

CERTIFIED JAIL MANAGER PROGRAM

CERTIFICATION

The Jail Manager Certification Commission (JMCC) and the American Jail Association (AJA) promote the concept of voluntary certification for all jail managers. Certification is one part of a process called credentialing. It focuses specifically on the individual and is an indication of current competency in a specialized field. Jail managers who become Certified Jail Managers (CJM) will be distinguished as individuals who have reached one of the highest levels of achievement in their field.

PURPOSES OF CERTIFICATION

- 1.** To provide documented evidence to the public that the individual has been examined by an independent professional organization and found to possess current competency in the field of jail management. Certification also documents the mastery of a strong level of knowledge in the specialty.
- 2.** To encourage continuing education and professional growth.
- 3.** To indicate to one's peers that the individual has taken the time and effort, beyond job experience, to learn the body of knowledge, thus exhibiting a significant commitment to working in the profession of jail management.
- 4.** To provide a form of recognition and achievement. CJMs will receive personal recognition at the national level for a high standard of achievement and competence.

5. To elevate professional standards of jail operations by providing better educated professionals in the field.

ADMINISTRATION

Appointed by the Board of Directors of AJA, a five-member JMCC administers the CJM Program, sets policy, and ensures the program reflects the changing needs of the profession. The Examination for Certified Jail Manager is administered electronically by LaserGrade in cooperation with the Professional Testing Corporation (PTC). Visit www.lasergrade.com to find the testing center nearest you.

To ensure that the CJM Program continuously meets the changing needs of the profession, the JMCC reserves the right to make changes in the program that may become official at any time. The *CJM Handbook for Candidates* is an overview of the policies and guidelines of the CJM Program. The CJM Application & Experiential Background Form (EBF) and the CJM Recertification Application contain the most current requirements for certification and recertification. The JMCC will evaluate all EBFs and Recertification Applications using the most current guidelines. It is the responsibility of the candidate to obtain the most current copy of the *Handbook for Candidates* and submit the most current EBF or Recertification Application. The most current EBF and Recertification Application are available on AJA's web site at www.aja.org.

DEFINITION OF A JAIL MANAGER

A person (sworn or civilian) who directs, administers, and/or is in charge of the operations of a jail facility, division, bureau, department, program, and/or shift; and/or a person (sworn or civilian) who supervises the work and performance of an employee or employees in a jail facility.

DEFINITION OF A JAIL

(for purposes of the CJM Program)

A county, municipal, tribal, or regional facility that houses pretrial and sentenced inmates; and/or an institution that houses pretrial and sentenced inmates where the State is responsible for jail operations (Alaska, Hawaii, Rhode Island, Connecticut, Vermont, Delaware); and/or a private facility that houses pretrial and sentenced inmates and exists to serve the local jail needs of the community where it operates.

and/or

A facility that houses ONLY pretrial detainees, regardless of what entity operates it. This includes, but is not limited to, facilities that house persons for less than 72 hours (lock-ups), facilities that house Federal or military custody inmates awaiting trial (e.g., ICE, Marshals, Armed Forces), institutions where the State is responsible for the operations of jails, and private facilities.

and/or

A local government or private facility that houses convicted persons who, without this facility's existence, would serve their sentence in the local jurisdiction's jail.

With regard to private facilities: the local government responsible for jail operations has contracted with a separate entity to replace that jurisdiction's jail operations.

CJM ELIGIBILITY REQUIREMENTS

- 1.** Must be employed full-time for a minimum of one year as a paid jail manager as defined in this Handbook, or have been previously employed full-time for a minimum of one year as a paid jail manager with no more than a two-year lapse since last such employment at the time the examination is taken. Candidates not currently employed as a jail manager must state an intention to re-enter the field of jail management and provide documentation of employment when employment as a jail manager commences.
- 2.** Agree to adhere to the AJA Code of Ethics.

EARNING THE CJM DESIGNATION

The four-step process of becoming a CJM:

- 1.** Submit the EBF documenting eligibility along with the required fees.
- 2.** Be deemed "Eligible to Sit" for the Examination for Certified Jail Manager by the JMCC.
- 3.** Submit the Application for Jail Manager Certification Examination and required fees.
- 4.** Take and pass the examination.

SUBMITTING THE EBF

Apply by completing the EBF and submitting it, with any required supporting documentation, to AJA with the appropriate fee. The EBF documents your professional and educational background, as well as your leadership experience. Candidates need 500 points out of a possible 775 points to qualify to sit for the examination. Candidates with less than 500 points will receive a breakdown of points awarded by the JMCC.

In addition to the candidate's completed application and EBF, the following documentation is required:

a) a copy of an official agency position description for the candidate's:

1.) current position, accompanied with the chief executive officer's (sheriff, chief deputy, detention director, jail administrator, etc.) signature on the **Current Jail Management Paid Position** section of the EBF.

2.) previous jail management paid positions listed on the EBF.

If an **official position description** is not available, the candidate may submit a detailed description of his/her position on agency letterhead signed by the chief executive officer.

b) an **original official transcript** issued by a regionally accredited degree-granting institution for any college degrees or credits listed. **Copies** of diplomas or transcripts will not be accepted.

c) **any other documentation requirement** outlined in the EBF, such as a copy of any certificates of

completion for correspondence courses listed, etc.

There is **no requirement** to attach documentation or proof of attendance for education/training events or other background information unless noted on the EBF. The most recent EBF will contain the current documentation requirements for certification. In the event of an audit, however, documentation of all information may be requested. The JMCC reserves the right to take whatever reasonable steps may be necessary to verify and confirm the accuracy of the information submitted.

All applications must be received at AJA by the EBF deadline listed for the requested examination date. Incomplete EBFs and/or EBFs without the required documentation and/or payment will be sent back to the candidate, and the evaluation process will not commence until all required materials and information are received by the JMCC. The delay could result in missing the application deadline for the requested examination date. Within **six** weeks of receiving the application, the JMCC will notify the candidate as to whether or not he/she has met the requirements to take the examination.

If the JMCC determines that the candidate is not currently eligible to sit for the examination, the candidate has **eight** months from the date that appears on the written notice of ineligibility to resubmit his/her application without owing any additional application fees. Applications received after the **eight** month deadline will be assessed the full certification application fee.

To obtain an EBF, fax or mail the form on the back page of this Handbook or print from AJA's website (www.aja.org).

EBF SECTIONS AND POINT VALUES

Education and Management Training.....	375
Jail Management Paid Experience.....	200
Leadership Activities.....	200

SUBMITTING THE APPLICATION FOR JAIL MANAGER CERTIFICATION EXAMINATION

When the JMCC determines that a candidate is eligible to sit for the examination, the candidate will receive an Application for Jail Manager Certification Examination and an Examination Payment Submission Form. The examination application form must be completed and submitted with the appropriate fee to AJA by the examination application deadline listed inside this Handbook for the requested examination date.

TAKING AND PASSING THE EXAMINATION

Candidates must take the examination within **18** months from the time they are notified of their eligibility. After that time period, the candidate must submit an updated EBF along with the appropriate application fee.

Eligible candidates who pass the examination will be certified for a period of **four** years and are permitted to use the CJM designation. CJMs will also receive a certificate and a specially designed lapel pin. A registry of CJMS will be maintained by the JMCC, listed on AJA's website at www.aja.org, and periodically reported in AJA publications.

Candidates who do not pass the examination may retake it for a reduced fee of \$190, provided it is retaken within **18** months from the date the first examination was taken. After that time period, candidates who wish to retake the examination must submit an updated

EBF with application fee, examination application form, and the full examination fee of \$360. There is no limit to the number of times the candidate can sit for the examination.

The **examination** is administered during an established two-week period on a daily basis, Monday through Saturday, excluding holidays, at computer-based testing facilities managed by LaserGrade. LaserGrade has over 800 testing sites in the United States. To locate a testing center near you visit www.lasergrade.com.

CERTIFICATION FEES

- 1.** There is a nonrefundable application fee of \$125 for AJA members and \$185 for nonmembers. The application fee must be submitted with the *EBF*. (To qualify for the AJA Membership Discount, the applicant must be an individual member in good standing.)
- 2.** The fee for candidates who are eligible to sit for the examination is \$360.

This fee must be submitted with the Application for Jail Manager Certification Examination. Following receipt of application and fee by AJA, a candidate who does not take the examination may receive a partial refund of \$135 if a request is received in writing by AJA no later than 30 days after the testing date. Requests for refunds will **NOT** be honored after 30 days.

- 3.** All fees listed herein are subject to change.

EXAMINATION DATES AND APPLICATION DEADLINES

★ 2010 FALL TESTING PERIOD ★

EBF Application Deadline: July 12, 2010

Examination Application Deadline: September 13, 2010

First Day of Testing: November 6, 2010

Last Day of Testing: November 20, 2010

★ 2011 SPRING TESTING PERIOD ★

EBF Application Deadline: January 31, 2011

Examination Application Deadline: March 28, 2011

First Day of Testing: May 21, 2011

Last Day of Testing: June 4, 2011

★ 2011 FALL TESTING PERIOD ★

EBF Application Deadline: June 27, 2011

Examination Application Deadline: August 29, 2011

First Day of Testing: October 22, 2011

Last Day of Testing: November 5, 2011

★ 2012 SPRING TESTING PERIOD ★

EBF Application Deadline: February 6, 2012

Examination Application Deadline: March 26, 2012

First Day of Testing: May 12, 2012

Last Day of Testing: May 26, 2012

SCHEDULING YOUR EXAMINATION APPOINTMENT

Once your application has been received and processed, and your eligibility verified, within **eight** weeks you will be mailed an Eligibility Notice from the PTC. The Eligibility Notice plus photo identification must be presented in order to gain admission to the testing center.

A candidate not receiving an Eligibility Notice or other correspondence at least three weeks before the beginning of the two-week testing period should contact PTC by telephone at (212) 356-0660.

The Eligibility Notice will indicate where to call to schedule your examination appointment as well as the dates in which testing is available. Appointment times are assigned on a first-come, first-served basis, so schedule your appointment as soon as you receive your Eligibility Notice in order to maximize your chance of testing at your preferred location on your preferred date.

If you fail to schedule your testing appointment after receipt of your Eligibility Notice from PTC, you will forfeit your paid examination fee. A partial refund is available if AJA receives written notice within 30 days of the closing of the examination period. If written notice is not received by that time, the candidate forfeits his/her entire examination fee.

CHANGING YOUR EXAMINATION APPOINTMENT

If you need to change your examination appointment or reschedule to a different date within the two-week testing period, you must contact LaserGrade at (800) 211-2754 no later than noon, Eastern Standard Time,

of the second business day prior to your scheduled appointment.

If you fail to arrive for your appointment or cancel without giving the required notice, you will forfeit your testing fee.

SPECIAL NEEDS TESTING

Alternate testing arrangements may be made for individuals with special needs who submit an application, examination fee, and a letter describing the nature of the disability and the special accommodations needed for testing. Requests for special arrangements must be received **eight** weeks prior to the testing date.

RULES FOR THE EXAMINATION

- 1.** No signaling devices, including pagers, cell phones, or alarms may be operative during the examination.
- 2.** No books, papers, or other reference materials may be taken into the examination room.
- 3.** No test materials, documents, or memoranda of any sort are to be taken from the examination room.
- 4.** No questions concerning content of the examination may be asked during the testing session. The candidate should carefully read the directions provided on the screen at the beginning of the examination session.

REPORT OF RESULTS

Candidates will be notified within **six** weeks whether they have passed or failed the examination. Scores on the major areas of the examination and on the total examination will be reported.

CONFIDENTIALITY

- 1.** The JMCC will release the individual test score **ONLY** to the individual candidate.
- 2.** Any questions concerning test results should be referred to the JMCC or the PTC.

CONTENT OF EXAMINATION

- 1.** The Examination for Certified Jail Managers is an electronic examination composed of approximately 250 multiple-choice, objective questions with a total testing time of **four** hours.
- 2.** The questions for the examination are obtained from individuals with expertise in jail management and are reviewed for construction, accuracy, and appropriateness by the JMCC.
- 3.** The JMCC, with the advice and assistance of the PTC, prepares the examination.
- 4.** The content for the examination is described in the content outline in this Handbook.
- 5.** Questions are based on the examination content outline derived from the *Jail Manager Role Delineation Study*.

6. The Examination for Certified Jail Managers is weighted in approximately the following manner:

I. Management	22%
II. Legal/Safety/Security	22%
III. Professional Issues	8%
IV. Communications	15%
V. Environment/Equipment/Technology	11%
VI. Special Populations	11%
VII. Support Services	11%

CONTENT OUTLINE

- I. Management
 - A. Personnel Management
 - B. Labor Relations
 - C. Budgeting and Finance
 - D. Staffing
 - E. Mediation and Negotiations
 - F. Stress Management
 - G. Standards
 - H. Vendor Contracts and RFPs
 - I. Facility Sanitation
 - J. Housing Unit Management
 - K. Other

- II. Legal/Safety/Security
 - A. Inmate Rights
 - B. Staff Rights
 - C. Confidentiality
 - D. Inmate Discipline
 - E. Sexual Harassment
 - F. Use of Force
 - G. Laws, Standards, Codes
 - H. Critical Incident Management
 - I. Inmate Classifications
 - J. Crowding
 - K. Contraband Control

- L. Intake/Release
 - M. Inmate Transport
 - N. Suicide/Suicide Prevention
 - O. Other
- III. Professional Issues
- A. Ethics
 - B. Education and Training
 - C. Voluntary Standards
 - D. Other
- IV. Communications
- A. Public Relations
 - B. Community Relations
 - C. Media Relations
 - D. Communication Barriers
 - E. Staff
 - F. Inmates
 - G. Other
- V. Environment/Equipment/Technology
- A. Restraints
 - B. Furniture/Ergonomics
 - C. Computers
 - D. ID, Tracking, Documentation
 - E. Architecture and Design
 - F. Physical Plant
 - G. Safety Equipment
 - H. Other
- VI. Special Populations
- A. Gangs
 - B. Juveniles
 - C. Females
 - D. Substance Abusers
 - E. Mental Illness
 - F. Communicable Diseases and Other Health-Related Issues
 - G. Developmental Disabilities

- H. Sensory/Physically Impaired
- I. Non-English Speaking
- J. Elderly
- K. Other

VII. Support Services

- A. Health and Hygiene Services
- B. Food and Commissary
- C. Transportation
- D. Inmate Programs
- E. Laundry
- F. Waste Management
- G. Other

PASS/FAIL STANDARD

The passing standard is a pre-determined standard of knowledge set by a criterion-referenced methodology, using the judgments of the PTC and the JMCC. Using this methodology, there is no curve, and candidates do not compete against each other. There is no limit on the number of candidates who may pass or fail the test.

SAMPLE QUESTIONS

- 1.** To establish a direct supervision jail, which of the following is required?
- A. completely new staff
 - B. change in admission criteria
 - C. change in architecture
 - D. change in jail policies, procedures, and management philosophy

- 2.** Due to liability lawsuits, a critical incident response plan should include:
- A. establishing a command post.
 - B. timekeeping and documentation.
 - C. notifying employees' families.
 - D. identifying situations and assumptions.
- 3.** When officers are being trained to make routine decisions, which of the following should be included?
- A. medical training
 - B. personality test
 - C. harsh punishment for mistakes
 - D. discussion of the jail's mission and goals
- 4.** Inmate orientation is important in order to:
- A. make initial housing assignments.
 - B. inform inmates of what is expected of them.
 - C. provide inmates with the opportunity to voice grievances.
 - D. provide inmates the opportunity to meet the jail staff.
- 5.** The primary purpose of frequent jail inspections is to assist the jail staff by:
- A. locating missing property.
 - B. assessing staffing needs.
 - C. developing budgetary needs.
 - D. maintaining sanitation and safety standards.

6. Which of the following best describes the high-risk suicide period for inmates?

- A. the first 72 hours of confinement
- B. during periods of decreased staff supervision
- C. after being incarcerated for six months
- D. immediately after being assessed by a mental health clinician

ANSWERS TO SAMPLE QUESTIONS

1. D 2. B 3. D 4. B 5. D 6. A

RESOURCES

Although general knowledge of the experienced jail manager is what is required to pass the examination, the JMCC has a list of resources which may be of some assistance in preparing for the examination. The resource list will be sent to each candidate who is eligible to sit for the examination by the JMCC. The resource list is also available upon request.

RECERTIFICATION

Certified Jail Managers will be certified for a period of **four** years. To retain the designation, the CJM must choose either the option of professional point accumulation or reexamination.

OPTION 1: Professional Point Accumulation

To certify by this method, you must accumulate at least 350 points earned between the day examination was taken (or from the last date of certification) and the time of application for recertification. The 350 professional points required for recertification are attained by engaging in jail management-related leadership activities and continuing education and training. There is **NO REQUIREMENT** for reexamination.

The deadline to receive your recertification application, along with the required documentation and fee must be postmarked at least **six** weeks prior to the candidate's expiration date. A CJMs certification expiration date can be determined by adding **four** years to the affixed date appearing on the certificate or by adding **four** years to the recertification date.

Fees: AJA Member: \$150
Nonmember: \$210

Or—but not both

OPTION 2: Reexamination

If you choose to recertify by examination, you must complete the applicable portion of the Recertification Application and submit a current job description with fee. To recertify by this method, you must adhere to the deadlines listed under Examination Dates and Application Deadlines in this *Handbook*.

Fee: \$360

Applications, or any additional items subsequently submitted, that are postmarked after the appropriate due date will be assessed a \$75 processing fee. If the Recertification Application (or any required part thereof) is postmarked after the CJM's recertification expiration date, the individual will no longer be certified. To become certified again, the individual will have to reapply for certification and retake the examination. Incomplete* Recertification Applications will be returned to the applicant and the evaluation process will not commence until all required materials and information have been received by the JMCC.

* An application is considered **complete** (as of the postmark date of the **last item submitted**) when payment and all the required materials and documentation, as determined by the JMCC, have been submitted.

RECERTIFICATION ELIGIBILITY REQUIREMENTS

To be eligible for recertification:

- 1.** The CJM must be employed full-time as a paid jail manager until the expiration date of his/her current certification,

or, if at the time of application for recertification, the CJM is not currently working in the field, he/she must have no more than a two-year lapse of employment as a paid jail manager (counting back from the certification expiration date). If the CJM is not currently employed as a jail manager or will be leaving the field of jail management prior to his/her certification expiration date, a statement of intention to reenter the field of jail management (within the two-year time frame allotted) must accompany the application for recertification. The CJM must then notify AJA when employment as a paid jail manager commences.

or, if at the time of application for recertification, the CJM no longer meets the definition of a jail manager, the designation may be maintained if the CJM has recertified at least once prior to the current application. The CJM must also maintain activity in the field of corrections as evidenced by completion of the recertification application requirements.

- 2.** The CJM must have completed at least 40 points of management-based Education & Training in the last **four** years.
- 3.** The CJM must agree to adhere to the AJA Code of Ethics.

Fees are nonrefundable and subject to change. It is the responsibility of the candidate to obtain the latest and most current copy of the Recertification Application.

CREDIT FOR ACTIVITIES AFTER SUBMISSION OF THE RECERTIFICATION APPLICATION

(FOR RECERTIFICATION BY PROFESSIONAL POINTS ONLY)

CJMs who participate in leadership and/or educational activities **after** they submit their completed Recertification Application, but before their certification expiration date, will be able to use any qualifying points toward their next recertification **four** years later. Clarification is as follows:

For CJMs who submit their complete Recertification Application postmarked ON or BEFORE the six-week due date:

Points earned between the **six-week** due date and the certification expiration date can be applied to the next Recertification Application **four** years later.

For example:

- Ken's six-week postmark due date is September 20.
- Ken's certification expiration date is November 1.
- Ken's complete* application was submitted and postmarked July 1.

Any points Ken earns between September 20 and November 1 may be counted toward his next recertification in four years. Any points he earned between July 1 and September 19 cannot be used for his next recertification.

For CJMs who submit their complete Recertification Application postmarked AFTER the six-week due date, but BEFORE the certification expiration date:

Points earned within the balance of time remaining between the postmarked date of the CJM's complete* application and the CJM's certification expiration date can be applied to the next recertification application **four** years later.

* An application is considered **complete** (as of the postmark date of the **last item submitted**) when payment and all the required materials and documentation, as determined by the JMCC, have been submitted.

For example:

- Sue's six-week postmark due date is September 20.
- Sue's certification expiration date is November 1.
- Sue's complete recertification application was postmarked September 30.

Any points Sue earns between September 30 and November 1, may be counted toward her next recertification **four** years later. Any points she earned prior to September 30 cannot be used for her next recertification.

For CJMs who submit incomplete applications and who make a subsequent submission of a required item or items postmarked AFTER the six-week due date (and BEFORE their expiration date):

Points earned within the balance of time remaining between the postmarked date of the last item submitted (that constituted a complete application) and the CJM's certification expiration date, can be applied to the next recertification application **four** years later.

For example:

- Joe's six-week postmark due date is September 20.
- Joe's certification expiration date is November 1.
- Joe's recertification application was postmarked September 30 (however, it was incomplete*).
- Joe subsequently submitted a required item which made his application complete. That item was postmarked October 15.

Any points Joe earns between October 15 and November 1 may be counted toward his next recertification in **four** years. Any points he earned prior to October 15 cannot be used for his next recertification. CJMs who make a subsequent

* An application is considered **complete** (as of the postmark date of the **last item submitted**) when payment and all the required materials and documentation, as determined by the JMCC, have been submitted.

submission of a required item or items postmarked after the **six**-week due date will be required to submit the \$75 late submission fee.

LOSS OF CERTIFICATION WHEN RE-CERTIFICATION REQUIREMENTS ARE NOT MET

CJMs who do not apply for recertification or who fail to meet the criteria required for recertification by their certification date (**four** years from previous certification date) will be notified in writing by the JMCC of suspension of the right to use the CJM designation and will no longer be listed as a CJM by the JMCC or in any AJA publication.

If certification is suspended, and at some point in the future the former CJM decides to become certified again, he/she will be required to go through the entire certification process again, including taking the examination.

REVOCAION OF CERTIFICATION

Certification may be revoked or denied for any of the following reasons:

1. falsification of an application and/or EBF,
2. misrepresentation of certification, or
3. breach of existing ethical standards of professional practice.

An appeals mechanism for challenging revocation or denial of certification is available.

All policies, guidelines, and fees pertaining to the CJM Program are subject to change by AJA and the JMCC. Such changes can be enacted immediately and without notice.

To obtain a *CJM Handbook for Candidates*, and CJM Application & Experiential Background Form, print from the AJA website (www.aja.org) or complete this form below and

Fax to: 301-790-2941

Attn: Francine Olszewski

Certification Coordinator

E-mail: certification@aja.org

or mail to:

CJM Program

American Jail Association

1135 Professional Court

Hagerstown, MD 21740-5853

Name _____

Title _____

Home Address _____

City _____

State _____ 9-digit ZIP _____ - _____

Telephone () _____

E-mail _____

Place of Employment _____

Address _____

City _____

State _____ 9-digit ZIP _____ - _____

Telephone () _____

Office E-Mail _____

ALL CORRESPONDENCE WILL BE MAILED
TO YOUR HOME ADDRESS.

Please allow 4 weeks for delivery of your application package.

