

The Certified Jail Officer Program is administered by the Jail Manager Certification Commission (JMCC).

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Questions concerning the Certified Jail Officer Program should be directed to:

American Jail Association
1135 Professional Court, Hagerstown, Maryland 21740-5853
PHONE: 301-790-3930 • FAX: 301-790-2941
WEBSITE: www.aja.org

The Examination for Certified Jail Manager is conducted by the Professional Testing Corporation (PTC). Questions concerning the examination should be referred to PTC:

Professional Testing Corporation
1350 Broadway – 17th Floor
New York, New York 10018
PHONE: 212-356-0660
website: www.ptcny.com

CJO

CERTIFIED JAIL OFFICER
Handbook For Candidates

The Certified Jail Officer (CJO) Program



The Jail Manager Certification Commission (JMCC) and the American Jail Association (AJA) promote the concept of voluntary certification for all jail personnel. Certification is one part of a process called credentialing. It focuses specifically on the individual and provides evidence of that individual's competency in the field. Certification signifies and documents the mastery of a strong level of knowledge in a specialized field. It plays a significant role in the elevation of professionalism and provides an opportunity for professional growth by encouraging continued education which, in turn, fosters effective management practices.

The Certified Jail Officer (CJO) Program was developed to assist jail officers in preparing themselves for advancement in the profession of jail management. The CJO Program provides jail officers with an opportunity to demonstrate their knowledge, skills, and abilities as well as their commitment to the corrections profession on a national level. Jail officers who become CJOs embark on building a national **professional portfolio** of their career. All CJOs will be listed on AJA's web site and periodically printed in AJA publications.

The next level in the certification process is the Certified Jail Manager (CJM) Program. The CJM Program provides a credentialing opportunity for jail managers who direct, administer, and/or are in charge of the operations of a jail facility, division, bureau, department, program, and/or shift; and/or jail managers who supervise the work and performance of an employee or employees.

PURPOSES OF JAIL OFFICER 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 general operational practices in the jail environment.
2. To encourage continuing education and professional growth.
3. To provide evidence of one's commitment to working in the jail profession.
4. To provide a form of recognition and achievement. CJOs have demonstrated a high level of knowledge in the general practices necessary to effectively run today's jails.
5. To elevate professional standards by providing better educated professionals in the field.

PROGRAM ADMINISTRATION

Appointed by the Board of Directors of AJA, a five-member JMCC administers the CJO Program, sets policy, and ensures the program reflects the changing needs of the profession. The Examination for Certified Jail Officers is administered by the Professional Testing Corporation (PTC). To ensure that the CJO Program continuously meets the changing needs of the profession, the JMCC reserves

the right to make changes to the program that may become official at any time. It is the responsibility of the candidate to obtain the most current application. The most current application is available on AJA's web site at www.aja.org.

The *CJO Handbook for Candidates* is an overview of the policies and guidelines of the CJO Program. The *CJO Candidate Application Form* and the *CJO Recertification Application* contain the most current requirements for certification and recertification.

DEFINITION OF A JAIL OFFICER

A person (sworn or civilian) who supervises individuals incarcerated in jails; and/or a person (sworn or civilian) who is in charge of those who supervise individuals incarcerated in jails.

DEFINITION OF A JAIL

For the purposes of the AJA's certification programs, a jail is defined as:

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.

CJO ELIGIBILITY REQUIREMENTS

Candidate must be employed full-time for a minimum of two years as a paid jail officer as defined in this Handbook.

Candidate must adhere to the *AJA's Code of Ethics*.

EARNING THE CJO DESIGNATION

To apply to take the *Examination for Certified Jail Officer*, complete the *CJO Candidate Application Form* and submit it along with any required supporting documentation and the appropriate application fee by the application deadline for the desired testing date listed in this *CJO Handbook for Candidates*. Required documentation will be clearly marked on the appropriate page of the application. In the event of an audit, the JMCC reserves the right to verify and confirm the accuracy of the information submitted.

Required documentation:

The first requirement is a position description accompanied with the candidate's immediate supervisor's or director's signature. 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 candidate's supervisor (**mandatory**).

All applications must be received at AJA Headquarters by the application deadline listed for the desired examination date. Incomplete applications and/or applications submitted without documentation and/or payment will be sent back to the candidate. Any delay created by an incomplete application could result in missing the application deadline for the requested examination date.

Becoming a CJO marks the beginning of building a national professional portfolio. As you advance in your career, you will further build your portfolio and when you have reached the level of jail manager for a minimum of one year, you may then apply to the next national certification level of CJM.

Candidates will be notified within six (6) weeks of receiving the application as to whether or not he/she has met the requirements to take the examination.

DURATION OF CERTIFICATION

Candidates who pass the examination for jail officers will be certified for a period of four (4) years and are permitted to use the CJO designation. CJOs will receive a specially designed certificate and lapel pin attesting to their accomplishment. A registry of CJOs will be maintained by AJA, posted on our web site at www.aja.org, and reported periodically in AJA publications. For continuation of certification, see **RECERTIFICATION**.

TAKING THE CJO EXAMINATION

Candidates must take the examination within 18 months from the time of notification of eligibility. After that time, the candidate must submit an updated *CJO Candidate Application Form* along with the application fee.

The **Examination for Certified Jail Officer** 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.

A listing of available testing dates can be located in the *CJO Handbook for Candidates*.

SCHEDULING YOUR EXAMINATION APPOINTMENT

Once your application has been received and processed, and your eligibility verified, 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 (3) weeks before the beginning of the two-week testing period should contact the 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 made 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 (8) weeks** prior to the testing date.

RULES FOR THE EXAMINATION

1. No signaling devices, including pagers, cell phones, and 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.

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.

CONTENT OF EXAMINATION

1. The Examination for Certified Jail Officers is a computer-based examination composed of approximately 175 multiple-choice, objective questions with a total testing time of three (3) hours.
2. The questions for the examination are obtained from individuals with expertise in jail operations 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 Content Outline listed in this Handbook.
6. The examination is weighted in approximately the following manner:

I. Jail Operations	25%
II. Safety and Security	30%
III. Professional and Legal Concepts	20%
IV. Special Population Issues	15%
V. Support Services	10%

CONTENT OUTLINE

I. Jail Operations (25%)

- A. Inmate Supervision
- B. Inmate Discipline
- C. Inmate Grievances
- D. Intake/Release
- E. Housing
- F. Investigation of Crimes
- G. Inmate Workers
- H. Inmate Hygiene
- I. Facility Sanitation
- J. Visitation
- K. Other

II. Safety and Security (30%)

- A. Use of Force
- B. Legal Issues
- C. Emergency Procedures
- D. Inmate Classification
- E. Contraband
- F. Inmate Transportation
- G. Suicide/Suicide Prevention
- H. Searches
- I. Key/Tool Control
- J. Restraints
- K. Facility
- L. Other

III. Professional and Legal Concepts (20%)

- A. Professionalism/Ethics
- B. Leadership Tools
- C. Physical Fitness/Stress Management
- D. Confidentiality
- E. Inmate Rights
- F. Communications
 1. Documentation
 2. Interpersonal
 3. Conflict Resolution
- G. Sexual Harassment/Sexual Misconduct
- H. Administrative Investigations
- I. Administrative Legal Issues

IV. Special Population Issues (15%)

- A. Gangs
- B. Juveniles
- C. Gender
- D. Substance Abusers
- E. Mental Illness
- F. Communicable Diseases, and other Health-Related Issues
- G. Disabilities and Special Needs
- H. Language Barriers
- I. Elderly
- J. Special Housing
- K. Cultural Diversity
- L. Other

V. Support Services (10%)

- A. Medical
- B. Food
- C. Commissary
- D. Inmate Programs
- E. Volunteers
- F. Other

RESOURCES

Although general knowledge of the experienced jail officer 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 CJO Examination. The resource list is also available upon request or online at www.aja.org.

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.

REPORT OF RESULTS

Candidates will be notified within six (6) weeks of the close of the testing period whether they have passed or failed the examination. Scores on the major areas of the examination and on the total examination will be reported.

RE-EXAMINATION

The Examination for Certified Jail Officer may be taken as often as desired upon filing of a new *Candidate Application Form* and fee, provided current eligibility requirements are met and the request is made within 18 months of the Candidate's official notification of eligibility.

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.

SAMPLE QUESTIONS

1. Which of the following is a major aspect of linear supervision?
 - A. Indirect contact
 - B. Unrestricted accessibility
 - C. Structured chain-of-command
 - D. Continuous officer-inmate interaction
2. Which of the following is most appropriate when an inmate is injured?
 - A. Secure inmate in cell
 - B. Ignore injury if it's not serious
 - C. Contact the medical department
 - D. Leave the inmate alone until the external investigator arrives
3. What is the first step in problem-solving?
 - A. Gather facts
 - B. Find a solution
 - C. Define problem
 - D. Consider limitations
4. Which of the following techniques is effective for combating the effects of stress?
 - A. Alcohol
 - B. Drugs
 - C. Exercise
 - D. Working Overtime
5. Which of the following best describes schizophrenia, mood disorders, and Alzheimer's disease?
 - A. Imagines diseases
 - B. Signs that an inmate is considering suicide
 - C. Conditions that can be cured with medication
 - D. Mental illnesses sometimes present in inmates
6. Which of the following is the most appropriate action when speaking with an inmate who does not speak English?
 - A. Place the inmate with the special needs inmates
 - B. Use body language and attempt to find a translator
 - C. Have an English-speaking family member translate
 - D. Place the inmate with non-English speaking inmates

Answers: 1. a 2. c 3. c 4. c 5. d 6. b

EXAMINATION DATES

2009 FALL TESTING PERIOD

CJO Application Deadline: June 26, 2009
Exam Application Deadline: August 17, 2009
First Day of Testing: October 17, 2009
Last Day of Testing: October 31, 2009

2010 WINTER TESTING PERIOD

CJO Application Deadline: October 19, 2009
Exam Application Deadline: December 14, 2009
First Day of Testing: February 13, 2010
Last Day of Testing: February 27, 2010

2010 SUMMER TESTING PERIOD

CJO Application Deadline: May 3, 2010
Exam Application Deadline: June 21, 2010
First Day of Testing: August 14, 2010
Last Day of Testing: August 28, 2010

2011 WINTER TESTING PERIOD

CJO Application Deadline: October 18, 2010
Exam Application Deadline: December 13, 2010
First Day of Testing: February 12, 2011
Last Day of Testing: February 26, 2011

2011 SUMMER TESTING PERIOD

CJO Application Deadline: May 2, 2011
Exam Application Deadline: June 17, 2011
First Day of Testing: August 13, 2011
Last Day of Testing: August 27, 2011

CJO CERTIFICATION FEES

1. There is a nonrefundable application fee of **\$45** for Individual AJA members and **\$95** for nonmembers. The application fee must be submitted with the *CJO Candidate Application Form*.
(To qualify for the AJA Membership Discount, the applicant must be an individual member in good standing.)
2. There is an examination fee of **\$185** for candidates who are eligible to sit for the examination. This nonrefundable fee must be submitted with the *Application for Jail Officer Certification Examination* and the *Examination Payment Submission Form*.
3. All fees listed herein are subject to change.

RECERTIFICATION

To obtain recertification, CJOs must choose between two methods.

1. Training Requirement
2. Re-Examination

Option 1: Training Requirement

- Mark the appropriate box at the top of the *CJO Recertification Application Form*.
- Attach a copy of your current position description.
- Accumulate at least 80 hours of correctional training between your examination (or recertification) date and the date you apply for recertification.
- Submit a minimum of three original potential CJO examination questions.
- Submit your completed CJO Recertification Application with fees to AJA Headquarters **SIX (6) WEEKS PRIOR** to your fourth year certification anniversary date.

Fees: AJA Member: \$45 Nonmember: \$95

Option 2: Re-Examination

- Mark the appropriate box at the top of the CJO Recertification Application Form.
- Submit a minimum of three original potential CJO examination questions.
- Submit pages 3–5 of the CJO *Recertification Application*.
- Attach a copy of your current position description and submit to AJA Headquarters, along with the testing fee. This information is due by the CJO Application Deadline as listed in this handbook.

Examinations will be administered electronically by LaserGrade. Visit www.lasergrade.com to find the testing site closest to you.

Fee: **\$185**

It is the CJO's responsibility to meet the recertification criteria and to complete and submit an application for recertification **POSTMARKED AT LEAST SIX (6) WEEKS PRIOR** to his/her fourth year certification anniversary date. Recertification applications received after the six-week date will be assessed an additional \$35 processing fee. If the application is postmarked after the CJO's certification expiration date, to become certified again, the individual will have to apply for certification and take the CJO examination. *Any Recertification Applications* received without payment will be returned. Fees are subject to change.

ELIGIBILITY

To be eligible for recertification, the CJO must be currently employed as a jail officer, or have had no more than a two-year departure from such employment at the time of CJO's certification expiration date AND must state an intention to re-enter the field of jail operations.

CJOs who do not apply for recertification and/or who fail to meet the criteria required for recertification by their certification expiration date (four (4) years from previous certification date) will be notified in writing by the JMCC of suspension of using the CJO designation and will no longer be listed as a CJO by the JMCC or in any AJA publication. If certification is suspended, and at some point in the future the former CJO decides to become certified again, he/she will be required to proceed through the entire certification process, including taking the examination.

REVOCAION OF CERTIFICATION

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

1. falsification of the CJO application,
2. misrepresentation of certification, and
3. breach of existing ethical standards of professional practice.

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

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

To obtain a CJO *Candidate Application Form*, print from the AJA web site (www.aja.org) or complete this form and

Fax to: 301-790-2941
Attn: Francine Olszewski,
Certification Coordinator
E-mail to: certification@aja.org

or Mail to:
CJO Program
c/o American Jail Association
1135 Professional Court
Hagerstown, MD 21740-5853

Complete this form to obtain a CJO application

Name _____

Title _____

Home Address _____

City/ State/ZIP _____

Phone () _____

E-mail _____

Place of Employment _____

Address _____

City/State/ZIP _____

Phone () _____

Fax () _____

E-mail _____

ALL CORRESPONDENCE WILL BE MAILED TO YOUR HOME ADDRESS
Please allow 4 weeks for delivery of application package.