



WRITTEN AND ORAL COMMUNICATIONS STANDARD CC006

AUTHORITY

California Penal Code 13601(a)(1): The CPOST shall develop, approve, and monitor standards for the selection and training of state correctional peace officer apprentices.

BACKGROUND

Correctional counselors regularly interact with inmates during non-clinical counseling and interview sessions, as well as provide written and verbal responses to inmate requests and complaints. Additionally, they complete a variety of written documents and forms, including but not limited to, recommendation reports and classification committee chronos.

STANDARD

Correctional Counselor I (CC I's) shall utilize oral and written language to communicate effectively with inmates, staff, other agencies, and the public.

COMPONENTS OF STANDARD

CC I's will be tasked with responding to written and verbal inmates' requests on a daily basis. In addition, CC I's are required to record committee actions, complete post-conviction progress reports, prepare correspondences, inter-departmental memorandums, and other administrative paperwork. CC I's act as a liaison for family members, public agencies, attorneys and others needing casework information while representing the Department.

CITATIONS

- 1) DOM 61010.4 – Social History/Staff Reports
- 2) DOM 61010.9 – Procedures - The Counselor