

# State of Iowa Department of Corrections

## Policy and Procedures

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Chapter 1: ADMINISTRATION & MANAGEMENT  
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Subject: CORE CORRECTIONAL PRACTICES (CCP)  
PREA Standards: N/A  
Responsibility: Roxann Scheffert  
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Authority:

### 1. PURPOSE

To describe Core Correctional Practices (CCP) and establish expectations and procedures to incorporate the principles of CCP into the daily delivery of services and interactions with incarcerated individuals/clients for the purpose of influencing positive changes and increased success.

### 2. POLICY

It is the policy of the Iowa Department of Corrections (IDOC) to interact with Incarcerated Individuals/Clients in the most effective evidenced-based manner. CCP are tools and skills utilized by corrections professionals to improve outcomes. CCP shall be integrated into the policies and procedures of the IDOC.

### **3. DEFINITIONS – As used in this document:**

- A. Core Correctional Practices (CCP) – Specific techniques used by correctional staff to interact with incarcerated individuals/clients under supervision in a way that reduces recidivism and improves outcomes.

Eight Core Correctional Practice Skills:

1. Quality Interpersonal Relationships
2. Effective Modeling
3. Effective Reinforcement
4. Effective Disapproval
5. Effective Use of Authority
6. Cognitive Restructuring
7. Structured Learning/Skill Building
8. Problem Solving

- B. Direct Service Staff - Employees who directly influence the behavior of incarcerated individuals/clients or supervise their activities or work.

- C. Lead Instructor - Designation by University of Cincinnati Corrections Institute (UCCI) for staff who met criteria during CCP instructor training.

- D. CCP Coach - Staff who complete CCP Coaches Training and coach other staff toward proficiency in CCP skills.

## **4. PROCEDURES**

### **A. Staff Hiring, Promotion, Selection and Evaluation for New and Current Staff**

1. The IDOC shall make CCP a priority by including CCP in all relevant job descriptions and performance evaluations.
2. All hiring and promotion processes shall include assessing for CCP competencies or potential capacity to develop these skills.

### **B. Initial Training and Certification**

1. All IDOC staff will receive initial CCP End User Training during New Employee Training (NET) provided by the IDOC Learning Center or as approved by the Learning Center.
2. Direct service staff, as defined above, shall receive initial and ongoing coaching based on the need to build proficiency in the use of CCP skills. Institutions/Districts shall have a system or set procedure for documenting and tracking CCP coaching and proficiency reviews.

Staff who have already completed initial end-user training from certified CCP instructors will be eligible to receive booster training. Booster training can be received via the eLearning modules within the IDOC Learning Management System (LMS) or in-person conducted by certified CCP instructors. Booster training will be scheduled by the district/institution to assist in maintaining proficiency, refresh CCP skills, and emphasizing the importance of applying these skills to daily interactions and communication.

3. All CCP training shall be documented in the IDOC LMS.

### **C. Proficiency Standards**

1. Novice/Growth Areas
  - a. New to or inexperienced in CCP skill.
  - b. Not able to explain the purpose or practice, skills and/or steps to CCP skill.

- c. Not able to perform the practice to CCP skill.
2. Emerging
- a. Attempted skill/concept but improvement areas are seen or noted.
  - b. Demonstrates some or most steps but misses steps to CCP skill.
  - c. Could benefit from further clarification on when and how to utilize the CCP skill.
3. Proficient
- a. Confident and experienced in CCP skill.
  - b. Able to explain the purpose of the CCP skill, identifies opportunities when skill can be utilized, practice and role models the CCP skill; demonstrates all steps and in the correct order.
  - c. Fully grasps the practice, able to explain the practice and role model CCP skill appropriately.
4. Initial CCP proficiency for each individual direct service staff member is achieved by the following:
- a. Coaching using planned and/or unplanned observations should occur within three months of initial CCP End User Training to determine initial proficiency levels.
  - b. Staff measuring at a Novice/Growth Area or Emerging Proficiency standard mark will have follow-up reviews and coaching by CCP coach staff within a maximum 3-month timeframe to reach proficiency.
5. Ongoing CCP proficiency for each direct service staff member is attained by achieving the following:
- a. Staff should be coached on no fewer than two CCP skills annually to establish proficiency. Each institution/district shall develop and adhere to a schedule and system to ensure that staff are maintaining proficiency as set above while rotating skills coached so that eventually all CCP skills are covered.

- b. Staff measuring at a Novice/Growth Area or Emerging Proficiency standard will have follow-up reviews and coaching by CCP staff within a maximum 3-month timeframe in order to reach proficiency.

#### **D. CCP Proficiency Observation Standards**

1. Unplanned observation - When a CCP coach observes a staff member during day-to-day interactions while on the job.

Staff interact with an incarcerated individual/client while on the job in which a CCP skill was demonstrated and observed in real time by the CCP coach.

2. Planned observation - When a CCP coach selects a CCP skill for staff to demonstrate with the CCP CQI staff only.

The CCP CQI staff did not observe an interaction between staff and an incarcerated individual/client. A time is set and agreed upon where the staff demonstrates a CCP skill to only the CCP coach through role play, away from day-to-day interactions and not in real time.

#### **E. Certification of CCP Coaches Staff**

1. CCP coaching certification is achieved by:
  - a. Completion of the initial CCP End User Training.
  - b. Completion of CCP Coaches Training delivered by UCCI or certified CCP Coach trainers.
2. Staff who are certified as a CCP Lead Instructor as well as a CCP Coach can certify additional coaches at their district/institution.

#### **F. Continuous Quality Improvement**

1. IDOC Learning Center shall oversee the implementation of CCP and work with districts and institutions to ensure they have sufficient trainers and coaches.
  - a. Each institution/district shall utilize certified CCP CQI staff to implement continuous quality improvement measures determined by the Learning Center.

- b. Reviewers shall complete specific CQI training and certification requirements as set by the Central Office CQI Department and follow all protocol and procedures for conducting CQI duties (see **AD-TS-07** *Continuous Quality Improvement*).
- c. On-going monitoring, coaching and feedback shall ensure staff continue to improve interactions and understand the importance of incorporating CCP skills into daily interactions and communication.