These teams are comprised of clinicians, program staff, and security officers. The OMH staff, consisting of the licensed clinicians, addresses management of behavioral issues, cognitive impairments, and signs and symptoms of mental illness. DOCCS' program addresses substance abuse, sex offending behavior, aggression, education, and skills for transition.

We also employ a large number of employees in the Correction Counselor title, which is analogous to the Youth Counselor series at Office of Children and Family Services (OCFS). Correction Counselors apply social casework principles to the social, educational and vocational rehabilitation of offenders in the correctional facilities. They guide and assist offenders in their adjustment to their new environment, encouraging them to upgrade their educational and vocational skills and to modify their behavior in order to prepare them for eventual release into the community.

A number of Correction Counselors are part of the Sex Offender Counseling and Treatment Program (SOCTP) treatment team. The treatment team consists of clinical staff (Licensed Master Social Worker, Psychologist) and Counselors. Counselors are a part of the treatment team and work collaboratively with the clinical staff in sharing information, assessing offender needs, evaluating offender progress, making recommendations for services and co-facilitating groups. The delivery of services is by the treatment team as a whole and is directed by clinical staff.

While DOCCS has many established practices regarding alcohol and substance abuse treatment, the Department's collaborative initiative with NYS OASAS will further highlight the treatment responsibilities of Alcohol and Substance Abuse Treatment (ASAT) staff. Currently, DOCCS staff with the ASAT parenthetic provides Axis 1 diagnosis following a psychosocial based admission and comprehensive evaluation process. Dependent on the services required an integrated program of therapies and interventions, to include individual counseling and small group therapy, are identified in the individualized treatment plan. The inmates will have periodic evaluations and continue recovery discharge planning.

All DOCCS employees assist in the care and confinement of offenders sentenced to the custody of DOCCS. Employees are required to be attentive to the inmates within their surroundings. Every employee has the responsibility to report an issue and/or make referrals for services as appropriate.

Correction Officers have a responsibility for the well being of every offender and use de-escalation tools as necessary. Security staff is often required to react to a situation and then diffuse it. Once things are settled, if warranted, a referral is made for aftercare on the Mental Health Referral Form (#3150) and sent to OMH. Security personnel do not provide aftercare to the OMH Licensed Physician. The security staff is a large part of the DOCCS' mission to provide appropriate treatment services, in safe and secure facilities, that address the needs of all offenders so that they can return to their communities better prepared to lead successful and crime-free lives.

Enclosed are copies of the most current classification standard and/or duties description of the titles within this agency that we would like to submit to you. We would appreciate your review of this information and your guidance on the applicability of the changes in the regulations to our titles.

Again, as reflected in our survey responses, it is our position that the functions of these titles do not fall within the scope of practice which would require licensure should the exemption be discontinued. If you have any questions or need additional information, please do not hesitate to contact me at (518) 457-9887.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Martuscello III', with a long horizontal flourish extending to the right.

Daniel F. Martuscello III  
Director of Human Resources

DFM/JLC/svi

The Department of Correctional Services has a number of titles within our Department that relate to aspects of Article 163 (mental health practitioner), Article 154 (social work) or Article 153 (psychology) of the New York State Education law. Attached is a listing of those titles. We are concerned with the applicability of statute and regulations on these titles. Docs is in the process of identifying those tasks that may fall within the scopes of these licensed professions, but that are currently performed by the individuals in exempt programs, as allowed under the law. Many of our programs are run in tandem with the Office of Mental Health. The Office of Mental Health treatment groups address a variety of areas including transition/ treatment readiness, behavior management, interpersonal relationships, mental health wellness and wellness self-management healthy habits.

- Alcohol & Substance Abuse Treatment Program Assistant/SG-14
- Alcohol Recovery Program Aide/NS
- Assistant Director, Alcohol and Substance Abuse Treatment Program/M-1  
Director, Alcohol and Substance Abuse Treatment Program/M-3
- Assistant Director of Correctional Guidance/M-1
- Assistant Director of Crisis Intervention Program/M-1  
Director of Crisis Intervention Program/M-3
- Assistant Director, Transitional Services/M-1  
Director, Transitional Services/M-3
- Correctional Center Assistant/SG-15
- Correction Counselor Aide/SG-13
- Correction Counselor/SG-19  
Supervising Correction Counselor/SG-22
- Correction Officer/SG-14
- Correctional Mental Health Programs Specialist/SG-22  
Assistant Director Correctional Mental Health Programs/SG-25  
Director Correctional Mental Health Programs/M-3
- Correctional Regional Health Services Administrator/M-1
- Social Worker 2 – Sex Offender Treatment Program
- Psychology Assistant 3/SG-16  
Psychologist 1/SG-21  
Psychologist 2/SG-23  
Associate Psychologist/SG-23
- Regional Coordinator Release Services/M-1
- Vocational Rehabilitation Counselor/SG-19

Occ. Code 8113500

**ALCOHOL & SUBSTANCE ABUSE TREATMENT PROGRAM ASSISTANT,  
GRADE 14**

**New York State Department of Civil Service**

**Classification Standard**

**BRIEF DESCRIPTION OF CLASS**

Positions in this title provide assistance in identifying individuals with drug and alcohol problems, provide substance abuse education, and assist in group and individual counseling session for correctional facility inmates.

These positions are only classified in the Department of Correctional Services (DOCS). Incumbents at DOCS assist in the total care and confinement of inmates sentenced to the custody of the Department.

**DISTINGUISHING CHARACTERISTICS**

Under the supervision of a Correction Counselor, positions screen for program eligibility, participate in substance abuse treatment, and monitor progress of participating inmates. These positions are found only at facilities within DOCS.

**RELATED CLASSES**

Secure Care Treatment Aides 1 treat and care for mentally ill or mentally retarded persons who are highly assaultive, suicidal, and/or dangerous to themselves and others. Positions provide a safe, secure, and stable environment where patients are stabilized and can receive treatment.

Correction Counselors apply social casework principles to the social, educational, and vocational rehabilitation of inmates in the facilities at DOCS. Positions assist inmates to adjust to the facility environment and encourage inmates to obtain educational and vocational skills. Correction Counselors also assist in the overall security and operation in the facility in which they work helping to modify behavior in order to prepare inmates for eventual release into the community.

## **ILLUSTRATIVE DUTIES**

Identify inmates believed to benefit from participation in substance abuse treatment.

- Review inmate files and case folders to identify potential inmate program participants.
- Administer the program screening instruments to individuals or groups of inmates. Evaluate the results of these screening instruments.
- Report any condition found as a result of administration of the screening process (medical, psychological, family emergencies, etc.) to Supervising Correctional Counselors for immediate attention.

Familiarize and educate correctional staff and visitors to facility substance abuse treatment programs.

Educate inmate clients to understand the nature of alcohol and substance abuse and explain the recovery process.

- Modify program parameters based on inmate/client progress towards acceptance of program goals.

Provide individual and group counseling to inmate clients.

- Interview program participants to discuss individual needs and expectations.
- Interview inmate clients to prepare them for group participation and relay to them the program expectations and etiquette.
- Determine the appropriate remedy and/or sanction when group participants break rules such as breach of confidentiality, lack of required participation, inconsistent attendance, or the violation of any program rules.

Establish and maintain a record system for counseling activities. Prepare all necessary reports associated with counseling activities.

- Establish a record on every alcohol and substance abuse program participant.
- Record specific treatment events.
- Record the nature and outcome, if significant, of every client contact.

Create and maintain networks of community resources to assist inmates at the conclusion of their substance abuse treatment.

- Create and maintain a database of community resources available to assist inmates.
- Create and maintain a network of individual community resource contacts available to assist inmates.
- Distribute to interested inmates and staff information on community resources.
- Responsible for ensuring feedback with community agencies and contacts to monitor effectiveness and appropriateness of referrals.

### **MINIMUM QUALIFICATIONS**

**Open Competitive:** Current New York State Certification as a Credentialed Alcoholism and Substance Abuse Counselor (CASAC) or two years of professional or paraprofessional experience in a recognized program whose primary mission is alcohol or substance abuse treatment (hospital, prison, school, or community based prevention/intervention program, alcohol/substance treatment program, or other addiction recovery program). This experience must include the following functions: group or individual counseling, intake/assessment, treatment planning, case management, and consultation. Counseling or casework experience must have focused primarily on the establishment of an ongoing, one-to-one relationship to establish and maintain recovery and prevent relapse. Group experience must have focused primarily on responsibility for conducting group sessions designed to provide the participants with therapeutic services for alcohol/substance abuse problems.

### **Substitution**

An Associate's Degree in psychology, counseling, sociology, social science, social work, alcoholism, substance abuse, criminal justice, correctional studies, addictions studies, human services, or community health may be substituted for one year of experience.

**NOTE:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Tentative Classification Standards issued by the Division of Classification & Compensation are shared with the operating agencies of State government for their consideration and comment. Accordingly, this document that you are viewing is subject to change and will be issued in final form at the completion of the review period.

## TENTATIVE

Occ. Code 8113600

### **ALCOHOL RECOVERY PROGRAM AIDE, NS**

New York State Department of Civil Service

#### **Classification Standard**

#### **BRIEF DESCRIPTION OF CLASS**

The one position in this class coordinates communication among alcohol treatment programming for uniformed staff throughout the Department of Correctional Services (DOCS). The incumbent has the primary responsibility for acting as a communication link between regional treatment coordinators; acting as a referral agent providing basic information about program alternatives; and making formal referrals.

This position is classified at DOCS. All incumbents at DOCS assist in the total care and confinement of inmates, sentenced to the custody of the Department and perform various duties and functions in conjunction with the overall operation of a facility and/or location to which they are assigned.

#### **DISTINGUISHING CHARACTERISTICS**

**ALCOHOL RECOVERY PROGRAM AIDE:** full performance level and may supervise; responsible for the overall coordination of communication among treatment programming professionals; programming specifically targeted toward alcohol treatment for uniformed staff at DOCS.

#### **RELATED CLASSES**

Correction Officers (Alcohol Recovery Program) serve as regional coordinators of alcohol treatment



programming for uniformed staff at DOCS. Specifically, incumbents have regional responsibility to develop alcohol treatment programming policy and procedure; determine budgetary needs for programming; develop training modules; and conduct program review/evaluation.

### **ILLUSTRATIVE DUTIES**

Act as a coordination link between regional treatment coordinators and triage problems.

- Be aware, on a daily basis, of the location of each regional coordinator and where they may be contacted at any given time.
- Determine priority of problems, triage, and make referrals accordingly.
- For high priority contacts, obtain necessary information and call the regional coordinator to inform of problems and how to contact the caller.
- Daily discuss with each regional coordinator those calls received that did not require immediate response and provide a brief, pulling background information such as personnel files together to further explain problems.

Maintain records and assist in composition of correspondence.

- Maintain records relative to daily calls, letters, and actions to be taken.
- May assist in writing and/or editing portions of manuals, procedures, and forms.
- Prepare portions of monthly reports requiring the reporting of factual information.
- May assist in the development of simple procedures needed to ensure workflow and information maintenance.

### **MINIMUM QUALIFICATIONS**

This position is exempt. Please contact the appointing authority for more information regarding

qualifications for this position.

**Date: 8/09**

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Occ. Code 8113550

<b>ASSISTANT DIRECTOR, ALCOHOL AND SUBSTANCE ABUSE TREATMENT PROGRAM, M-1</b>	<b>8113550</b>
<b>DIRECTOR, ALCOHOL AND SUBSTANCE ABUSE TREATMENT PROGRAM, M-3</b>	<b>8113570</b>

**New York State Department of Civil Service****Classification Standard****BRIEF DESCRIPTION OF CLASS SERIES**

Positions in this title series oversee all substance abuse treatment programs in correctional facilities across New York State. Incumbents of these positions formulate policies and procedures related to substance abuse treatment and will disseminate information to facility staff. The incumbents ensure Departmental compliance with all pertinent regulations, guidelines, and mandates.

These positions are only classified at the Department of Correctional Services (DOCS). Incumbents at DOCS assist in the total care and confinement of inmates sentenced to the custody of the Department and, as such, perform various duties and functions in conjunction with the overall operation of a facility and/or location to which they are assigned.

**DISTINGUISHING CHARACTERISTICS**

**ASSISTANT DIRECTOR, ALCOHOL AND SUBSTANCE ABUSE TREATMENT PROGRAM:** one position class; assists the Director in the development, implementation, monitoring, and enforcement of policies, procedures, and guidelines related to all alcohol and substance abuse treatment (ASAT) activities.

**DIRECTOR, ALCOHOL AND SUBSTANCE ABUSE TREATMENT PROGRAM:** one position class; responsible for the development, implementation, and monitoring of programs and initiatives related to the treatment of alcohol and substance abusers under the jurisdiction of DOCS.

**ILLUSTRATIVE DUTIES****ASSISTANT DIRECTOR, ALCOHOL AND SUBSTANCE ABUSE TREATMENT PROGRAM**

Under the direction of the Director of Substance Abuse Treatment Services, implement, monitor, and enforce all policies, procedures, and guidelines relating to ASAT activities.

- Disseminate new and modified policies, procedures, and guidelines to ASAT units throughout the State.
- Interpret and monitor the adherence to policies, procedures, and guidelines for ASAT units.
- In situations where policies are not being adhered to, take corrective action as necessary.

Review existing policy and programs with an aim toward continued improvement and correction, as necessary.

- Review reports prepared by ASAT facility personnel in order to gain insight as to the effectiveness of the ASAT facility programs.
- Conduct periodic site visits at the facility level and discuss with facility administration, ASAT staff, and inmates the effectiveness of the facility ASAT Program, existing problems, and suggestions for program improvement.
- On a scheduled basis, provide Director with an overview of Department-wide ASAT activities with particular attention toward problem areas.
- Recommend to the Director that certain planning projects be undertaken in order to correct deficiencies or to improve or expand programs.

At the direction of the Director of Substance Abuse Treatment Services, develop new and improved plans, procedures, and policies.

- Review existing programs against state of the art ASAT Programs within other jurisdictions and systems in order to determine potential solutions to existing problems and/or to develop plans for the improvement of overall ASAT Programs.
- Develop revised policies and procedures or methods for ASAT Program expansion or new ASAT Program introduction.
- Develop backup systems such as information retrieval systems, staff training, and procedures manuals necessary for program and policy implementation.

Review new programs or policy implementation at the facility level in order to determine areas of deficiency and appropriate corrective action.

- Review information retrieved from facilities to determine problem areas.
- Visit facilities and assess the effectiveness of new programs or policy on overall facility operations.
- Identify specific problem areas and recommend modifications in operations or policy, as

appropriate, in order to correct problems.

- Upon approval of the Director, implement necessary corrective action.

Supervise subordinate staff.

- Provide supervision, guidance, and oversight to subordinate staff, and intervene and resolve problems as necessary.
- Determine and oversee staff assignments.
- Approve leave and track time and attendance.
- Review, monitor, and evaluate staff performance.
- Complete performance evaluations.
- Identify training needs and arrange for provision of training.
- Manage and direct program activities by setting priorities and deadlines.

In the absence of or at the direction of the Director, may assume any of his or her duties, as necessary.

## DIRECTOR, ALCOHOL AND SUBSTANCE ABUSE TREATMENT PROGRAM

May perform all of the same duties as an Assistant Director, Alcohol and Substance Abuse Treatment Services.

Oversee all aspects of facility CASAT feeder and CASAT programs.

- On an ongoing basis, ensure that CASAT programs at all facilities operate within Departmental directives and requirements.
- Periodically meet with facility executive staff to review the CASAT operation, to discuss any problems, and to set goals and priorities for the future.
- Either directly or through the use of subordinate staff, visit all CASAT program sites, ensuring continuity among the facility programs is maintained.
- Ensure that staff at all CASAT facilities receive ongoing, up-to-date training.

Act as Statewide liaison concerning all CASAT issues.

- Review and comment on all pending legislation concerning the CASAT program, and make recommendations to Counsel's Office as appropriate.
- Maintain ongoing relationships with Executive staff from the Office of Alcoholism and Substance Abuse Services (OASAS), the Division of Parole, the Division of Criminal Justice Services (DCJS), and other agencies concerned with the effects of chemical dependency on convicted felons.
- Act as a liaison with community groups and political staff concerning alcohol and substance abuse issues.

Provide oversight and direction to the Day Reporting and Community Reintegration programs in order to ensure the effective and expeditious treatment of inmates.

- On an ongoing basis, review Day Reporting and Community Reintegration programs in order to ensure the transition of inmates from the CASAT program to Community Reintegration and later to after-care.
- In conjunction with the Contract Management Specialist and other staff, ensure that all contract providers remain in compliance with current legislation and with Department goals and objectives.
- Either directly or through the use of Main Office staff or outside providers, ensure that all staff receive periodic training as needed.
- Meet with executive staff at Day Reporting facilities or Program Directors of the contract vendors to discuss problems, to set direction, or to resolve conflicts.

Oversee the operation of Chemical Dependency, Domestic Violence and Nursery Programs at various facilities.

Monitor programs on an ongoing basis.

- Ensure that adequate staffing is maintained and make adjustments as necessary.
- Periodically review program statistics to ensure that goals and objectives are being met.
- Remain aware of potential opportunities for obtaining grants in order to expand the scope of these programs.
- Review all changes in legislation which could affect the future program requirements.

Perform various administrative tasks.

- Prepare annual budgets for all CASAT and community reintegration programs.
- Present budgets to appropriate Executive Team staff members, providing justification to them and to the Division of the Budget (DOB) as required.
- Serve as a resource to the Commissioner and other executive level staff concerning ASAT issues.

**MINIMUM QUALIFICATIONS****ASSISTANT DIRECTOR, ALCOHOL AND SUBSTANCE ABUSE TREATMENT PROGRAM**

**Promotion:** one year of permanent competitive service as a Senior Correction Counselor (ASAT); or two years of permanent competitive service as a Senior Correction Counselor including one year of experience overseeing an ASAT treatment program.

**DIRECTOR, ALCOHOL AND SUBSTANCE ABUSE TREATMENT PROGRAM**

**Promotion:** one year of permanent service as an Assistant Director Alcohol and Substance Abuse Treatment Programs; or two years of permanent competitive service as a Senior Correction Counselor (ASAT); or three years of permanent competitive service as a Senior Correction Counselor including two years of experience overseeing an ASAT treatment program.

**Date:** 11/09

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## **TENTATIVE**

**Occ. Code 8122800**

### **ASSISTANT DIRECTOR OF CORRECTIONAL GUIDANCE, M-1**

**New York State Department of Civil Service**

#### **Classification Standard**

#### **BRIEF DESCRIPTION OF CLASS**

The one position in this class assists the Director of Correctional Guidance in the design and implementation of policy regarding guidance activities pursued by the Department of Correctional Services (DOCS) and engages in management activities necessary to ensure that guidance programs are effectively administered within departmental facilities. The incumbent reviews existing policy and programs with an aim toward improvement or correction; develops new or improved program plans, procedures or policies; reviews new programs and the implementation of policies at the facility level, in order to determine areas of deficiency and appropriate corrective actions; and assumes the overall management of the Division of Correctional Guidance in the absence of the Director.

This position is only classified at DOCS. All incumbents at DOCS assist in the total care and confinement of inmates, sentenced to the custody of the Department and perform various duties and functions in conjunction with the overall operation of a facility and/or location to which they are assigned.

#### **DISTINGUISHING CHARACTERISTICS**

**ASSISTANT DIRECTOR OF CORRECTIONAL GUIDANCE:** management position; responsible for guidance policy, activities, and programs pursued by DOCS at its facilities.

**RELATED CLASSES**

Assistant Director Correctional Vocational Services plans, develops, implements, and administers vocational education programs, policies, and procedures. The incumbent of this position is responsible for facility visits, program effectiveness, curriculum development, technical assistance, shop and equipment changes, recruitment, training, performance evaluations, budget requests, volunteer programs, and overseeing staff and programs at facilities. All incumbents perform various duties and functions in conjunction with the overall operation of a facility and/or location to which they are assigned.

**ILLUSTRATIVE DUTIES**

Reviews existing policy and programs with an aim toward improvement or correction.

- Reviews reports prepared by correctional facilities □ guidance personnel and information developed by the Division of Records and Statistics in order to gain information and insight as to the effectiveness of correctional guidance programs.
- Conducts periodic site visits of correctional facilities and discusses with both staff and inmates the effectiveness of programs, existing problems and suggestions for program improvement.
- On a scheduled basis, provides the Director of Correctional Guidance with an overview of Department-wide guidance activities, with particular attention directed towards problem areas.
- Recommends projects to be undertaken to correct deficiencies or to improve or expand programs.

Develops new or improved program plans, procedures or policies.

- Reviews existing programs against state-of-the-art guidance within other jurisdictions and systems in

order to determine potential solutions to existing problems and/or develop plans for the overall improvement of programs.

- Develops revised policy and procedures or methods for program expansion or new program introduction.

Reviews new programs and the implementation of policies at the facility level, in order to determine areas of deficiency and appropriate corrective actions.

- Reviews information retrieved from facilities to determine problem areas.
- Visits facilities and assesses the effectiveness of new program or policy on overall facility operations.
- Identifies specific problem areas and recommends modifications in operations or policy as appropriate in order to correct problems.
- Implements corrective actions.
- Performs the duties of the Director of Correctional Guidance in the event of his/her absence.
- Works in collaboration with other divisions within the agency as well as with other agencies concerned with reentry and counseling projects.

### **MINIMUM QUALIFICATIONS**

**Promotion:** one year of permanent competitive service as a Supervising Correction Counselor, with or without parentheses, Correction Classification Analyst, with or without parentheses, or as a Correctional Services Guidance Specialist, with or without parentheses.

**Date:** 6/09

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## TENTATIVE

	<b>Occ. Code 8747800</b>
<b>ASSISTANT DIRECTOR OF CRISIS INTERVENTION PROGRAM, M-1</b>	<b>8747800</b>
<b>DIRECTOR OF CRISIS INTERVENTION PROGRAM, M-3</b>	<b>8747900</b>

**New York State Department of Civil Service**

**Classification Standard**

## BRIEF DESCRIPTION OF CLASS SERIES

Positions in this title series are responsible for monitoring correctional facilities to prevent and/or deal with riots; disturbances; hostage situations; inmate protests and strikes; barricaded inmates; potential suicides; escapes; and other crisis situations. Incumbents formulate policy, ensure compliance with goals and objectives, monitor and evaluate the Facility Operations Weekly Summary (FOWS) reports and all unusual incidents, maintain contact with each facility, select and train team members and train other facility staff, develop the training curriculum and supervise Correctional Services Investigators who monitor gang activity system-wide. In addition, incumbents work with outside law enforcement agencies, assume on-site command of Crisis Intervention Teams in the event of multiple deployments, develop, maintain, and coordinate intelligence and monitoring systems and sustain regular contact and briefings of facility executive teams and Central Office staff.

These positions are classified in the Main Office of the Department of Correctional Services (DOCS). All incumbents at DOCS assist in the total care and confinement of inmates sentenced to the custody of the Department and perform various duties and functions in conjunction with the overall operation of a facility and/or location to which they are assigned

**DISTINGUISHING CHARACTERISTICS**

**ASSISTANT DIRECTOR OF CRISIS INTERVENTION PROGRAM:** one position; management; assist the Director of Crisis Intervention Program in overseeing and training Crisis Intervention Teams at every DOCS facility, monitor crisis situations at DOCS Statewide.

**DIRECTOR OF CRISIS INTERVENTION PROGRAM:** one position; assume the overall administrative responsibility for the Crisis Intervention Unit; and maintain liaison with and provide direction to facility Crisis Intervention Teams.

**RELATED CLASSES**

Assistant Director of Correctional Guidance assists the Director of Correctional Guidance in the design and implementation of policy regarding guidance activities pursued by DOCS and engages in management activities necessary to ensure that guidance programs are effectively administered within departmental facilities.

Director of Correctional Guidance is responsible for the overall direction of the programs of guidance services at facilities of the Department.

**ILLUSTRATIVE DUTIES****ASSISTANT DIRECTOR OF CRISIS INTERVENTION PROGRAM**

Assist the Director of the Crisis Intervention Unit (CIU) in formulating policy and ongoing administration of the Crisis Intervention Program.

- Ensure compliance with goals and objectives outlined in the project manual through regular contact with facility CIU Team Leaders and functions as their primary contact.

- Recommend policy and procedure revisions on a continuing basis and new policies and procedures consistent with current practices and philosophies in correctional crisis intervention in order to increase administrative effectiveness.

Monitor and evaluate FOWS from each facility and reports unusual activity to the Deputy Commissioner.

- Provide training to staff on the basic goals of FOWS as a proactive management tool.
- Advise the facility FOWS coordinator and/or executive team on reporting methodology, interpretation of information received, which may indicate an impending crisis, and consult on any other problems in these areas.
- Maintain contact with each facility in order to facilitate the operation of the Statewide system.
- Evaluate the performance of the facility FOWS and make appropriate recommendations.
- Continually review each facility FOWS and make recommendations as to its operation. Recommend changes, omissions, and additions as determined necessary.
- Evaluate data from existing systems to determine its potential for use in other facility programs. Recommend changes.
- Make recommendations regarding changes or additions to policies currently in effect at a facility that could result in an improvement of FOWS.
- Evaluate data received from FOWS and assist Director in the analysis and interpretation of the data.
- In conjunction with the Department's Training Academy, orient entry level employees regarding the FOWS and its basic goals.

Monitor, on a daily basis, all unusual incidents reported to the Communications Control Center (CCC).

- Review all unusual incidents which relate to the safe operation of facilities.
- Discuss relevant incidents with the CCC Captain.
- Confer with the appropriate Assistant Commissioner and Director regarding incidents of a serious or potentially serious nature.
- Follow up with the CCC Captain and the facility as needed.

Use appropriate selection and training devices for all Crisis Intervention Team members and assist the Director in ensuring that necessary selection is accomplished and training is provided.

- Recommend and administer policy and procedures for selection of Crisis Intervention Team members.
- Administer a psychological screening device (HTP) to Department employees who volunteer for CIU positions to determine fitness for selection.
- Administer exams designed to determine a candidate's ability to comprehend and respond to hypothetical crises situations.
- Consider the psychologist's recommendations following the review of the HTP test.

Develop and present training curriculum for CIU Teams in crisis intervention techniques.

- Assist the Director with planning and development of training seminars.
- Assign candidates to training courses and coordinate scheduling, ensuring that training schedules are initiated in a timely fashion.
- Prepare lesson plans, coordinate and participate in the training program.

### **DIRECTOR OF CRISIS INTERVENTION PROGRAM**

May perform all of the same duties and functions as the Assistant Director of Crisis Intervention Program.

Provide administrative oversight for the Crisis Intervention Unit

Coordinate training and readiness of facility Crisis Intervention Teams and DOCS Central Office Crisis Intervention Team.

Responsible for the structure, deployment, organization, and strength of CIU teams.

Continuously evaluate the crisis intervention program and staff, making structural and educational adjustments to the program, for curricula and training and for all strategic decisions that improve readiness and appropriateness of responses to inmate disputes, barricaded inmates, riots, hostage situations, protests, strikes and/or disturbances.

May give direction to a facility's executive staff, with regard to crisis situations.



Exercise direct supervision over the Assistant Director, Senior Investigators assigned to the Central Office for intelligence gathering, evaluation and analysis, and for other professional staff assigned to the Unit.

- Provide supervision, guidance, and oversight to subordinate staff, and intervene and resolve problems as necessary.
- Determine and oversee staff assignments.
- Approve leave and track time and attendance.
- Review, monitor, and evaluate staff performance.
- Complete performance evaluations.
- Identify training needs and arrange for provision of training.
- Manage and direct program activities by setting priorities and deadlines.

### **MINIMUM QUALIFICATIONS**

#### **ASSISTANT DIRECTOR OF CRISIS INTERVENTION PROGRAM**

**Promotion:** three years of permanent competitive service as a Senior Investigator.

**Open Competitive:** six years of employment with a correctional services department, of which at least three must have included, on a part-time assignment basis, membership in a professionally developed crisis intervention team.

#### **DIRECTOR OF CRISIS INTERVENTION PROGRAM**

**Promotion:** five years of permanent competitive service as a Senior Investigator.

**Open Competitive:** ten years of employment with a correctional services department, of which at least five must have included, on a part-time assignment basis, membership in a professionally developed crisis intervention team.

**Date: 8/09**

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Tentative Classification Standards issued by the Division of Classification & Compensation are shared with the operating agencies of State government for their consideration and comment. Accordingly, this document that you are viewing is subject to change and will be issued in final form at the completion of the review period.

**TENTATIVE**

Occ. Code 8195850

**ASSISTANT DIRECTOR, TRANSITIONAL SERVICES, M-1**  
**DIRECTOR, TRANSITIONAL SERVICES, M-3**

8195850  
 8195900

New York State Department of Civil Service

Classification Standard

**BRIEF DESCRIPTION OF CLASS SERIES**

Positions in this title series are classified at the Department of Correctional Services (DOCS) and are responsible for administering all Transitional Services Programs in correctional facilities throughout New York State. The incumbents plan, organize, oversee implementation, monitor, and evaluate Transitional Services Programs; ensure compliance with all Department regulations and mandates and a standardization of evidence-based programming; and develop policies and procedures to govern the program to prepare individuals for successful reintegration into the community.

**DISTINGUISHING CHARACTERISTICS**

**ASSISTANT DIRECTOR TRANSITIONAL SERVICES:** one position class; director level; assists with the development and management of the statewide Transitional Services Program at DOCS.

**DIRECTOR TRANSITIONAL SERVICES:** one position class; director level; develops and directs the Statewide Transitional Services Program for DOCS.

**ILLUSTRATIVE DUTIES****ASSISTANT DIRECTOR TRANSITIONAL SERVICES**

Assist the Director in developing and managing a quality, Statewide Transitional Services Program.

- Develop detailed recommendations for the Director concerning revisions to existing programs and activities, or the development of new programs and activities, which are needed to improve the overall effectiveness of Transitional Services in meeting its objective.
- Recommend projects designed to correct deficiencies or to improve or expand programs.
- Visit all Transitional Services Centers on a regular basis, providing technical assistance and ensuring compliance with program standards.
- Meet with program staff in order to provide training and to respond to questions.
- Provide programmatic oversight of various transitional programs at correctional facilities.

Assist in developing, implementing, and monitoring policies and procedures for the Department's Transitional Services activities.

- Interpret and monitor the adherence to policies, procedures, and guidelines for Transitional Services activities throughout the State.
- Monitor ongoing program activities to determine the effectiveness of policies and procedures in meeting program needs.
- Develop recommendations for new or revised policies and procedures to increase program effectiveness.
- Direct the implementation of approved new/revised policies and procedures.

Oversee the expansion of a successful model for Transitional Services Programs throughout New York State, providing technical assistance as required.

- Work with internal and external stakeholders in developing evidence-based reentry programming.
- Monitor program effectiveness.
- Inform facility staff of changes in policy and procedure.
- Maintain ongoing communications with facility staff regarding their suggestions for program improvements or changes.

#### Supervise subordinate staff.

- Establish unit goals, policies, and procedures.
- Provide supervision, guidance, and oversight to subordinate staff, and intervene and resolve problems as necessary.
- Determine and oversee staff assignments.
- Monitor work flow and evaluate performance and production level of subordinates, implementing corrective measures where necessary.
- Approve leave and track time and attendance.
- Review, monitor, and evaluate staff performance.
- Complete performance evaluations.
- Identify training needs and arrange for provision of training.
- Manage and direct program activities by setting priorities and deadlines.

#### **DIRECTOR TRANSITIONAL SERVICES**

May perform all of the same duties and functions as the Assistant Director, Transitional Services.

Confer with facility executive staff concerning changes in policy and to discuss program needs.

Refer complex or sensitive issues with proposed solutions to the Assistant Commissioner for Program Services.

Act as a liaison with State and federal agencies and community organizations concerning transitional services issues.

- Identify organizations and agencies that provide programs and services which could be helpful to released inmates. Areas of concern include employment, housing, counseling services, education, health services, religious services, and social services.
- Refer Transitional Services Centers to these organizations as appropriate.
- Work with organizations to increase and improve services available to released inmates.
- Coordinate efforts with other State and federal agencies and community organizations as appropriate.

Oversee the implementation of a standard core curriculum at all Transitional Services Centers and review new programs proposed by Transitional Services staff.

- Provide ongoing training to facility staff and other appropriate personnel.
- Maintain an operating manual for use by all Centers.
- Develop and conduct an ongoing training program for Transitional Services Coordinators and inmate peer counselors.
- Develop and maintain a central resource library of community organizations, videotapes, books, etc., for use by facility centers.

Coordinate efforts with other program areas in the DOCS to ensure effective program delivery.

- Develop budgets and control expenses within areas of responsibility.
- Review, approve, and prioritize facility budget requests in area of responsibility for review by the Assistant Commissioner.
- Implement financial control procedures to be carried out by unit staff.
- Provide monitoring and oversight of contractual agreements with outside service providers, signing off on payment vouchers for outside vendors.
- Approve facility requests for expenditures necessary to effectively run Transitional Services and reentry programs, consulting with facility executive staff as necessary.

#### MINIMUM QUALIFICATIONS

##### **ASSISTANT DIRECTOR, TRANSITIONAL SERVICES**

**Promotion:** one year of permanent competitive service as a Supervising Correction Counselor (all parentheses) or as a Correctional Guidance Specialist (all parentheses).

##### **DIRECTOR TRANSITIONAL SERVICES**

**Promotion:** one year of permanent competitive service as Assistant Director, Transitional Services.

**Open Competitive:** a Bachelor's Degree and three years of professional level program experience in an adult correctional setting; one year of which must have been in a supervisory capacity. One year of this experience must also have involved responsibility for the administration of a facility pre-release/transitional services program.

**Date:** 7/09

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Occ. Code 8700500

COMMUNITY

**CORRECTIONAL CENTER ASSISTANT, GRADE 15**

New York State Department of Civil Service

**Classification Standard****BRIEF DESCRIPTION OF CLASS**

Positions in this class perform basic reporting and technical activities within their assigned facilities. Incumbents are responsible for the day-to-day security operations of the correctional facility and must work cooperatively with the Division of Parole and other Department of Correctional Services personnel. The correctional facility and the Community Correctional Center Assistant assigned to them operate in accordance with the Policy and Procedure of the Department of Correctional Services. It is recognized that the functional duties may vary due to the circumstances within a community-based facility.

These positions are only classified and assigned to a New York State Department of Correctional Services (DOCS) facility. Incumbents at DOCS assist in the total care and confinement of inmates sentenced to the custody of the department. All incumbents perform various duties and functions in conjunction with the overall operation of a facility and/or location to which they are assigned.

**DISTINGUISHING CHARACTERISTICS**

**COMMUNITY CORRECTIONAL CENTER ASSISTANT:** entry/full performance level; perform basic reporting and technical activities, as required by the construct of the program to which they are assigned.

**RELATED CLASSES**

Correction Officers are responsible for the custody and security as well as the safety and well-being of criminal offenders in State Correctional Facilities, Correction Camps, Shock Incarceration Correctional Facilities, Work Release Centers and Drug Treatment Centers. Incumbents are also responsible for offenders requiring mental health services while confined within the State Correctional System and those who require health care at hospitals or health centers outside of Departmental facilities.

**ILLUSTRATIVE DUTIES**

Perform basic reporting and technical activities, as required by the construct of the program to which they are assigned.

- Responsibility for custody, control, and supervision of inmates.
- Makes rounds of inmate areas.
- Enforces standards of inmate behavior.
- Collects urine samples and conducts tests for use of prohibited substances.
- Informs the Superintendent of failed tests and returns the inmate to the facility for Tier III hearings.
- Conducts main duty office logistical functions.
- Follows inmate transfer procedures.
- Collects and receipts the inmate's paycheck and disburses weekly expense money. Assists inmates in financial matters.
- Maintains chronological records of all events that occur during the inmate's participation in the program and produce detailed, highly descriptive monthly reports relative to the inmate's activity within the program and status for submission to the Superintendent.

Works with individual inmates, in collaboration with Correction Counselor in developing a program for final approval by the facility Superintendent.

- Specifies reporting days and times; clearly identifies work or education programs that the inmate must participate in; develops specific rehabilitative programs that the inmate must participate in within the community, and identifies the inmate's residence ensuring that it is appropriate for the program.
- Discusses the program with the Superintendent, or his/her designee, and makes any modifications suggested.
- Explains the finalized program to the inmate in detail, clarifies any ambiguities for the inmate, and obtains the inmate's voluntary signature of a formalized memo of agreement relative to the program.
- Makes necessary contacts with employers, community agencies and family members and formally verifies their willingness to participate in the program.

Maintains contact with the inmate while in the community, in coordination with the Correction Counselor and Parole Officers.

- Contacts the inmate's employer on a regular basis to determine that the inmate is employed, is performing adequately to the employer's satisfaction, and is working in accordance with the rules and regulations of the program.
- Contacts community agencies which are providing services to the inmate to determine their perspective relative to the effectiveness of their services and the level of participation in the agency's program by the inmate.
- Contacts the inmate's family to discuss the inmate's interaction with other family members and to determine that the inmate is maintaining family contacts.

Provide counseling and guidance to assigned inmates.

- Based on community contacts and the inmate's own perceptions, discusses with the inmate their success or failure within the program and possible actions that can be taken to improve the chances for success.
- When additional or alternative programming is required, reviews such modifications with the Superintendent, modifies the contract, and arranges with appropriate community agencies to provide needed programming.
- Works with the inmate's employer to resolve problems that may not be caused by the inmate, but which are affecting the inmate's participation within the program. Also, works with the inmate and the employer to ensure the inmate can effectively function on the job and is aware of the employer's expectations relative to performance and time and attendance.
- Works with the inmate and family members to resolve problems that may arise that can negatively impact on the inmate's re-introduction to the family setting and may involve both the inmate and his family members in community counseling or rehabilitative services if it appears that this might enhance program success.
- Makes comprehensive, factual, written chronological entries dealing with all contacts involving the inmate which fully explain the scope of the contact; problems or successes identified; and the outcome of the contact.

Act as a liaison with other criminal justice agencies in all matters dealing with assigned inmates.

- Shares and receives information with the Division of Parole relative to the inmate's activities and performance within the program.
- Acts as primary contact point with police in cases involving the inmate. In most cases, this involves removal of the inmate from the program and, depending on the severity of the case, transfer of jurisdiction while the inmate is facing new charges.

Responsible for custody, control and supervision of inmates.

- Maintains order in the facility and on facility property at all times.
- In an outside work assignment setting, independently directs and maintains discipline within the work crew for which assigned.
- Checks on the health and well-being of inmates on a continuous basis.
- Oversees the completion of work assignments and facility housekeeping functions.
- Oversees recreational activities.
- Makes periodic rounds of assigned areas.
- Takes master count of inmates and unscheduled counts during each shift.
- Checks all accessible areas multiple times during each shift.
- Looks for and reports any fire hazards.
- Maintains thorough knowledge of alarm systems, fire drill procedures and Ready Emergency Data.
- Monitors inmate movement.
- Prepares written and oral reports and forms, as necessary.
- Completes a facility log (Shift Report).
- Reports any important information regarding unusual incidents, facility operations, inmate movement, security, and health and safety problems to the relief personnel.
- Receipts inmate wages and issues receipt for same.
- Completes inmate commendable or misbehavior reports, as warranted.
- Completes other reports as necessary.
- Maintains and updates computer reporting systems.

Enforces Standards of Inmate Behavior. Advise inmates of facility rules and regulations.

- Explains to inmates the importance of both knowing and adhering to the facility rules and regulations.
- Maintains an awareness of, and distinction between, intra-facility and Temporary Release rules and regulations.
- Conducts searches for contraband, use of alcohol or illegal drugs in the facility or on facility property, using the following methods:
  - strip search
  - pat frisk
  - cell/cube frisks
  - detects the use of alcohol through the use of Alco-Sensor Breath Analysis
  - detects the use of illegal drugs through the use of urinalysis testing
  - field tests suspected contraband drugs
  - carries firearms in the performance of duties as assigned by the supervisor.



## Performs para-counseling function.

- Assists inmates in resolving problems.
- Develops and maintains a professional rapport with the inmate population, which includes being available to listen and respond to inmates seeking assistance.
- Discerns the nature of inmate problems, facilitates the inmate's decision making process, and refers the inmate to a Correction Counselor, Parole Officer or other appropriate staff as necessary.
- Explains information on contracts and other papers to the inmate and witnesses the signature of the inmate. Ensures that the information is understood by the inmate involved.
- Develops and maintains a professional rapport with inmate families, employers and outside agencies.

## Conducts Main Duty Office logistical functions.

- Answers and responds to all telephone calls received.
- Oversees proper procedures pertaining to Residents Destination and Return Log, Visitors Log, and issuance of identification cards.
- Processes inmates in and out on the computer system.
- Monitors inmate self-medication procedure.
- Issues monies (for weekly expenses, etc.) when required.
- Follows proper procedure pertaining to receiving new inmates and release of inmates by the Division of Parole.
- Acts as Identification Officer when necessary.
- Keeps the facility Superintendent/Officer-of-the-Day advised of any pertinent information and unusual incidents.
- Executes escape and absconder procedures and files detainer warrants when assigned.
- Gives detailed information to the appropriate police agency for the filing of criminal report on escaped or absconded inmates, when assigned.
- Records civilian/security employee absence reports by phone.
- Schedules notification of the Transportation Unit bus to the next facility's Watch Commander's office.
- Executes emergency furloughs when directed.

## Transfers inmates.

- Maintains awareness of regulations pertaining to inmate property and preparation for transfer (e.g., packing of inmate property, completion of forms, etc.).
- Maintains awareness of regulations pertaining to transporting inmates.
- Serves as an armed escort in the process of transporting inmates.

Performs other related work as required.

- Assumes key control responsibilities.
- Monitors arrest notifications.
- Provides parole board coverage.
- Provides orientation to new inmates.
- Updates the facility mailboxes.
- Coordinates the removal of inmate property.
- Maintains absconder packets.
- Maintains manuals and work release folders.
- Conducts fire drills in accordance with Department policy and procedure.
- Performs other related duties as assigned by the Superintendent or his/her designee.

Performs any duties appropriately assigned to a peace officer.

### **MINIMUM QUALIFICATIONS**

**Open Competitive:** one year of full-time paid experience in a position in a correctional setting with responsibility for the supervision of inmates (requiring peace officer status), and an Associate's Degree or 60 credit hours from an accredited educational institution, including at least 12 credit hours in sociology, psychology, or a related social science specialty.

**Date:** 3/10

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Occ. Code 8122005

**CORRECTION COUNSELOR AIDE, GRADE 13****New York State Department of Civil Service****Classification Standard****BRIEF DESCRIPTION OF CLASS**

Positions in this title assist in counseling, case management, and service to inmates. Incumbents assist the counseling staff in their casework, including: interviewing inmates; assisting with inmate group sessions; maintaining case files; providing personal assistance to inmates for the maintenance of family contacts via telephone and written correspondence; assisting inmates in completing complex written forms; and explaining rules and procedures. In addition, Correction Counselor Aides assist in the care and confinement of inmates sentenced to the custody of the Department of Correctional Services (DOCS) and, as such, assist in the overall operation of the facility to which incumbents are assigned.

**RELATED CLASSES**

Correction Counselors use social casework techniques in helping their clients resolve their social and emotional adjustment problems to life in a correctional setting.

Education Counselors are responsible for providing counseling service to aid inmates in making effective adjustments to facility education programs in facilities that have large education programs.

Vocational Rehabilitation Counselors plan and coordinate the vocational rehabilitation of persons with disabling physical and/or mental handicaps with the primary goal being to help vocationally handicapped individuals retain optimum employment

**DISTINGUISHING CHARACTERISTICS**

**CORRECTION COUNSELOR AIDE:** entry level; assist counseling staff with providing counseling services to inmates.

**ILLUSTRATIVE DUTIES**

Provide individual counseling, case management, and service to assigned inmates.

- Assist the Senior Correction Counselor in obtaining and reviewing all pertinent records, reports and information concerning family, education, employment, health and other personal matters.
- Interview inmates in response to inmate requests and provide appropriate assistance concerning any adjustment issues.
- Provide informal follow-up to an inmate after a crisis intervention by a Correction Counselor.
- Perform outreach activities by informally providing information and support to inmate counselors.
- Contact various sources for needed records and related information relative to classification as required.

Secure information from inmates by means of an informal, semi-structured interview in order to obtain inmate data for analysis by the Senior Correction Counselor. Obtain information to complete various Departmental Guidance forms.

- Coordinate the administration of routine standardized tests and appraisal instruments.
- Secure specific information concerning inmates, relative to the inmate's behavior adjustment and classification.
- Secure follow-up information of a routine nature for the Senior Correction Counselor that may impact on an inmate's classification and placement.
- Maintain appropriate inmate and information records for the Senior Correction Counselor.
- Prepare standard reports of contacts with inmates, in order to identify potential inmate counselor referrals.

Provide personal assistance to inmates in areas such as maintaining family contacts via telephone and written correspondence and in personal matters, such as assisting in completing complex written forms and explaining rules and procedures.

- Assist inmates in making appropriate contacts with referral agencies by providing assistance in preparing applications for agencies, e.g., the Veterans' Administration, Social Security Administration, legal aid organizations and job placement organizations.
- Assist inmates in making general contacts with personnel at the facility, e.g., facility chaplain, property clerk, correspondence clerk, finance officer, institutional parole officer, etc.
- Transmit information to inmates regarding daily facility procedures, and respond to inquiries from inmates regarding institutional procedures or rules.

**MINIMUM QUALIFICATIONS**

**Promotion:** one year of permanent competitive service in a position allocated to Grade 6 or higher and either an Associate's Degree or completion of 60 credit hours of undergraduate study; or 30 credits of undergraduate study and one year of full-time professional or paraprofessional experience working with clients in drug counseling programs; mental hygiene programs; alcoholism, parole or probation programs; juvenile offender programs; or in programs dealing with ex-offenders or incarcerated offenders.

**Date:** 11/09

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## **REVISED TENTATIVE**

**Occ. Code 8122000**

**CORRECTION COUNSELOR, GRADE 19**

**8122000**

**SUPERVISING CORRECTION COUNSELOR, GRADE 22**

**8122400**

**New York State Department of Civil Service**

**Classification Standard**

## **BRIEF DESCRIPTION OF CLASS SERIES**

Correction Counselors apply social casework principles to the social, educational and vocational rehabilitation of inmates in the correctional facilities of the Department of Correctional Services. They guide and assist inmates in their adjustment to their new environment, encouraging them to upgrade their educational and vocational skills and to modify their behavior in order to prepare them for eventual release into the community.

Supervising Correction Counselors supervise Correction Counselors in the performance of their duties.

In addition, all levels in the series assist in the care and confinement of inmates sentenced to the custody of the Department of Correctional Services and, as such, assist in the overall operation of the facility to which they are assigned.

## **RELATED CLASSES**

Correction Counselor Aides assist the counseling staff in their casework, including: interviewing

inmates; assisting with inmate group sessions; maintaining case files; providing personal assistance to inmates for the maintenance of family contacts via telephone and written correspondence; assisting inmates in completing complex written forms; and explaining rules and procedures.

Education Counselors are responsible for providing counseling service to aid inmates in making effective adjustments to facility education programs in facilities that have large education programs.

Facility Parole Officers apply social casework techniques to work on a variety of issues related to the release of inmates from correctional facilities, performing functions that include: the assignment and review of caseloads and interviewing of inmates; creation and implementation of discharge activities to help inmates with the release and reintegration into communities; preparation of summary reports for the Parole Board; coordination with community-based parole staff, the development of a final discharge and supervision plan; and any other administrative duties associated with the release of inmates from incarceration.

Assistant Director Correctional Guidance is a one-position class that assists the Director of Correctional Guidance in the design and implementation of policy on a department-wide basis relating to all guidance activities.

### **DISTINGUISHING CHARACTERISTICS**

Levels in this series are ordinarily determined by the presence of factors that impact the degree of responsibility and the scope of the position. The presence of supervisory duties and responsibility for the operation of the Guidance Unit are key factors in determining the level of Correction Counselor, as Supervising Correction Counselors do not carry an inmate caseload.

**CORRECTION COUNSELORS** have frequent face-to-face communication with the inmate, the inmate's family, and the facility staff in developing and ensuring the implementation of the treatment plan.

**SUPERVISING CORRECTION COUNSELORS** are first-line supervisory positions. They supervise the work of Correction Counselors and clerical support staff in the Guidance and Counseling Unit at a

correctional facility and may serve as Chair of the Inmate Program Committee, which determines placement in needed programs and reviews evaluations used for potential release purposes (i.e., Earned Eligibility, Merit Time, Supplemental Merit Time and Presumptive Release). Face-to-face counseling of inmates is not typical of incumbents in this title.

## **ILLUSTRATIVE DUTIES**

### **CORRECTION COUNSELOR**

Meets with assigned inmates to gather information about an inmate's background, interests, and abilities, and provides the inmate with information about the facility and its programs.

- When a new inmate is assigned, obtains and reviews all pertinent records and reports, including probation reports, criminal records, and information concerning family, education, employment, health, and other personal matters.
- Interviews assigned inmates to assess their individual needs, capacities, educational level, family circumstances, behavioral problems, and aspirations.
- Based upon inmate interviews, prepares and presents case analyses, recommending educational programming, vocational training, or work programs as appropriate to the Classification Committee.
- Discusses with the inmate the programs available at the facility and the inmate's abilities and desires concerning appropriate programming.
- Screens the list of persons with whom the inmate requests correspondence privileges to remove undesirables such as co-offenders, and to verify claimed relationships.
- Records on a face sheet a variety of personal, vocational, educational, and related data in a



prescribed format.

- Periodically conducts a portion of the basic orientation for a group of new inmates by orally explaining the facility's rules, regulations, and programs so that the inmate can understand the institution's purpose, programs, and population.

Guides inmates in adjusting to a facility's programs by identifying problems that affect the inmate's behavior and attitudes and by developing an appropriate rehabilitation program.

- Meets with an inmate periodically to discuss either the inmate's progress and attitudes or any particular problem within the facility which may affect the inmate's progress in adjusting to the facility or in selecting an appropriate program.
- During the interview, guides an inmate by the use of direct or indirect counseling techniques to identify adjustment and programming problems and to explore alternative solutions.
- During the interview, attempts to establish a rapport with an inmate which will facilitate the effective use of counseling techniques to help the inmate through a self-motivation process.
- Informs inmates of programs available along with any special services which may be used in solving a problem.
- Based on the findings during the interview or from a review of the records, may refer an inmate to a Physician, Psychologist, Psychiatrist, or other professional for special help, testing, or diagnosis.
- Follows up on all referrals to ensure that services were rendered.
- Records in a prescribed format the results of all meetings and referrals.
- May assist with inmate disciplinary hearings.

- May screen and recommend inmates for special programs such as Work Release or Vocational Rehabilitation, and may assist the inmate to find employment.
- May supervise, train, and/or schedule employees and/or inmate workers, including preparing evaluations and/or counseling employees and/or inmate workers.

Guides a group of inmates in identifying individual or group problems that may affect behavior and attitudes.

- Meets with a group of selected inmates and, using group counseling techniques, attempts to facilitate an exchange of views.
- Guides discussion in order to effectively and efficiently utilize available time.
- Intervenes when discussion is not constructive and ensures that all participants have the opportunity to speak.
- May instruct the non-counseling staff in the techniques of group counseling by providing appropriate reading material, assisting them at sessions and providing critiques of their sessions.

Guides inmates in the identification and resolution of personal problems not directly caused by or related to facility living.

- Acts as an intermediary between the inmate and persons or agencies outside the facility to ensure that family or business matters are attended to. In this capacity, may prepare correspondence for the inmate, search records, discuss matters with members of the family, obtain licenses, etc.
- Provides inmates with information concerning rights and requirements pertaining to veteran status, income tax, licenses, Social Security, retirement funds, etc., and ensures that inmates receive the benefits to which they are entitled.

- At appropriate times and with discretion, informs inmates of events concerning close relatives or friends which may be upsetting to the inmate and which may require very careful handling.

May serve or act as a chairperson of one or more committees which may evaluate, classify, and program inmates.

- Prepares special reports on inmates.
- On a quarterly basis and in a prescribed format, prepares a detailed written record based on a review of the written record and on discussions with individual inmates concerning each inmate's progress and adjustment to the facility and the program.
- Upon request of one of the facility committees, prepares a written report in a prescribed format similar to that reported quarterly.
- Prepares simple statistical information on a periodic basis for the Central Office staff.
- May participate in the update and review of facility procedures and internal controls for purpose of maintaining facility accreditation.

## **SUPERVISING CORRECTION COUNSELOR**

Supervising Correction Counselor will typically perform the following duties:

- Directs Guidance Unit counseling and case management related activities, which may include supervising Sex Offender and Alcohol and Substance Abuse Treatment Programs, inmate orientation, inmate classification, individual treatment plans, social casework, and personal assistance to inmates.

- Supervises, trains, and/or schedules employees and/or inmate workers, including preparing evaluations and/or counseling employees, reviewing subordinates work, and time and attendance issues.
- Ensures that current and accurate information on each inmate is secured from within the facility and utilized in planning individual treatment programs.
- Coordinates practices and procedures in accordance with the Guidance and Counseling Manual.
- Chairs Inmate Program Committee at regular intervals to program and review inmate assignments.
- Supervises Correction Counselor staff responsible for inmate orientation, group counseling, and transitional services classes.
- Ensures that substantive and accurate records are maintained for case analysis and comprehensive evaluation and reporting use.
- Provides staff development and in-service training to staff.
- Participates in authorized research project activities.
- Supervises Temporary Release Program activities.
- May supervise inmate organizations.
- May serve on Good Behavior Time Allowance Committees as outlined in Title 7, Chapter 5: Procedures for Standards of Inmate Behavior and for Granting Good Behavior Time Allowances.
- May serve as a member of various facility committees.

- May assist with, conduct, and/or make determinations in inmate disciplinary hearings.
- Serves as liaison with other offices within the facility, with Central Office and with other agencies such as the Division of Parole and the Office of Mental Health.
- Coordinates Earned Eligibility Program (EEP) and all related aspects associated with the program such as assessing and establishing program/EEP plans and evaluations.
- Reviews all inmate transfers.
- Coordinates procedures for sex offender registration.
- May participate in the update and review of facility procedures and internal controls for the purpose of maintaining facility accreditation.
- Performs other occupationally related tasks and supervisory responsibilities as assigned, in that there is a nexus and commonality of function.

## **MINIMUM QUALIFICATIONS**

### **CORRECTION COUNSELOR**

Successful completion of a two-year traineeship; **OR** a Bachelor's Degree in correctional studies, counseling, criminal justice, human services, psychology, social sciences, social work or sociology; **AND** two years of experience providing individual and/or group counseling in a recognized correctional, criminal justice, community, or human welfare program aimed at assisting clients with resolution of major social and personal problems. Experience must have included responsibility for conducting counseling sessions designed to provide the participant(s) with therapeutic counseling for significant social and personal problems such as alcohol and drug abuse, mental and emotional problems, family disturbance, and

delinquency. A Master's Degree in correctional studies, counseling, criminal justice, human services, psychology, social sciences, social work, or sociology may be substituted for one year of the required experience.

### **SUPERVISING CORRECTION COUNSELOR**

One year of permanent service as a Correction Counselor (any parenthetic), Education Counselor (including Spanish Language), or Vocational Rehabilitation Counselor (Manual Communications).

Attachment

**Revised: 9/09**

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### **Parenthetic Attachment**

**CORRECTION COUNSELOR (ALCOHOL AND SUBSTANCE ABUSE TREATMENT)** provide on-going professional counseling and treatment services to inmates with problems of alcohol and substance abuse. They assess inmates' needs and problems; develop and implement an appropriate treatment plan for each assigned inmate; continually evaluate the level and quality of participation and progression towards reasonable established goals for each inmate; and provide any other necessary services to ensure successful treatment. They provide such services in a variety of treatment modalities: recruiting; screening; assessment; treatment planning and reviewing; continuity of care planning; family counseling; and individual and group counseling. Incumbents are responsible for guidance management functions with a number of individuals who are assigned to the substance abuse treatment program and supervision of assigned Program Assistant staff.

**SUPERVISING CORRECTION COUNSELOR (ALCOHOL AND SUBSTANCE ABUSE TREATMENT)** responsibility for the overall supervision of the delivery of counseling and case management services involving alcohol and substance abuse treatment by Correction Counselors (Alcohol and Substance Abuse Treatment) and Alcohol and Substance Abuse Treatment Program Assistants in correctional facilities. They evaluate the effectiveness of the counseling program for alcohol and substance abuse and the provision of skilled guidance to inmates with difficult institutional, personal, behavioral, familial, social and educational problems involving such abuse. Prepare written reports after compiling and assessing appropriate data. Provide mentoring and development of Correction Counselor ASAT supervision skills.

### **MINIMUM QUALIFICATIONS**

#### **CORRECTION COUNSELOR (ALCOHOL AND SUBSTANCE ABUSE TREATMENT)**

A Bachelor's Degree in correctional studies, counseling, criminal justice, human services, psychology, social sciences, social work, or sociology AND two years of experience as a group or individual counselor in a recognized alcohol and/or substance abuse treatment program providing ongoing counseling services in this area.

A Master's Degree in correctional studies, counseling, criminal justice, human services, psychology, social sciences, social work, or sociology may be substituted for one year of the required experience. In addition, a current certification as a New York State Credentialed Alcoholism and Substance Abuse Counselor (C.A.S.A.C.) may be substituted for the two years of required experience.

**SUPERVISING CORRECTION COUNSELOR (ALCOHOL AND SUBSTANCE ABUSE TREATMENT)**

One year of permanent service as a Correction Counselor (Alcohol and Substance Abuse Treatment) or Correction Counselor (Alcohol and Substance Abuse Treatment) (Spanish Language)

**OR**

One year as a Correction Counselor AND the equivalent of one year of full-time experience in a position conducting alcohol and/or drug abuse treatment programs in the Department of Correctional Services. Such experience must have been gained within a specific ongoing scheduled program with a formal structure and must be documented by the Deputy Superintendent for Program Services or a Facility Superintendent and verified by the Director of the Office of Substance Abuse Treatment Services.

**Note:** a current certification as a New York Credentialed Alcoholism and Substance Abuse Counselor (C.A.S.A.C.) may be substituted for the one year of required experience.



Occ. Code 8700100

**CORRECTION OFFICER, GRADE 14****New York State Department of Civil Service****Classification Standard****BRIEF DESCRIPTION OF CLASS**

Correction Officers are responsible for the custody and security as well as the safety and well-being of criminal offenders in State Correctional Facilities, Correction Camps, Shock Incarceration Correctional Facilities, Work Release Centers and Drug Treatment Centers. Incumbents are also responsible for offenders requiring mental health services while confined within the State correctional system and those who require health care at hospitals or health care centers outside of Departmental facilities. These positions are found only in the Department of Correctional Services.

**DISTINGUISHING CHARACTERISTICS**

Entry level; appointees must complete a twelve-month traineeship. Incumbents work within a paramilitary type organization where relationships are clearly defined and work is performed under established policy guidelines, rules and regulations of the Department of Correctional Services and the New York State Correction Law.

On assigned posts, Correction Officers are responsible for the security of the facility, inmate conduct and discipline, and for the enforcement of the rules and regulations governing the operation of the facility and the confinement, safety and general well-being of inmates. The direct responsibility for the maintenance of security and order within the facility combined with the periodic anti-social behavior of some inmates presents a potential for immediate physical harm to a uniformed officer either in the form of a direct assault or in their quelling of disruptive behavior or disturbances among inmates. In emergency situations, such as attempted or actual escapes, disruption of facility operations, or riotous behavior, a Correction Officer may be required to use firearms, chemical agents and other safety and emergency equipment. Officers may be assigned to a wide variety of posts; some of these posts deal exclusively with security at gates, construction areas, wall posts and arsenal areas. However, the majority of posts deal directly with the control and direction of inmates, such as in housing, work, recreation, or program areas. In addition to their security responsibilities, Correction Officers are required to actively participate in inmate programs, such as shock training; provide outside hospital and funeral escort; and process entrance classifications.

Particular facility programming, housing arrangements and activities require that selective assignments by gender be made for specific Correction Officer posts according to the gender of the inmates committed to a particular facility. Correction Officers who have the ability to speak and understand conversational Spanish may be classified as Correction Officer (Spanish Language) and be required to assist facility management with situations requiring interpretive skills.

In a Shock Incarceration setting, a Correction Officer must be able to perform all of the physical and military skill procedures required of the inmates so as to convey proper discipline required. In a minimum security Work-Release situation, a Correction Officer will be required to process inmates in and out of the facility in accordance with established procedures and ensure that contraband is detected and dealt with according to Departmental directives.

In an outside work assignment setting, an Officer will be required to independently direct and maintain discipline within the work crew for which assigned.

## RELATED CLASSES

Community Correctional Center Assistants are classified in minimum security community correctional facilities providing a transitional residence between total confinement and community living for low risk inmates. Incumbents operate, for the most part, without direct supervision and provide security to the center, maintain order within the resident population, and assist in the readjustment of the inmates.

## ILLUSTRATIVE DUTIES

Maintains security at an assigned post and assures proper inmate behavior.

- Directs the movement and behavior of inmates to and from work assignments, schools, dining halls, counseling, interviews, recreation, hospitals, cell blocks and outside the facility (court, funeral, etc.).
- Checks inmate passes and records inmates' movements in and out of assigned areas.
- Counts inmates and fills out count slips or computer data records.
- Watches for unusual behavior or incidents and reports any to his/her supervisor either verbally or in writing.
- Makes frequent rounds of assigned areas, inspecting for any damage or abnormal conditions such as broken locks, bars, etc., and checks areas for daily fire report.
- Routinely searches cells for contraband and logs any contraband found.
- Routinely searches inmates and fills out appropriate forms.
- Monitors a perimeter security post, such as a wall or a gate post, or interior security post, such as a block or dorm-floor post.
- Directs outside and inside crew activities of inmates, as assigned.
- Maintains the security and inventory of all keys, equipment, supplies, vehicles, etc., as assigned.

Enforces the rules and regulations of the Department and the facility.

- Informs inmates of changes in rules and regulations and answers their questions.
- Attempts to stop minor incidents and may take direct action to break up fights or other disturbances. Calls for assistance from other Officers, as needed.
- May fill out misbehavior or use of force reports.
- May, as a member of an emergency response team, respond to any incidents.
- With proper authorization, may use weapons, chemical agents, restraining devices or protective equipment in case of emergency.

Provides for the general well-being of the inmates.

- Reports unusual or disturbed behavior to supervisors or medical/mental health staff.

- If authorized and assigned the responsibility to do so, issues prescribed medication and checks to make sure it is taken.
- Announces sick call, supervises bathing, arranges to feed inmates under keeplock, etc.
- Requisitions, distributes and maintains inventory control of necessary supplies.
- Ensures that inmates have proper clothing and gear by checking issue and instructs on proper use of equipment.
- Evaluates attitudes and behaviors of inmates.
- Listens to inmates' problems and, where problems cannot be resolved, refers to the appropriate staff. Gives inmates information as to what behaviors or actions are expected by the facility as dictated by the standards of the Inmate Behavior Rule Book.
- Responsible for the safety and well-being of inmates engaged in vigorous activities, such as outside work assignments and required exercise.

If assigned, directs the work of inmates.

- On a work detail, in a vocational shop, or other program area assignment, advises inmates as to what is expected from them, informs them of the rules and regulations of the area and of possible safety hazards. Gives special attention or direction to inmates, as needed.
- Understands the proper use, care and maintenance of all tools and machinery required to be used by the inmates.
- Observes activities of assigned work area, checking for possible violations of safety, health or security regulations.
- Reports any observed irregularities involving violations of such regulations to a supervisor.

Reception Center Officers closely observe and direct the inclusion of inmates into the system.

- Closely observes inmates' conduct covering such areas as level of conformance, response to authority, overall attitude, effort in various areas, relationships with fellow inmates and abnormal behavior.
- Conducts orientation to unit.
- Reports any unusual behavior of inmates to a supervisor.
- If assigned, checks authorizations and observes actions of visitors.

If assigned, participates in the training and instruction on all phases of Department procedures, directives and mandates to other Officers or Trainees.

### **INDEPENDENCE OF OPERATION**

Correction Officer is an entry level non-supervisory title which, in a maximum or medium security correctional facility, works under the direct supervision and frequent observation of a Correction Sergeant,

the first line supervisor who gives orders or instructions and makes specific assignments. During a tour of duty, the Correction Sergeant or Correction Lieutenant visits the Officer's work site at irregular intervals, evaluates performance and quality of work, and is available for advice or assistance as needed.

Correction Officers assigned to Correction Camps, Shock Incarceration Facilities and Work Release Facilities function in a like manner under the supervision of a Correction Sergeant or other superior, as assigned.

### **COMMUNICATION**

Depending on the assignment, the degree of interpersonal relationships required of a Correction Officer will vary markedly. An Officer on a wall security post, for example, has only limited contact with his or her immediate supervisor, a Correction Sergeant, and normally no contact with inmates, other staff members or people from outside of the correctional facility.

On certain other posts, such as the front entrance or a visiting room, the Officer may deal with a variety of people, primarily to give information and to explain facility procedures to the public in a friendly manner. As well, an Officer assigned to an outside work crew may have direct contact with the public in providing services to the local community.

Personal work relationships of Officers who, in addition to security duties, are responsible for directing the activities of inmates as illustrated by tier or work detail posts, are generally limited to verbally giving instructions and directions to the inmates under their control. On such posts, outside contacts and staff relationships beyond other Officers and immediate supervisors on the same shift are limited. Correction Officers assigned to such posts may prepare routine forms or make written or verbal reports on unusual incidents.

An Officer at a reception center is responsible for directing a group of inmates and must be able to express himself or herself effectively, both verbally and in writing, to other clerical, administrative, professional and uniformed staff members. The Officer must be cognizant of the various types of unusual behavior or problems that may occur with assigned inmates.

### **MINIMUM QUALIFICATIONS**

Possession of a high school diploma or high school equivalency diploma; be at least 21 years of age; meet physical and psychological standards determined by the Employee Health Service of the Department of Civil Service in conjunction with the Department of Correctional Services; satisfactorily complete a twelve-month training program; and be qualified to be a Peace Officer and a Public Officer under New York State Law.

**Revised: 7/03**

**NOTE:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.



Tentative Classification Standards issued by the Division of Classification & Compensation are shared with the operating agencies of State government for their consideration and comment. Accordingly, this document that you are viewing is subject to change and will be issued in final form at the completion of the review period.

**TENTATIVE****Occ. Code 8125400**

<b>CORRECTIONAL MENTAL HEALTH PROGRAMS SPECIALIST, GRADE 22</b>	<b>8125400</b>
<b>ASSISTANT DIRECTOR CORRECTIONAL MENTAL HEALTH PROGRAMS, GRADE 25</b>	<b>2847400</b>
<b>DIRECTOR CORRECTIONAL MENTAL HEALTH PROGRAMS, M-3</b>	<b>5290500</b>

**New York State Department of Civil Service****Classification Standard****BRIEF DESCRIPTION OF CLASS SERIES**

Positions in this title series are responsible for the development, implementation, and evaluation of programs designed to provide services to inmates with special needs, such as visual, hearing, intellectual and/or developmental impairments, and those inmates with mental health issues. Incumbents of these positions develop programs to provide services to special needs inmates; implement special needs programs; evaluate the effectiveness of the Department's special needs programs; and serve as special needs liaisons within the Department, with the Office of Mental Health, and with the Division of Parole.

These positions are only classified in the Department of Correctional Services (DOCS). Incumbents of DOCS assist in the total care and confinement of inmates sentenced to the custody of the Department. All incumbents perform various duties and functions in conjunction with the overall operation of a facility and/or location to which they are assigned.

**RELATED CLASSES**

Correctional Facility Program Administrator is responsible for ensuring the efficient functioning of all programs, including Vocational Education, Guidance and Counseling, and Alcohol and Substance Abuse Treatment programs, within a correctional facility.

### **DISTINGUISHING CHARACTERISTICS**

Levels in this series are ordinarily determined by the presence of factors that impact the degree of responsibility and the scope of the position. The responsibility for intra/interagency coordination and program development is key in determining the level of Correctional Mental Health Service Provider.

**CORRECTIONAL MENTAL HEALTH PROGRAMS SPECIALIST:** full performance level; develop, coordinate, implement, and evaluate special needs programming within the Department.

**ASSISTANT DIRECTOR CORRECTIONAL MENTAL HEALTH PROGRAMS:** Main Office position, responsible to the Director for Correctional Mental Health Programs, as acting liaison for interagency programming and to the Superintendents to ensure proper special needs programming.

**DIRECTOR CORRECTIONAL MENTAL HEALTH PROGRAMS:** Main Office position, responsible to the Assistant Commissioner Correctional Mental Health Services for the overall direction of the programs of special needs programs at facilities of the Department and to represent the Department in regards to special needs programming.

### **ILLUSTRATIVE DUTIES**

#### **CORRECTIONAL MENTAL HEALTH PROGRAMS SPECIALIST**

Develop programs to provide services to inmates with visual, hearing, intellectual disabilities, and mentally ill inmates.

- Define and identify inmates with visual, hearing, intellectual disabilities and/or mental illness and

formulate program offerings while working with Education, Guidance, and Substance Abuse staff.

- Assess existing, and need for new, mental health and specialized programs; make recommendations in the development of programs.
- Oversee discharge planning activities for inmates, working with the NYS Division of Parole, the Office of Mental Health, and other agencies as necessary.

Coordinate implementation of Department's programs for inmates with visual, hearing, intellectual disabilities and/or mental illness, as approved by the Assistant Director Correctional Mental Health Programs.

- Develop budgets, equipment needs, physical plant requirements, and staffing needs for proper implementation of a special needs program.
- Develop instruction manuals and policies for training of specialized program staff; conduct training and orientation session for facility program staff as necessary.
- Oversee implementation of mental health program components, by staff at facility level, and make recommendations on facility level program implementation as necessary.

Evaluate the effectiveness of the Department's ICP (Intermediate Care Unit), SNU (Special Needs Unit), STP (Special Treatment Unit), BHU (Behavioral Health Unit), GTP (Group Therapy Program), RMHU (Regional Mental Health Unit) and sensorial disabled programs.

- Collect and evaluate data relating to the effectiveness of program components for dissemination within and outside the Department.

Serve as the mental health special programs liaison between all mental health special programs within the Department.

Serve on behalf of the Assistant Director Correctional Mental Health Programs as needed.

Coordinate the Bureau of Mental Health, GTP, RMHU, Behavioral Health Unit/Special Treatment Programs;



develop year-end reports on the Statewide and regional findings on the BHU/STP/GTP, RMHU programs.

Assist and coordinate the Bureau of Mental Health training programs.

- Conduct routine site visits to monitor all mental health training.
- Assist in the coordination of Office of Mental Health and Department of Corrections training programs.

### **ASSISTANT DIRECTOR CORRECTIONAL MENTAL HEALTH PROGRAMS**

May perform all of the same duties and functions as a Correctional Mental Health Programs Specialist.

Serve as the Central Office Liaison between the Office of Mental Health, Office of Mental Retardation and Developmental Disabilities, the Division of Parole, and correctional facilities.

- Participate in monthly meetings with agency representatives to ensure consistency of inter-agency policy.
- Resolve inter-agency issues at each of the correctional facilities through quarterly visits.

Responsible for ensuring that correctional special needs programs adhere to correctional policy, with emphasis on admission and discharge.

- Review and evaluate admissions and discharges based on special needs and adherence to correctional policy.
- Assist in resolving program level issues pertaining to special needs programs.
- Review existing policy to determine its relevance and effectiveness in meeting inmate needs; work with Program Planning and Evaluation Division to create measurement and evaluation instruments.
- Prepare and submit detailed proposals to the Assistant Commissioner recommending and illustrating necessary policy modifications.

Work with Superintendents regarding special needs programs.

- Interact with Superintendents on all issues regarding inmates with special needs.
- Monitor and respond to inmate mental health issues
- Recommend transfers for inmates to special needs programs or the Central New York Psychiatric Center.

Provide technical supervision to staff deployed in Intermediate Care Programs and other special programs to ensure adherence to correctional policy.

- Assist in establishing program priorities to be adhered to by facility staff; monitor performance of staff to ensure effective and timely completion of workload.

Provide curriculum, technical assistance, and training to unit and facility staff relative to special programs.

Assist in the preparation of the budget for Mental Health and Special Programs, based on guidelines established by the Director for annual budget preparation.

- Draft budget proposals for any new special needs programs.
- Assist in preparing annual preliminary budget requests for Mental Health and Special Programs.

Meet with the Director Correctional Mental Health Programs on a daily basis to discuss activities and any major problems of the Bureau.

## **DIRECTOR CORRECTIONAL MENTAL HEALTH PROGRAMS**

Maintain responsibility for identification of mental health related and special needs of inmates within population and develop programs to meet these needs.

- Coordinate the Extended Classification Program in order to ensure potential benefits to inmates derived from early identification of special needs.

- Maintain responsibility for continued research involving mental health related needs throughout an inmate's confinement.
- Identify existing trends and develop projections on types of care required by inmates, including the sensorial disabled; analyze existing mental health related and special services available to inmates.

Responsible for the implementation of mental health based programming within DOCS.

- Develop specific manuals identifying goals and methods for achieving those goals; identify program requirements; e.g. funding and staffing; and develop appropriate budgetary material to allow for necessary funding.
- Represent the Department before New York State Division of the Budget in justifying program funding levels with authority to enter into necessary negotiations.
- Collaborate with support divisions within Central Office for program implementation.
- Act as agency representative in developing cooperative and contractual arrangements for interagency programs.
- Develop, direct, and may personally participate in major training activities for program specific and other staff, as necessary.
- Develop methods for adjusting and monitoring program activities, including computer based data gathering systems.
- Direct and implement program modifications in order to increase overall program effectiveness.

Develop liaisons with major mental health service providers to elicit their assistance in joint projects and upgrading mental health services within the agency; develop and negotiate for programs based on shared services, technical assistances, and mutually beneficial training with organizations and groups.

Develop referral mechanisms for special care needs of inmates upon release from custody.

- Develop a system for red-flagging inmates who will require special care or treatment when discharged.

- Ensure that appropriate agencies are notified of release of inmates with special needs.
- Arrange with community based organizations for continued therapeutic counseling or treatment upon release.

## **MINIMUM QUALIFICATIONS**

### **CORRECTIONAL MENTAL HEALTH PROGRAMS SPECIALIST**

**Open Competitive:** a Bachelor's Degree in Psychology, Sociology, Health Care Administration, Education, or a Human Services AND three years of progressively responsible experience in a program designed to provide services to Special Needs Clients. Special Needs Clients include the following categories: the developmentally disabled, the mentally retarded and mentally ill, the blind, the deaf, the elderly, and the physically handicapped; or a Master's Degree in Psychology, Sociology, Health Care Administration, Education, Human Services, Counseling, or Public Administration, and two years of experience as above.

### **ASSISTANT DIRECTOR CORRECTIONAL MENTAL HEALTH PROGRAMS**

**Open Competitive:** a Master's Degree in Social Work, Psychology, or Criminal Justice and three years experience involving the design, analysis, implementation, evaluation, or management of specialized programs for confined felons with special needs including psychological, mental, emotional, or intellectual disability, or sensory impairment.

### **DIRECTOR CORRECTIONAL MENTAL HEALTH PROGRAMS**

**Promotion:** one year of permanent competitive service as an Assistant Director Correctional Mental Health Programs.

**Open Competitive:** a Ph.D. in Social or Clinical Psychology and three years of high level administrative experience in Clinical or Social Psychology; or a Master's Degree in the Psychological or Behavioral

Sciences and three years of high level administrative experience in Clinical or Social Psychology.

**Revised: 8/10**

**NOTE:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Occ. Code 2847510

**CORRECTIONAL REGIONAL HEALTH SERVICES ADMINISTRATOR, M-1****New York State Department of Civil Service****Classification Standard****BRIEF DESCRIPTION OF CLASS**

Positions in this title series develop, implement, and monitor a physician and hospital network for inmate patients within a given region for the Department of Correctional Services (DOCS). Incumbents of these positions also have responsibility for the implementation of health services program initiatives and quality assurance, contract administration, and accreditation with respect to health care delivery systems.

These positions are only classified at DOCS. All incumbents at DOCS assist in the total care and confinement of inmates, sentenced to the custody of the Department and perform various duties and functions in conjunction with the overall operation of a facility and/or location to which they are assigned.

**DISTINGUISHING CHARACTERISTICS**

**CORRECTIONAL REGIONAL HEALTH SERVICES ADMINISTRATOR:** full-performance level; develop, implement, and monitor a physician and hospital network for inmate patients within a given region.

**RELATED CLASSES**

Assistant Directors Correctional Health Services are responsible for the planning, development, implementation, and monitoring of DOCS health services delivery mechanisms. Incumbents of these positions supervise the activities of the Correctional Regional Health Services Administrators and serve as liaisons between multiple interagency Divisions to maintain an effective planning for the delivery of health care services to the inmate population.

**ILLUSTRATIVE DUTIES**

Develop a physician and hospital network appropriate to meet the clinical needs of DOCS inmate population.

- Work closely with practice administrators, specialist physicians, and hospital executives.

Coordinate the participation and inclusion of facility superintendents in all planning and development to ensure that all services are provided in a secure setting and meet appropriate security standards.

Oversee development of a credentialing process, ensuring only licensed, qualified physicians provide treatment services.

Assist in the development and implementation of an orientation for all physicians and hospital providers.

Maintain provider network and act as liaison with physicians and hospitals for all Department issues.

Develop and maintain the agenda for monthly Provider Advisory Committee.

**MINIMUM QUALIFICATIONS**

**Open Competitive:** A Master's Degree in health care administration/management, public health, nursing, hospital administration/management and three years' experience as an administrator involving the delivery of health services; or a Bachelor's Degree and five years' experience; or a Master's Degree in business administration or public administration and five years' experience as an administrator involving the delivery of Health Services.

**Date:** 3/10

**NOTE:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

**Duties Description**  
**Social Worker II**  
**Sex Offender Treatment Program**

Under the direction and supervision of the Clinical Psychologist and in collaboration with the Senior Correction Counselor, the Social Worker bears responsibility for the assessment and efficient group counseling for identifying risk factors, sexual deviant behavior cycles, and assessing progress for the sex offender. The Social Worker will be part of a multidisciplinary team and critical in identifying and utilizing the most effective treatment strategies as developed in individualized treatment plans.

**Task 1: Will be responsible for administration of actuarial assessment tools for each inmate on the treatment units upon entering the Sex Offender Counseling Program.**

- Familiar with actuarial assessment tools used to identify both the static and dynamic risk factors of the sex offender.
- Provide training and input on the use of the assessment tools to the other team members.
- Provide the treatment team with a copy of the results for review in order to utilize in identifying treatment goals.
- Administer assessments, i.e. LSI-R, VASOR, STATIC 99, PCL-R.
- Coordinate mental health services with appropriate mental health staff when necessary based on evaluations.
- Make referrals to the Office of Mental Health utilizing the standard DOCS OMH referral form to communicate symptoms, behaviors, concerns, and issues for any inmate in the Sex Offender Treatment Program requiring mental health intervention.

**Task 2: Will be responsible for conducting group counseling program in the Sex Offender Treatment Program utilizing the Sex Offender Treatment Program Manual and in accordance with the ethical standards of the Association for the Treatment for Sexual Abusers (ATSA) and utilizing best practices as defined by the NYS Office of Sex Offender Management.**

- Facilitate core treatment groups targeting dysfunctional sexual behavior as outlined in the DOCS Sex Offender Treatment Program Manual.
- Utilize best practices group counseling techniques.
- Ensure that each group counseling session includes notes on each individual's participation and progress (process recording).
- Adhere to program policies consistent with ethical standards that are appropriate in a professional relationship between the counselor and inmate.
- Ensure that records are maintained according to DOCS Policies and Procedures, Mental Hygiene Law 33.13, Code of Federal Regulations Title 42 2.11 and HIPPA confidentiality Laws.
- Responsible for applying theories of social work practice in accordance with evidence based programs.



**Duties Description - Social Worker II**  
**Sex Offender Counseling Program**

Page Two

**Task 3: Will serve as a member of a multi-disciplinary treatment team and provide direct input to ensure effective treatment strategies.**

- Communicate assessment information to counselors for the purpose of the establishment of a comprehensive, holistic and individualized treatment plan approved by the unit Clinical Psychologist.
- Meet and discuss treatment plans for each individual inmate to ensure utilization of best practices in treatment strategies and assess progress in the program.
- Provide feedback on treatment goals, therapeutic interventions and assist in the retention review committees for recommendations for program removals or instances of regression which need immediate attention.
- Review inmates that are on the Office of Mental Health individual caseloads with the Clinical Psychologist on a regular basis and make appropriate recommendations for interventions.
- Make referrals to the Office of Mental Health utilizing the standard DOCS OMH referral form to communicate symptoms, behaviors, concerns and issues for any inmate in the Sex Offender Treatment Program requiring mental health intervention.
- Communicate critical mental health concerns with appropriate staff.
- Provide training and feedback on effective group process with counselors co-facilitating group sessions.

**Task 4: Will be responsible for ensuring that the necessary reports and documents are completed, reviewed and submitted within established DOCS Policies and Procedures.**

- Assessments will be completed on time and filed appropriately.
- Attend meetings with treatment team staff regarding updates, new information and policy changes.
- Ensure that group counseling notes are completed and recorded in the appropriate file.
- Ensure that chrono entries are concise and accurate and recorded in Guidance folders per DOCS Policies and Procedures.

**Task 5: Will be familiar with the application of the Therapeutic Community Model in each residential unit.**

- Supportive of Therapeutic Community expectations.
- Ensure compliance of behavioral standards and expectations of the residential community.
- Communicate with unit security staff on a regular basis.

03/24/07  
04/11/07  
04/17/07

**Part 1: Performance Program for:**  
**Section 2 – Performance Program**

Regional Occupational Supervisor  
Evaluation period: 7/11/09 to 7/10/10

**Tasks/Objectives**

1. Act as a liaison and provide technical assistance to education programs in assigned facilities.
  
2. Monitor operation of academic and vocational programs in assigned facilities
  
3. Review and analyze data related to the daily operation of the education programs for assigned facilities.
  
4. Review academic and vocational supply and equipment requests on KFMS.
  
5. Participate in Vocational curriculum review meetings and development of revisions.

**Performance Standards**

1. Assigned facilities will receive assistance on an as needed basis. Assistance will be in the form of telephone conversations, email, or other forms of communication. Assistance will be provided in a timely manner.
  
2. Assigned facilities will be visited at least twice annually and formal audits conducted every three years. Comprehensive reports will be written and submitted in a timely manner following each visit.
  
3. Review all testing results for assigned facilities. Evaluate overall program effectiveness. Monitor staffing and enrollment levels. Insure program availability as needed.
  
4. All academic and vocational purchase requests will be systematically reviewed and assessed for appropriateness. Issues and concerns for specific topics will be discussed with the respective facility education supervisor for clarification.
  
5. Provide assistance and oversight for the vocational programs. Keep abreast of current trends in the employment field.

PERFORMANCE PROGRAM FOR:

Tasks/Objectives

6. Research appropriate data to formulate projections that will determine when to discontinue or replace an obsolete program. Revise Employability Profiles for vocational shops that have completed curriculum revisions
  
7. Provide assistance to the Director and Assistant Director of Education as required. Complete projects or tasks as assigned by the Director or Assistant Director. Respond to correspondence in a timely fashion.
  
8. Develop and maintain spread sheets to track and control expenditures for equipment, supply, contractual services and summer school funding.
  
9. Coordinate and manage the National Center for Construction, Education & Research Program.

Performance Standards

6. Solicit input from supervisor, instructors and industry recognized organizations to determine future of vocational education programs for the department. Utilize sources such as the U.S. Department of Labor Bureau of Labor Statistics and NYS Department of Labor Long- Term Occupation Projects.
  
7. Additional projects or assignments will be completed in a timely and accurate manner. There will be no overdue correspondence during evaluation period.
  
8. Use Microsoft Excel to develop and maintain spread sheets to provide this office with a platform for maintaining sensitive data.
  
9. Coordinate vocational instructor' training, maintain inmate participation records and NCCER Master Instructor trainings; communicate with NCCER staff as needed to ensure participants' certification processing, and complete NCCER annual report.

**Part 1: Performance Program for:**  
**Section 2 – Performance Program**

Regional Occupational Supervisor  
Evaluation period: 08/20/09 to 08/19/10

**Tasks/Objectives**

1. Act as a liaison and provide technical assistance to education programs in assigned facilities.
  
2. Monitor operation of academic and vocational programs in assigned facilities
  
3. Review and analyze data related to the daily operation of the education programs for assigned facilities.
  
4. Review academic and vocational supply and equipment requests on KFMS.
  
5. Participate in Vocational curriculum review meetings and development of revisions.

**Performance Standards**

1. Assigned facilities will receive assistance on an as needed basis. Assistance will be in the form of telephone conversations, email, or other forms of communication. Assistance will be provided in a timely manner.
  
2. Assigned facilities will be visited at least twice annually and formal audits conducted every three years. Comprehensive reports will be written and submitted in a timely manner following each visit.
  
3. Review all testing results for assigned facilities. Evaluate overall program effectiveness. Monitor staffing and enrollment levels. Insure program availability as needed.
  
4. All academic and vocational purchase requests will be systematically reviewed and assessed for appropriateness. Issues and concerns for specific topics will be discussed with the respective facility education supervisor for clarification.
  
5. Provide assistance and oversight for the vocational programs. Keep abreast of current trends in the employment field.

PERFORMANCE PROGRAM FOR:

Tasks/Objectives

6. Research appropriate data to formulate projections that will determine when to discontinue or replace an obsolete program.
  
7. Provide assistance to the Director and Assistant Director of Education as required. Complete projects or tasks as assigned by the Director or Assistant Director. Respond to correspondence in a timely fashion.
  
8. Act as liaison with Department of Labor to implement, track and verify inmates who participate in the apprenticeship program.
  
  
9. Organize Education Audits.

Performance Standards

6. Solicit input from supervisor, instructors and industry recognized organizations to determine future of vocational education programs for the department. Utilize sources such as the U.S. Department of Labor Bureau of Labor Statistics and NYS Department of Labor Long- Term Occupation Projects.
  
7. Additional projects or assignments will be completed in a timely and accurate manner. There will be no overdue correspondence during evaluation period.
  
8. Maintain communication with representatives from DOL, facilities, and the formally incarcerated to establish proper tracking mechanisms of completion and participation in the program. Provide statistics on participation and completion as requested.
  
  
9. Provide yearly schedule, maintain tracing system for request for binders, receipt of binders, dates done, report completed, and response received. Give reminders to Auditors on timely completion of reports, ensure paperwork is sent out, and maintain a database.

Occ. Code 6161230

<b>PSYCHOLOGY ASSISTANT 3, GRADE 16</b>	<b>6161230</b>
<b>PSYCHOLOGIST 1, GRADE 21</b>	<b>6160110</b>
<b>PSYCHOLOGIST 2, GRADE 23</b>	<b>6160120</b>
<b>ASSOCIATE PSYCHOLOGIST, GRADE 23</b>	<b>6160400</b>

New York State Department of Civil Service

**Classification Standard****BRIEF DESCRIPTION OF CLASS SERIES**

Positions in this title series provide professional psychological services to individuals residing and receiving services in New York State-operated, certified, or licensed programs and facilities under the supervision of a licensed psychologist or other appropriate licensed clinician. Incumbents in these positions design, develop, and administer psychological tests; conduct psychological evaluations; develop and implement plans of treatment for individuals, groups, and families; participate in and lead individual, family and group counseling sessions; write progress reports; and maintain a wide variety of records. The purpose of these activities is to prevent or eliminate symptomatic, maladaptive or undesired behavior; enhance interpersonal relationships, personal or group effectiveness; and improve behavioral health and/or mental health.

These positions are classified in various State agencies, with the majority of positions serving in facilities and community programs operated by the New York State Office of Mental Health (OMH), Office of Mental Retardation and Developmental Disabilities (OMRDD), Office of Alcoholism and Substance Abuse Services (OASAS), Office of Children and Family Services (OCFS), Department of Health (DOH), and Department of Correctional Services (DOCS). Incumbents in all of these settings perform various duties and functions in conjunction with the overall operation of a facility and/or location to which they are assigned.

**DISTINGUISHING CHARACTERISTICS**

**PSYCHOLOGY ASSISTANT 3:** entry level; assists higher-level psychology staff in performing professional psychological services.

**PSYCHOLOGIST 1:** full performance level; provides professional psychological services under the supervision of a licensed psychologist or other appropriate licensed clinician.

**PSYCHOLOGIST 2:** senior clinician; performs duties similar to those of a Psychologist 1; works with individuals receiving services that present the more complex behavioral and/or mental health problems; and may provide administrative supervision to lower-level psychology staff.

**ASSOCIATE PSYCHOLOGIST:** senior clinician; performs duties virtually identical to those of a Psychologist 2. Appointment at this level requires possession of a doctoral degree in a field of psychology.

**RELATED CLASSES**

Licensed Psychologists supervise and/or provide professional psychological services in accordance with the scope of practice for psychologists as defined in Article 153, Section 7601 of the New York State Education Law. As licensed clinicians, Licensed Psychologists independently perform the full range of

activities associated with the profession. In addition, they provide clinical leadership and consultation to unlicensed psychology staff; conduct forensic or court-ordered assessments and provide expert testimony; design and conduct specialized psychological evaluations; and may serve as a program administrator and/or assistant to a Principal or Chief Psychologist.

Licensed Master Social Workers 1 and 2 supervise and/or provide professional social work services in accordance with the scope of practice for licensed master social workers as defined in Article 154, Section 7701 of the New York State Education Law. Incumbents in these positions apply social work theory, principles, and methods to assess and evaluate individuals' needs and strengths; administer tests to measure psychosocial functioning; formulate and participate in the development and implementation of treatment plans; participate in and lead individual, family, and group counseling sessions; advocate on behalf of person receiving services; and supervise and perform case management functions. The purpose of these activities is to address mental, social, emotional, behavioral, developmental, and addictive disorders, conditions and disabilities, as well as the psychosocial aspects of illness and injury experienced by individuals residing and receiving treatment in State-operated, certified, or licensed programs and facilities.

## **ILLUSTRATIVE DUTIES**

### **PSYCHOLOGY ASSISTANT 3**

Assist higher-level psychology staff in performing professional psychological services.

- Assist in the administration, scoring, and interpretation of psychological tests.
- Assist in the conduct of psychological evaluations.
- Participate at treatment team meetings and assist in the development of treatment plans.
- Participate in individual, family and group counseling sessions.
- Prepare reports and maintain a wide variety of records.

### **PSYCHOLOGIST 1**

Perform professional psychological services under the supervision of a licensed psychologist or other appropriate licensed clinician.

- Design, develop, administer, score, and interpret psychological tests.
- Conduct psychological evaluations.
- Participate at treatment team meetings and assist in the development of behavioral/treatment plans.
- Participate in and lead individual, family and group counseling sessions.
- Prepare reports and maintain a wide variety of records.

### **PSYCHOLOGIST 2/ASSOCIATE PSYCHOLOGIST**

Perform any/all of the duties of a Psychologist 1.

Work with individuals receiving services that present the more complex behavioral and/or mental health problems.

May provide administrative supervision to lower-level psychology staff.

## **MINIMUM QUALIFICATIONS**

### **PSYCHOLOGY ASSISTANT 3**

**Open-Competitive:** possession of a Master's Degree in psychology from a regionally accredited college or university which prepares graduates for master's level psychologist positions in clinical or community mental health settings. The degree program must have included a psychology practicum or externship.

### **PSYCHOLOGIST 1**

**Open-Competitive:** possession of a Master's Degree in psychology from a regionally accredited college or university which prepares graduates for master's level psychologist positions in clinical or community mental health settings; including a psychology practicum or externship; and one year of supervised post Master's Degree psychology experience.

### **PSYCHOLOGIST 2**

**Open-Competitive:** possession of a Master's Degree in psychology from a regionally accredited college or university which prepares graduates for master's level psychologist positions in clinical or community mental health settings; including a psychology practicum or externship; and two years of supervised post Master's Degree psychology experience.

### **ASSOCIATE PSYCHOLOGIST**

**Open-Competitive:** possession of a doctoral degree in a field of psychology; and either completion of a one year, full-time clinical internship or traineeship; or one year of psychology experience in a clinical setting, under the supervision of a licensed psychologist.

**Date:** 11/09

**NOTE:** Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.



Tentative Classification Standards issued by the Division of Classification & Compensation are shared with the operating agencies of State government for their consideration and comment. Accordingly, this document that you are viewing is subject to change and will be issued in final form at the completion of the review period.

## TENTATIVE

Occ. Code 6183800

### **REGIONAL COORDINATOR RELEASE SERVICES, M-1**

## **New York State Department of Civil Service**

### **Classification Standard**

### **BRIEF DESCRIPTION OF CLASS**

Positions in this title oversee the activities of the Department's day reporting/work release facilities. Incumbents of these positions are also responsible for integrating pre-release programs and the Department's ASAT and CASAT programs with day reporting activities.

These positions are classified at the Department of Correctional Services (DOCS). All incumbents at DOCS assist in the total care and confinement of inmates, sentenced to the custody of the Department and perform various duties and functions in conjunction with the overall operation of a facility and/or location to which they are assigned.

### **DISTINGUISHING CHARACTERISTICS**

**REGIONAL COORDINATOR RELEASE SERVICES:** full performance level; have control over programming for inmates in the work release and day reporting programs.

### **RELATED CLASSES**

Assistant Director Correctional Guidance is a one-position class that assists the Director of Correctional Guidance in the design and implementation of policy on a Department-wide basis relating to all guidance activities.

Correctional Services Guidance Specialist is a one-position class that assists the Director of Correctional Guidance with program development, implementation, and monitoring activities of facility guidance programs.

### **ILLUSTRATIVE DUTIES**

Provide assistance and recommendations to the Assistant Commissioner relative to the development of guidelines and procedures to ensure the smooth integration of inmates from confinement status to work release and day reporting status.

- Review existing program activities to ensure that they meet professional standards within the area of specialty.
- Identify roadblocks to program linkage that may exist either because of overall programmatic structure or because of practices specific to the individual correctional facilities within the region.
- Make recommendations to the Assistant Commissioner for program or procedural changes that will improve the overall quality of the program, ensure compliance with professional standards, and enhance the inter-meshing of program components.
- Chair working groups of professionals both from within the agency and from outside the agency aimed at developing and/or improving specific programs and processes.
- Make recommendations to the Assistant Commissioner for the modification of existing programming or procedures based on the activities and findings of the working groups.

On a regular basis, visit community-based programs within the assigned region to ensure that they are operating in accordance with Department standards.

- Review records and reports to determine compliance with policies and procedures.
- Interview staff and inmates to determine their perception of program effectiveness.
- Resolve onsite those problems that do not require a modification in policy, directive, or procedure.
- Evaluate the performance of staff and recommend additional training, reassignment, or removal.

- For those problems identified which are a direct result of policy or procedure deficiencies, recommend possible changes or the need for future study to the Assistant Commissioner.

Act as agency liaison with non-departmental resources and co-sponsors within the region.

- Conduct regular meetings with non-departmental groups to discuss program successes and failures.
- Identify specific problem areas in either DOCS or group policies and procedures and attempt to develop resolutions.
- Ensure that non-departmental resources with specific program obligations are obligations. In areas of deficiency, either negotiate corrective action or brief the Assistant Commissioner on problems encountered and possible solutions.
- May negotiate the initial phases of contracts or memorandums of understanding with providing agencies and/or organizations that are specific to the region. In Statewide situations, may perform similar activities, but in support of the Assistant Commissioner or other executive team staff.

Provide training or arrange for training of staff in the region.

- Work in cooperation with regional staff and the Training Academy in developing training programs required for proper program function or to update staff and management on operational changes brought about by changes in enabling legislation, departmental policy, or working relationships with outside organizations and agencies.
- Ensure that all staff within the region are released for training purposes and that they receive necessary training and orientation.
- Provide training centrally in areas of expertise and may provide regional training based on needs specific to the region.

Act as a community relations resource to explain program operation and goals to the public and may act as agency spokesperson relative to the specific incidents that have occurred within the region.

- In close cooperation with the agency's centralized Public Information Office, appear before organizations and groups to explain the goals and objectives of the program and its various components.
- When so designated by the agency's Public Information Office, may act as press contact relative to

particular events that have occurred within the program.

### **MINIMUM QUALIFICATIONS**

**Open Competitive:** Professional New York State licensure as a psychologist and two years of post-licensure experience in the operation of rehabilitative programming for substance abusers.

**Date:** 8/09

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Occ. Code 8346200

**VOCATIONAL REHABILITATION COUNSELOR, GRADE 19****New York State Department of Civil Service****Classification Standard****NATURE OF WORK**

Vocational Rehabilitation Counselors plan and coordinate the vocational rehabilitation of persons with disabling physical and/or mental handicaps with the primary goal being to help vocationally handicapped individuals and retain optimum employment.

Vocational Rehabilitation Counselors are located in field offices and institutions throughout the State and are found in the Office of Vocational Rehabilitation in the Education Department, the Commission for the Blind and Visually Handicapped in the Office of Children and Family Services, in various local offices of the Workers' Compensation Board and of the State Insurance Fund.

**CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS**

Vocational Rehabilitation Counselors are characterized by two significant factors in assisting physically and mentally handicapped clients to obtain and retain optimum employment: they counsel clients in need of support and they plan and coordinate the delivery of rehabilitation services to each client. It should be noted, however, that clients in need of intensive counseling services in other than vocational areas are referred to other sources for such services. In order to achieve their goals incumbents utilize a variety of knowledges and techniques found in such related activities as employment counseling, rehabilitation counseling and both general and medical social work.

Typically Vocational Rehabilitation Counselors in the Office of Vocational Rehabilitation work with clients over a broad spectrum of disabilities. However, in other agencies they are more likely to specialize. For example, in the Commission for the Blind and Visually Handicapped, Vocational Rehabilitation Counselors work exclusively with blind clients who often have other physical and mental handicaps; in the Workers' Compensation Board, incumbents are concerned with disabilities caused by industrial accidents or an industrial environment. The latter two situations require the Counselor to utilize the same knowledges and skills as those found in other environments.

This class is primarily non-supervisory and is clearly distinguished from positions of Senior Vocational Rehabilitation Counselors which are characterized by the supervision of a group of Vocational Rehabilitation Counselors.

Vocational Rehabilitation Counselor is distinguished from Correction Counselor by the emphasis of the latter on the use of social casework techniques in helping their clients resolve their social and emotional adjustment problems.

This class is distinguished from Vocational Rehabilitation Counselor Assistant which is characterized by interviewing applicants and carrying out routine follow-up activities related to clients' vocational rehabilitation programs under the direction of a Vocational Rehabilitation Counselor.

**TYPICAL ACTIVITIES, TASKS AND ASSIGNMENTS**

Reviews new cases to determine whether potential clients meet eligibility requirements of agency and/or whether clients can benefit from vocational rehabilitation services.

- Interviews clients to explain services agency has to offer and to identify vocational interests and desires of clients.
- Obtains pertinent socioeconomic and medical background information by questioning the client or by written inquiry of other sources.
- Arranges for appropriate medical, psychological, vocational and other diagnostic evaluations.
- Discusses with medical consultants, the client's general health, the nature and extent of the client's handicap and the possibility of medical restoration.
- Compares pertinent data obtained from client and other sources to agency's standards to determine whether client meets eligibility criteria.
- Discusses with client the results of diagnostic evaluations and how these results will influence the rehabilitation plan.

Prepares a rehabilitation plan for the client based on educational, medical and diagnostic information previously obtained.

- Confers with medical and program specialists both in and out of the agency to obtain recommendations concerning rehabilitation plan.
- Prepares a written individualized rehabilitation plan for each client which includes such information as goals, timetables, and the specific services that will be provided.
- Obtains approval from supervisor(s) for the plan.
- Discusses proposed plan with client, clearing up any questions client may have and obtains the client's approval for the plan.

Coordinates the rehabilitation services provided to the client.

- Contacts appropriate public and private rehabilitation agencies, educational institutions and employers in the community and makes the necessary arrangements for the provision of services to the client.
- Determines the need of the agency to provide full or partial payments for services by comparing the financial resources of the clients to the standards for eligibility for financial assistance of the agency (OVR and CVH only).
- Explores other funding sources available to clients to help defray program costs (e.g., medical insurance, Medicaid, scholarships, etc.)
- Confers with (by telephone, mail in person, or other means) training and other service providers regarding clients' program advancement. Secures and reviews written progress reports.
- Discusses progress or lack of progress and need for changes with clients, clients' families and service providers.
- Discusses personal adjustment problems with clients and makes appropriate referrals for serious problems.

Maintains and prepares necessary records, reports and statistical data on clients; uses statistical reports to

assist in caseload management.

- Prepares necessary statistical reports of clients.
- Maintains individual case folders.
- Prepares necessary financial forms for the purchase of services.
- Helps clients who have successfully completed the rehabilitation program to find employment.
- Establishes and maintains good working relationships with employers in geographical areas.
- Maintains up-to-date information concerning labor market situations and manpower needs of geographical areas.
- Confers with potential employers and other community job-finding resources explaining program objectives and potential problems in searching for suitable employment for clients.
- Arranges interviews for clients with prospective employers and follows up with employers to get their impressions of clients in order to determine how client functions in an interview situation.

Maintains contact with clients who have been placed for a period of time to insure that they are successfully coping with the work environment.

- Provides supportive counseling to client when necessary.
- Helps resolve problems which may arise between client and his employer.
- Closes cases after client has attained the goals set forth in the rehabilitation program and determines post-employment needs.

Assists clients who have little vocational potential to obtain services from other resources to be as independent as possible in daily activities and to achieve maximum function.

- Provides necessary counseling.
- Contacts appropriate agencies or specialists in own agency to make arrangements for the provision of necessary rehabilitative services (homemaker services for the blind, etc.).

May, on occasion, meet with interested groups in the community to explain the services their agencies provide and encourage the use of these services.

### **RELATIONSHIPS WITH OTHERS**

Vocational Rehabilitation Counselors have frequent oral and written communication with a variety of people including clients seeking rehabilitation services, medical and other consultants, personnel of various rehabilitation facilities which provide rehabilitative services, representatives of other agencies both public and private which may provide needed services and both employers and potential employers. The communication involves explaining to clients the services the agency has to offer, obtaining necessary information from clients, establishing a rapport with clients, consulting with appropriate medical personnel and other technical experts, working with personnel of other government and private agencies in order to coordinate work activities to avoid possible duplication of effort and to improve overall efficiency of service and establishing good rapport with employers in their community.

Such relationships involve the necessity of Counselors gaining the cooperation of various individuals, some of whom may not be especially sympathetic to the goals of their programs, in providing the necessary vocational rehabilitation services to their clients. Similarly, clients may need supportive counseling services prior to being ready for rehabilitation.

### **NATURE OF SUPERVISION**

This class is not usually characterized by supervision over others, however, depending upon the assignment, a Vocational Rehabilitation Counselor may supervise a Keyboard Specialist or other clerical support personnel and may provide training to Vocational Rehabilitation Counselor Trainees or college interns.

The Vocational Rehabilitation Counselor is usually supervised by a Senior Vocational Rehabilitation Counselor. The Senior approves all individualized rehabilitation plans before they can be implemented, approves any changes in the rehabilitation plan, provides guidance and assistance to counselors in resolving especially difficult cases, reviews various reports for which the counselor is responsible, and keeps the counselors informed on changes in rules and procedures.

### **JOB REQUIREMENTS**

- Working knowledge of medical aspects of physical and mental disabilities.
- Working knowledge of psycho-social problems related to physical and mental disabilities.
- Good knowledge of counseling techniques and principles.
- Ability to comprehend written factual and interpretative material.
- Working knowledge of psychological tests and interpretations of scores.
- Good knowledge of community resources that can be utilized in planning for the vocational rehabilitation of the physically and mentally handicapped.
- Ability to establish rapport with clients for the purpose of facilitating the rehabilitation process.
- Ability to establish good working relationships with personnel from various agencies for the purpose of coordinating rehabilitation programs for clients in need of rehabilitation services.
- Good knowledge of sources of occupational information including jobs available, the knowledge and skills needed and their adaptability to various mental and physical disabilities.
- Working knowledge of agency rules and regulations and pertinent laws and legislation such as the Federal Rehabilitation Act of 1973 and the Workers' Compensation Law.
- Working knowledge of job training possibilities.
- Working knowledge of educational programs and preparation and skills needed.
- Ability to evaluate a client's potential; i.e., skills, aptitudes, etc.
- Ability to establish a working relationship with people of varied socioeconomic background.
- Ability to maintain accurate records.



**MINIMUM QUALIFICATIONS****VOCATIONAL REHABILITATION COUNSELOR TRAINEE**

Master's Degree in vocational rehabilitation or rehabilitation counseling, including a supervised internship.

**VOCATIONAL REHABILITATION COUNSELOR**

**Promotion:** Completion of a Vocational Rehabilitation Counselor Traineeship.

**Open-Competitive:**

- I. Master's Degree in vocational rehabilitation or rehabilitation counseling, including a supervised internship, and one year of acceptable experience.\*
- II. Bachelor's Degree and three years of acceptable experience.\* Satisfactory completion of at least 30 graduate credit hours in vocational rehabilitation or rehabilitation counseling, vocational guidance or counseling, psychology or social work may be substituted for one year of the required experience.

\*Acceptable Experience: Full-time paid professional experience in a recognized agency in any of the following:

1. Vocational rehabilitation counseling of the physically or mentally handicapped for the purpose of occupational adjustment and job placement.
2. Vocational guidance or counseling as the primary responsibility in an institution setting serving the physically or mentally handicapped.
3. Employment counseling of physically or mentally handicapped persons unable to secure training or employment because of inadequate vocational education.
4. Social casework where the caseload is composed primarily of the physically or mentally handicapped and the major responsibility is counseling for occupational adjustment and job placement.

**Reviewed: 9/03**

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