

STATE OF CONNECTICUT



CORRECTION OFFICER SELECTION PROCESS

General Information and Preparation Guide

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With Input from
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INTRODUCTION

This General Information and Preparation Guide has been developed to provide you with important information about the job of a **Correction Officer** and the selection process to become a State of Connecticut **Correction Officer**.

This guide provides general information about each of the phases in the selection process and general suggestions for preparing for each phase. Please note that this guide is intended to provide you with some general guidance in preparing for the selection process. It is not meant to provide absolute procedures that will apply to all situations and to all applicants. It is suggested that you read the information in this guide carefully and incorporate this with any test taking strategies that you have found to be successful in the past.

GENERAL INFORMATION ABOUT THE JOB OF A CORRECTION OFFICER, REQUIREMENTS AND TRAINING

THE JOB OF A CORRECTION OFFICER

The State of Connecticut Department of Correction offers opportunities for men and women who have the ability to work well with people and meet the challenge of a fast growing and demanding environment. We are looking for resourceful, dedicated people at all levels to help us meet the corrections challenge. In a Connecticut correctional institution or community correctional center, Correction Officers are accountable for the confinement, safety, control, and monitoring of sentenced and/or un-sentenced inmates and security of the facility. The Correction Officer's duties involve either a concentration or combination of the following functions, depending upon whether duty is on a fixed or rotating assignment:

- Security
- Inmate Control
- Administration
- Communication

A Correction Officer is responsible for providing safe, secure and humane supervision of offenders and insuring a safe environment is maintained for both offenders and the general public. Specific duties vary and may include: responds quickly to emergencies or disturbances by running; controls or contains offender disturbances; responds to alarms and codes; performs counts of offenders and ensures all offenders and are accounted for; controls and accounts for institutional keys; observes offender behavior; writes reports and makes log entries; screens visitors and supervises visits; escorts and/or transports offenders; supervises offender work crews; anticipates and prevents crisis situations; performs security checks; performs routine shakedown; searches offenders and their property.

REQUIREMENTS

The Correction Officer Applicant **MUST** meet the following eligibility requirements:

- Possess a High School Diploma or G.E.D (General Educational Development) certification by the application closing date (i.e., August 5, 2014).
- Be at least 21 years of age by the application closing date (i.e., August 5, 2014).
- Be in general good health, free from any disease or injury, which would impair health or usefulness and retain sufficient strength, stamina, agility and visual and auditory acuity to perform all the duties of the position.
- Have a good educational and/or work record and excellent moral character.
- Be free from any felony convictions. (Please see FAQ's at the end of this manual for more information.)

The following are other requirements for the position of Correction Officer:

- Incumbents in this class may be required to possess and retain a current Connecticut Motor Vehicle Operator's license.
- At the time of appointment, candidates will be required to participate in a formal training course in correctional work to develop the knowledge of correctional custody procedures necessary to function effectively.
- Candidates will be required to be U.S. Citizens by the date of appointment.
- Incumbents may be exposed to significant stress of confinement within a dangerous and volatile prison population; may be exposed to considerable danger of injury from assaultive/abusive inmates; may be exposed to disagreeable conditions.
- Incumbents in this class must be willing to work day, evening, night and weekend shifts and are on call for emergencies 24 hours a day.

CORRECTION OFFICER TRAINING ACADEMY

Pre-Service Training consists of a 10-week program at the Maloney Center for Training and Staff Development (CTSD) in Cheshire, Connecticut. During this 10-week period new staff are introduced to the Department of Correction Policies and Procedures. Trainees will be instructed and tested on pre-selected correctional topics. Also, during this period Trainees will receive a minimum of 112.5 hours of on-site sensitization (on the job training) at their assigned facility. While at the Training Center, Trainees will participate in one hour of physical training daily. The physical training will consist of running, push-ups, sit-ups and other cardio-vascular exercises.

Trainees must meet proficiency requirements for intensive self defense tactics and will be subject to chemical agent exposure. Successful completion of the training program shall include passing core curricula tests and complying with the rules of the Department and/or Maloney CTSD.

CORRECTION OFFICER SALARY AND BENEFITS

As a State of Connecticut, Department of Correction, Correction Officer, you are entitled to a host of benefits that are not only attractive but provide you the opportunity to enjoy your life.

Annual starting salary:	\$39,666.00
Salary increases to:	\$44,073.00 annually payable in the first full pay period following completion of 10 week training.
Meal allowance:	\$9.00 per working day
Shift differential/weekend differential:	Night Shift = \$.90 per hour. Weekend Diff = \$.65 per hour
Working condition stipend:	\$800.00 paid December each year to eligible employees.
Premium pay or compensatory time for holidays in accordance with collective bargaining agreement.	
Uniforms and footwear provided.	

RETIREMENT: Hazardous duty classifications, like Correction Officer, contribute 5% of their salary toward retirement. Employees are eligible to retire after twenty-five (25) years of hazardous duty service, regardless of age.

WORK SCHEDULE: Normally consists of five (5) eight and one-quarter (8 ¼) hour days on, followed by three (3) days off. Certain facilities and job assignments may require different types of schedules. Current schedules average thirty-six and one-quarter (36 ¼) hours per week by collective bargaining agreement.

SHIFT SWAPS: As a Correction Officer, employees are eligible to swap scheduled shifts with other Correction Officers within the same unit once the working test period has been successfully completed.

ACCRUED VACATION TIME: Vacation time is accrued at the rate of one (1) day per month. After five (5) years the accrual increases to one and one-quarter (1¼) days per month and after twenty (20) years to one and two-thirds (1 2/3) days per month.

ACCRUED SICK TIME: Sick time is accrued at the rate of one and one-quarter (1 ¼) days per month.

PERSONAL LEAVE: Employees are granted three (3) personal days per calendar year.

OTHER BENEFIT PROGRAMS INCLUDE:

- Health and dental insurance
- 12 paid holidays
- tuition reimbursement
- family medical leave
- supplemental participatory programs
- disability insurance
- life insurance
- credit union
- long term care
- deferred compensation

Additional Employee Benefit information is available at the State of Connecticut Comptroller website: <http://www.osc.state.ct.us/>

RESEARCH AND SELF-ASSESSMENT

Before applying for the Correction Officer examination, we strongly recommend that you find out as much information as you can about the job of a Correction Officer, the qualifications and selection process for this job, and the required training program. Take the self-assessment below to determine if you have what it takes to enter a career as a Correction Officer.

Read the information provided in this General Information and Preparation Guide and assess your qualifications for, interest in, and dedication to preparing for a career as a Correction Officer.

1. Are you willing to go through a series of different tests (written, medical exam, background investigation, drug screening, and oral interview)?
2. Are you willing to answer honestly many personal questions about your education, work history, character, interests, attitudes and skills?
3. Do you have a good educational and/or work record and excellent moral character?
4. Are you free from felony convictions? (Please see FAQs at the end of this manual for more information.)
5. Are you willing to undergo an intense academy training program that is both academically and physically demanding?
6. Are you willing to take orders and follow procedures even if you do not understand the reason or agree with them?
7. Are you willing to be exposed to an environment that may include disagreeable conditions, significant stress of confinement within a dangerous and volatile prison population; and considerable danger of injury from assaultive/abusive inmates?
8. Are you willing to have no choice of shift or post assignment or weekend, holiday, and overtime work, due to lack of seniority?
9. Are you willing to be "on call" for emergencies 24 hours a day?

If you answered "**NO**" to any of these questions, you probably should not continue pursuing a career in this field. If you answered "**YES**" to these questions, you should continue to investigate this career for yourself.

APPLICATION PROCESS

If you are interested in applying for the examination for Correction Officer, you must complete the Special Internet Correction Officer Application Form. The Special Internet Correction Officer Application Form and the exam announcement for Correction Officer can be found on the Internet by accessing <http://das.ct.gov/employment> and selecting the Law Enforcement website. Applications will be accepted from July 22, 2014 (1:00 PM EST) until August 5, 2014 (1:00 PM EST). **The special Application Form for Correction Officer must be completed and filed on the DAS Law Enforcement Website.** The Internet application process takes approximately ten minutes to complete (after you have set up a Biznet Account) and provides immediate confirmation that your application has been submitted. It also allows you to select the date, time and location of your written test. Free Internet access is available at the Department of Labor Connecticut Works Career Centers and at most town libraries. (The standard State of Connecticut CT-HR-12 application will **not** be accepted for this exam.) All on-line applications must be submitted no later than 1:00 PM (EST) on August 5, 2014. Please note, incomplete applications and applications received on incorrect forms will **not** be accepted.

Allow yourself time to Create a BizNet Account if you do not already have one. (You will need an email account/address to create a BizNet Account.)

Do not wait until the last day to create your BizNet Account and submit your Internet exam application form. The application system will go down at exactly 1:00 PM on August 5, 2014.

GENERAL INFORMATION ABOUT THE SELECTION PROCESS FOR CORRECTION OFFICER

The following elements may be part of the Correction Officer selection process depending upon how far you advance through the process and whether a conditional offer of employment has been extended to you. Please note that the entire selection process can take a number of months to complete, depending upon the size of the applicant pool and the number of positions approved. More details about these elements will be made available if you are scheduled for them. The selection process entails the following:

- Written Test
- Structured Interview
- Background Investigation (Criminal Background Check & Employer References)
- Medical Evaluation

Candidates who pass the written exam will be eligible to apply to postings for the position of Correction Officer. Application instructions will be outlined in the posting for Correction Officer. The Department of Correction (DOC) is responsible for conducting all additional phases of the selection process. Please contact DOC if you have questions about the phases of the selection process after the written test.

Applicants must successfully pass each phase of the selection process in order to proceed to the next step in the process.

Successful completion of all phases of the selection process means that you are eligible to be considered for appointment as a Correction Officer.

GENERAL INFORMATION ABOUT THE WRITTEN TEST

The written test is the first phase of the selection process. The written test will be conducted on selected dates from August 8, 2014 through August 25, 2014. Applicants will be required to take the written test on the date, time and location for which they scheduled themselves. **There will be no make-up examinations. (No Exceptions.)**

Applicants who miss their scheduled date/time, arrive at an incorrect location/date/time, arrive later than 30 minutes after their scheduled time, or arrive at a test site without proper ID will not be rescheduled. **There will be no make-up examinations. (No Exceptions.)**

The confirmation screen that you print when you apply for the Correction Officer exam contains instructions if you are requesting special testing accommodations under the Americans With Disabilities Act (ADA).

The written test for Correction Officer consists of 85 multiple-choice questions. All of the test questions were developed and approved by a test development committee of subject matter experts from the Department of Correction. The written test is designed to test the following knowledge, skills and abilities that were identified, through job analysis, as important for successful job performance as a Correction Officer:

- Observation, Counting and Basic Math Skills
- Judgment and Logical Reasoning Ability
- Ability to Observe and Recognize People
- Reading Ability and Ability to Follow Directions
- Written Communication Skills
- Oral Communication Skills
- Interpersonal Ability
- Interests and Preferences

Please find below some basic information about each of these sections and sample questions similar to ones that might appear on the written test for Correction Officer.

Observation, Counting and Basic Math Skills

This section of the test contains questions that assess your ability to observe people and things and to perform counting and computation tasks. Correction Officers must be able to observe small and large groups of inmates, observe what is happening and keep track of all the inmates. They are also required to use basic math skills to calculate money and solve situational problems.

Here is a sample question that might be similar to those on the test.

There were 100 inmates in your cellblock at the beginning of the day. At 10:30 a.m., 15 inmates were checked out to the gym. At 11:00 a.m., 50 inmates were checked out to work details. At 11:30 p.m., 5 inmates were checked out to the infirmary. At 11:45 a.m., 2 new inmates were checked in and added to the cellblock. How many inmates were present in this cellblock at noon, if none of the inmates who were checked out had returned?

- A. 30
- B. 32
- C. 37
- D. 42

The correct answer is B.

Judgment and Logical Reasoning Ability

This section of the test contains questions that assess your ability to exercise good judgment and your ability to think logically. Correction Officers must be able to use good judgment to evaluate situations, consider alternatives and determine appropriate actions. Correction Officers must be able to think logically when analyzing information and solving problems. (Please note that you do not need to have knowledge of correctional procedures to answer the questions in this section.)

Here is a sample question that might be similar to those on the test.

You discover that one of the inmates in the housing unit to which you have been recently assigned for duty is a friend of yours from high school. In this situation you should:

- A. *tell the inmate not to mention your past friendship to anyone.*
- B. *act as if you never knew the inmate.*
- C. *immediately ask for a transfer.*
- D. *inform your supervisor of your friendship.*

The correct answer is D.

Ability to Observe and Recognize People

This section of the test contains questions that assess your power of observation. Correction Officers must be able to observe and remember details about people, places and things. They must also be able to recognize when changes may have occurred.

The questions in this section of the test involve looking at pictures and observing similarities and differences between them. Because these questions are based on a series of pictures, it is not possible to include a sample question.

Reading Ability and Ability to Follow Directions

This section of the test contains questions that assess reading comprehension. Correction Officers must be able to read policies, procedures, reports, correspondence, administrative directives, and training manuals and understand, apply and respond to the information they read.

Here is a sample question that might be similar to those on the test.

“The Connecticut Department of Correction is committed to supporting the successful reintegration of offenders into their home communities as a means of reducing recidivism and enhancing public safety. While still incarcerated, toward the end of their sentence, offenders are offered extensive assistance with such issues as employment, housing, identification and family matters. The agency also provides, for appropriate offenders, a period of supervision in the community prior to the end of sentence that further bridges their transition back into law abiding society. Services and documents are meant to assist both current and past offenders in the community, as well as their families, in accessing additional support in the re-entry process.”

According to the above information all of the following statements are correct, except:

- A. *The purpose of the offender re-entry program is to enhance public safety and reduce recidivism.*
- B. *As part of the program, offenders are offered assistance with employment, housing, identification and family matters.*
- C. *Community supervision is provided to offenders prior to the end of their sentence.*
- D. *Community supervision is provided to all offenders to assist them in transitioning to the community.*

The correct answer is D.

Written Communication Skills

This section of the test contains questions that assess your ability to communicate information clearly and effectively in writing using proper English grammar, punctuation and word usage. Correction Officers must be able to write clear and effective reports and other documents.

Here is a sample question that might be similar to those on the test.

*Which of the following sentences represents the **best** English usage, considering proper word use, grammar, and punctuation?*

- A. *Officer Williams and I escorted the inmate to his medical appointment.*
- B. *Officer Williams and me escorted the inmate to his medical appointment.*
- C. *The inmate was escorted to his medical appointment, by the two of us, me and Officer Williams.*
- D. *The inmate was escorted to his medical appointment by Officer Williams and myself.*

The correct answer is A.

Oral Communication Skills

This section of the test contains questions that assess your ability to verbally communicate information clearly and effectively. Correction Officers must be able to speak to a variety of people and give clear and concise instructions, information and responses to questions.

Here is a sample question that might be similar to those on the test.

To get a point across in a discussion, one should:

- A. Use an authoritative tone of voice.*
- B. Use sincerity and emphasis in the voice.*
- C. Raise his/her voice.*
- D. Repeat the point at least 3 times.*

The correct answer is B.

Interpersonal Ability

This section of the test contains questions that assess your interpersonal skills. Correction Officers must be able to deal effectively with inmates, members of the public, co-workers and their supervisors. They must be able to deal effectively with other people in a tactful and respectful manner, often in difficult and stressful situations.

Here is a sample question that might be similar to those on the test.

*An inmate's family member approaches you to make a complaint. However, her talk rambles away from the point. In this situation, it would be **best** for you to:*

- A. listen patiently until she returns to the relevant subject.*
- B. tell her to limit her statements to information concerning the complaint.*
- C. ask a question which will lead her back to the general subject.*
- D. ask her to make her statements brief, since you have other important work to attend to.*

The correct answer is C.

Interests and Preferences

This section of the test contains questions related to your interests and preferences as related to the job of Correction Officer. Do not try to "outguess" these questions. The best strategy is to simply answer these questions honestly in the way that best reflects your own interests.

Here is a sample question that might be similar to those on the test.

Which of the following would you prefer?

- A. Doing new and different things, having a wide variety of activities and assignments that often change.*
- B. Giving orders or instructions to others, controlling situations involving others.*
- C. Cannot decide between (A) and (B).*

You must decide the answer for this question based on your interests and preferences.

GENERAL TIPS ON ANSWERING MULTIPLE-CHOICE QUESTIONS

A multiple-choice question is usually designed in one of three forms: (1) it states a question for you to answer, (2) it asks you to choose the correct answer from a list of statements, or (3) it asks you to complete an incomplete statement. For each question, several possible answer choices will be listed. You are to select the one choice that **best** answers the question, is **most** nearly correct or **best** completes the statement.

Your score on the multiple-choice test will be based on the total number of questions that you answer correctly and the weights of the questions. Therefore, it is to your advantage to answer every question, even if you are not sure which answer is the correct answer. However, be sure that you mark only one answer for each question; if you mark more than one answer, that question will be recorded as incorrect.

Tips on Answering Multiple-Choice Questions:

1. Read the entire question carefully and try to answer it without referring to the answer choices. This way, you may be less confused than if you read the possible answer choices first.
2. Look for key words in the question that may help you select the correct answer from the choices provided. Some common key words are: some, none, many, most, all, least, less, more, worst, poor, good, best, advantage, disadvantage, smallest, smaller, larger, largest, first, last, never, always, any, only, usually, seldom, frequently, generally, often, not, except, false and true.
3. Always read all of the possible answer alternatives carefully before jumping to the conclusion that a particular one must be the best.
4. Use the process of elimination if the correct answer does not immediately occur to you. Eliminate obviously wrong answers and narrow your choice to the ones that directly answer the question. Then select the answer that is most nearly correct or best answers the question.
5. Don't be influenced by the length of the answer choices. The longest answer is not necessarily the correct one.
6. Don't select an answer choice just because it includes technical language. Answer choices using technical terminology may be included in order to see whether you know the difference between what "looks right" and what "is right".
7. The following clues may help you select the correct answer:
 - a. Use key words in the question to eliminate obviously wrong answer choices.
 - b. Be alert to the presence of negative words in the question stem. Negative words (such as not, except, never, least) place limitations on an answer and may make an answer choice incorrect.

- c. Try not to read too much into the question. Avoid imagining detailed scenarios in which the answer *could* be true. In most cases, questions that appear to be "trick questions" are usually only tricky because they're not taken at face value. Determine the best answer using only the information supplied in the question, without making unwarranted assumptions. The correct answer is the one that works best for the situation described.
 - d. If more than one choice seems to answer the question correctly, see if one of the answer choices is "all of the above". Since there can only be one right answer, if two answers seem to be equally correct then the right answer may be "all of the above".
 - e. Be sure to choose an answer that is directly related to the question being asked. Do not select an answer choice even if it is a true or correct statement by itself, unless it specifically answers the question being asked.
 - f. Some multiple-choice questions ask how you would handle a situation that may happen on the job. Answer the question as if you were the employee responsible for handling the situation. Use your judgment and choose the answer that you feel would work best on the job.
 - g. The correct answer is the choice that contains the most exact or most complete information in response to the question. Some answer choices may be correct or true in part, but are less exact or less complete than the "best" choice. An answer choice that is only partially correct, partially true or true only under certain conditions should be considered an incorrect choice.
8. Don't skip around. Skipping around in the test wastes time since you will have to spend time searching for the skipped questions later. A better approach is to try your best to answer each question in order.
 9. Generally, first answer choices are more often correct than not. There is evidence to suggest that test-takers more frequently change right answers to wrong ones than wrong answers to right ones. Don't race through the questions. If you take time to think through each question, your initial answer will usually be the correct one. Although there are always exceptions to this rule, the best approach is to carefully answer each question the *first* time you go through the test and change only those answers that are clearly incorrect if you have time later.
 10. Don't let more difficult questions affect your attitude and steal valuable time. Don't linger over questions you cannot answer. If you cannot decide on an answer choice, make your best guess and move on. However, if you must guess, try to eliminate as many clearly wrong choices as you can in order to make your guess from as few choices as possible. If there are four answer choices from which to choose, your chances of guessing the correct answer is one in four, or 25%. If you can eliminate even one answer choice, your chances of guessing correctly rise to one in three, or 33%. Elimination of additional answer choices further increases your chances of guessing the correct answer.
 11. Rely on your knowledge and don't look for patterns in the letters of the answer choices (A, B, C, D, E).

GENERAL TIPS FOR MAKING THE BEST USE OF TEST TIME

1. The test instructions will tell you how much time you will have to complete the entire written test. The test outline, included in the Test Booklet, will state the point value of each question. For the Correction Officer exam, all test questions have equal value. Although every effort is made to ensure that applicants have sufficient time to read, absorb and answer each question, it is still important for you to keep track of the time so that you will complete the entire test within the allotted time.
2. There are 85 test items. You will have two hours and fifteen minutes to complete the written test for Correction Officer. This allows you about 1.5 minutes to read and answer each multiple-choice question. Try not to spend too much time on difficult questions. Instead, choose what you think is the best answer as quickly as you can, and come back to the question later if you have time. (Do not write or make any marks in the Test Booklet. Record the numbers of the questions you want to return to on your scrap paper, and return to these if you have extra time remaining when you have completed the test.)
3. If you skip a question, be sure that you also skip the corresponding number on the answer sheet. Check often to be sure that you have not lost your place and that you are marking the correct answer bubble on your answer sheet.
4. Leave yourself a few minutes at the end to go over your paperwork. Make sure you have answered all of the questions and that your responses are clearly marked. Double check to make sure your answer sheet is completed accurately, especially identifying information.

ON THE DAY OF THE WRITTEN TEST

- Make sure you know how to get to the test site and how long it should take to get there. (Directions to the test site are available on the Law Enforcement Exam website.) If you have never been to the test site before, take a test drive before the day of the exam. On the day of the exam, leave yourself plenty of time just in case you hit traffic, have car problems, or get lost. Arrive at the test site early enough so that you can (try to) get relaxed before the start of the test. But, don't arrive so early that you have time to become anxious. It is recommended that you arrive at the test site at least 30 minutes prior to your scheduled test. **(Please note, if you arrive at the test site more than 30 minutes after your scheduled time you will not be permitted to take the test and will not be rescheduled. Late arrivals are not given additional time.)**
- Check your Confirmation Sheet/Scheduling Letter so you know the location, date and time of your scheduled test. **You must attend the test you are scheduled for.** You will **not** be permitted to take the test at any other location, date and/or time than the one stated on your official Confirmation Sheet/Scheduling Letter. Please note that if you changed your schedule during the application process, you are only scheduled for your final choice. There are many test dates, times and locations; don't assume you are going to the same test as your friends.
- Get a good night's sleep and be well rested.
- Eat breakfast or lunch before the test. Do not skip a meal or overeat.
- Attire: Dress appropriately for a test conducted in a State Building. Although, there is no formal dress code, business casual is recommended.
- **Bring the following.** Be sure to bring **ALL** pages of your Confirmation Sheet/Scheduling Letter, a photo ID that includes your signature and two **sharpened** No. 2 pencils with erasers with you to the test. If you do **not** have a photo ID with your signature, you will **not** be permitted to take the test and you will **not** be rescheduled.
- **Do not bring** other documents such as supplying veteran's documentation to the test site. DD214's or other supporting documentation should be faxed to 860-707-1939 or e-mailed to Lawenforcement.exams@ct.gov. Do **not** bring original or copies of your High School diploma or G.E.D.
- **Do not bring** family or friends to the test site. Space is arranged only for applicants and the monitoring staff.
- **Leave cell phones and other devices as listed at home or in your car.** You are **not** permitted to bring cellular phones, electronic paging devices, calculators, watches with memory capability, Blackberry devices, iPads/iPods/MP-3 players, recording or filming devices, radios, computers, or other mechanical and electronic devices, tobacco or weapons into the test room. Books, manuals, notes, pads, envelopes, folders, purses, briefcases, backpacks, hats, sunglasses or food are **not**

permitted in the test room. Leave these items at home or locked in your car. If these or other prohibited items are brought into the test site your examination will not be scored.

ACCESSING YOUR WRITTEN TEST RESULTS

The results from the written test will be available on the DAS website from September 17, 2014 (1:00 PM EST) through December 17, 2014 (1:00 pm EST). You may obtain your written test results by accessing the DAS Law Enforcement Exam website at <http://lawexam.ct.gov>. Then you will login using your e-mail address and password. (Make certain you use the same email address you used when applying for the Correction Officer exam.) **Print your test results for your records. You will not receive your test results in the mail.**

If you receive a passing score on the written test, you will be eligible to be considered further in the selection process.

THE SELECTION PROCESS

Candidates who pass the written exam will be eligible to apply to postings for the position of Correction Officer. Application instructions will be outlined in the posting for Correction Officer. Make certain you follow all instructions in the posting and submit all required materials. The Department of Correction is responsible for conducting all phases of the selection process after the written test. Questions about these phases should be directed to the Department of Correction.

Register on the DAS website for e-alerts for Jobs and Examinations so you will be notified by email when job postings for Correction Officer are posted on the DAS website.

The following is a list of preferred skills that the Department of Correction seeks in Correction Officer candidates. Candidates who possess one or more of these preferred skills will be given priority and preference through the application and interview process.

- A demonstrated desire to pursue a career in this field.
- Related education in the fields of Law Enforcement, Criminal Justice, Justice Administration, Psychology, Sociology or the Human Services.
- Preparation for the position through related work experience such as in the security field, social services or through military experience. Specifically, experience working in a stressful environment.
- A proven track record of dependability through a stable and consistent work history with few or no gaps in between employers.
- Ability to follow instructions and communicate effectively which would be demonstrated through a candidate's ability to organize and submit all necessary documents and requested information in a timely manner.
- A good Correction Officer should be flexible, have common sense, superior communication skills (oral and written), be observant, physically fit and lastly be firm, fair and consistent.

Structured Interview

Candidates that apply for job postings, will be selected based on the above criteria to take part in a structured employment interview to assess oral communication skills, qualifications and suitability for the job. Candidates will be asked to do a writing sample at the time of the interview. Not all candidates who pass the written exam and apply for job postings, will be offered an interview. Due to the competitive nature of these positions, candidates who most closely meet the preferred skills outlined above will be given preference for interviews.

Background Investigation

For candidates who successfully complete the interview process, a comprehensive background investigation that may include, but is not limited to, a review of employment, education, training, criminal, and motor vehicle histories is conducted.

Medical Evaluation

Once candidates are made a conditional offer of employment, they are sent for a final medical examination which includes a comprehensive medical/physical examination, and a controlled substance screening.

Successful completion of all phases of the selection process means that you are eligible to be considered for appointment.

APPLICANTS ON ACTIVE MILITARY DUTY

Applicants on active military duty, who have submitted an application form but cannot participate in the testing process on any of the scheduled dates due to active military duty, must fax their military orders to the Department of Administrative Services (DAS), Statewide Human Resources Management Section at 860-707-1939 or e-mail orders to: lawenforcement.exams@ct.gov and request supplemental testing. Applicants must notify DAS in writing when they are discharged or are on leave and are available to participate in the testing process. Applicants must provide documentation supporting that they have been on active military duty during the scheduled test dates and meet all minimum qualifications as detailed on the examination announcement.

Applicants on active military duty during the application filing period, who have not submitted an application prior to the application deadline of August 5, 2014, may contact the Department of Administrative Services, Statewide Human Resources Management Division when they return from active duty to request to submit an application form and be scheduled for a supplementary examination. Applicants must provide documentation supporting that they have been on active military duty during the application-filing period and meet all minimum qualifications as detailed on the examination announcement. Military orders and a written request for supplemental application filing and testing must be faxed to 860-707-1939 or e-mailed to: lawenforcement.exams@ct.gov.

Questions regarding special testing for military personnel can be directed to Francine Dew at 860-713-5289 or lawenforcement.exams@ct.gov.

The Department of Administrative Services wishes you much success in the selection process for the Correction Officer examination.

FREQUENTLY ASKED QUESTIONS (FAQ's)

The following are some frequently asked questions about the Correction Officer selection processes.

- 1) I took and passed the Correction Officer examination offered in 2012 and I have not been offered a job. Should I apply for the Correction Officer examination now posted?**

If you are still interested in employment as a Correction Officer, you should apply for and take the currently announced examination(s) so that you may continue your eligibility for employment.

- 2) When and how will I find out the results of my written test?**

*The results from the written test will be available on the DAS website from September 17, 2014 (1:00 PM EST) through December 17, 2014 (1:00 PM EST). You may obtain your written test results by accessing the DAS law enforcement website at das.ct.gov/employment. You will then login using your e-mail address and password. Print your test results for your records. You will **not** receive your test results in the mail. (If you receive a passing score on the written test for Correction Officer, you will then be able to apply to the Correction Officer job posting. You will receive more information at the written test about accessing your results and the Correction Officer posting/application process.)*

- 3) In the case of inclement weather on the day of the exams, how do I find out if the exam is re-scheduled?**

It is highly unlikely that the written test will be canceled, delayed or postponed due to inclement weather. If this does occur, you will find an announcement on the DAS website by using this link das.ct.gov/employment.

- 4) Can I make a change to my test schedule?**

Yes. During the application filing period only. No changes in test schedules will be permitted after the application filing period has closed. If you do make a change to your test schedule, your final selection is the only selection that is valid. Destroy your original confirmation page, as this page is no longer valid and will not allow you admittance into the examination. Print all pages of your new confirmation and bring them with you to your scheduled test.

- 5) What happens if I didn't print or have misplaced my confirmation page? How can I get a copy?**

If you did not originally print or have misplaced your confirmation page after submitting your application form, you must go to the Law Enforcement Exam website. Login and click on Exam Application. Go to the "Reprint Confirmation Page" button under the Correction Officer Exam. Make certain you print all pages and bring them with you to your scheduled test.

6) **Do military veterans receive credits?**

VETERAN'S PREFERENCE: Any veteran who served in the armed forces of the United States (i.e., United States Army, Navy, Marine Corps, Coast Guard and Air Force) during time of war (Service in time of war means service of 90 or more days, except if the period of war lasted less than 90 days.) and was honorably discharged from, or released under honorable conditions from active service may be eligible for Veterans' credit. Service in a time of war is defined by CGS 27-103(a) and includes service in World War 2, the Korean Conflict, the Vietnam era (2/28/12 to 7/1/75), the Persian Gulf war and any other war declared by Congress, as well as service while engaged in combat or a combat support role in Lebanon from 7/1/58 to 11/1/58 and 9/29/82-3/30/84, Grenada from 10/25/83 to 12/15/83, Operation Earnest Will from 7/24/87 to 8/1/90 and Panama from 12/10/89 to 1/31/90. **Veteran's points are added after a candidate passes an open competitive examination. (C.S. SS-244). Proof of right to Veterans Preference (DD214 long form) or other relevant information must be submitted to DAS/Human Resources, Room 404, 165 Capitol Avenue, Hartford, CT 06106 - Fax (860) 707-1939 or e-mail us at lawenforcement.exams@ct.gov, if not already on file.**

Applicants who receive a passing score on the written test may be eligible for Disability Veterans Preference (10 points) if they are: (1) A veteran (as defined above) who is not eligible for disability compensation or pension from the United States through the Veterans' Administration; (2) A spouse of such a veteran who is not eligible for disability compensation or pension from the United States through the Veterans' Administration and, who by reason of such veteran's disability is unable to pursue gainful employment; and/or (3) An unmarried surviving spouse of such a veteran who is not eligible for disability compensation or pension from the United States through the Veterans' Administration. In addition to the DD214, the following must also be submitted: Statement from the Veterans Administration dated within the last six months, certifying that you are currently eligible for compensation or pension benefits. **Do not bring** your documentation to the examination site. DD214's and/or other supporting documentation should be faxed to 860-707-1939 or e-mailed to Lawenforcement.exams@ct.gov.

7) **Are there any conditions when make-up examinations can be given for the written test?**

No. There will be no make-up examinations. All applicants must take the exam at the date, time and location for which they scheduled themselves. Applicants who miss their scheduled date/time, arrive at an incorrect location/date/time, arrive later than 30 minutes after their scheduled time, or arrive at a test site without proper ID with photo and signature will not be rescheduled. **There will be no make-up examinations. (No exceptions.)**

8) **What is a felony?**

A felony is an offense for which a person may be sentenced to a term of imprisonment in excess of one year. Felonies are classified for the purposes of sentence as follows: Class A, Class B, Class C, Class D, Unclassified and Capital felonies.

A fine for a Class A felony shall be an amount not to exceed twenty thousand dollars.

A fine for a Class B felony shall be an amount not to exceed fifteen thousand dollars.

A fine for a Class C felony shall be an amount not to exceed ten thousand dollars.

A fine for a Class D felony shall be an amount not to exceed five thousand dollars.

A fine for an Unclassified felony shall be an amount in accordance with the fine specified in the section of the general statutes.

Special Note: You are **not** required to disclose the existence of any arrest, criminal charge or conviction, the records of which have been erased pursuant to Connecticut General Statutes § 46b-146, 54-76o, or 54-142a. If your criminal records have been erased pursuant to one of these statutes, you may swear under oath that you have never been arrested. Criminal records that may be erased are records pertaining to a finding of delinquency or that a child was a member of a family with service needs (C.G.S. § 46b-146), an adjudication as a youthful offender (C.G.S. § 54-76o), a criminal charge that has been dismissed or nolle, a criminal charge for which the person has been found not guilty or a conviction for which the person received an absolute pardon (C.G.S. § 54-142a).

9) **What about misdemeanor convictions?**

Misdemeanor convictions may be considered in the selection process but are not an automatic bar to employment. Please refer to The Department of Correction Administrative Directive 2.3 – Employee Selection, Transfer and Promotion for more information about convictions. The Department of Correction Administrative Directives can be found on the Department of Correction Internet site. (Please also see the Special Note above.)

THE END