



**CALIFORNIA DEPARTMENT OF CORRECTIONS & REHABILITATION  
OFFICE OF WORKFORCE PLANNING**

**CORRECTIONAL COUNSELOR II SPECIALIST/SUPERVISOR  
WRITTEN EXAMINATION – FEBRUARY 2, 2019**

**EXAMINATION PREPARATION TIPS AND SAMPLE QUESTIONS**

**GENERAL INFORMATION**

This orientation packet provides information specific to the 2019 Correctional Counselor II, Specialist/Supervisor written examinations. You should review this information prior to participating in the examination(s).

This study guide has been developed to help you respond to job related questions. The Correctional Counselor II, Specialist/Supervisor examination(s) covers the essential knowledges, skills and abilities of the Correctional Counselor II, Specialist/Supervisor classifications. These examination(s) gives competitors the opportunity to demonstrate their competency and potential to perform in the classification(s). The study guide consists of the following two sections:

- Tips for preparing for a Written Examination
- Sample questions for the Written Examination

**GENERAL DESCRIPTION OF THE WRITTEN EXAMINATIONS**

The **Written Examination(s)** requires knowledge of principles, techniques, rules and regulations, and functions of the California Department of Corrections and Rehabilitation (CDCR). Therefore, it is recommended that you review the most updated CDCR Department Operations Manual (DOM) and State of California Code of Regulations, Title 15, Crime Prevention and Corrections. The written test(s) consists of **two** segments (booklets) of multiple choice test items designed to assess the critical knowledges, skills and abilities required for successful on-the-job performance in the **Correctional Counselor II, Specialist/Supervisor** classification(s). Everyone will take the **Correctional Counselor II Specialist** core portion of the examination; however, only those candidates who applied, were accepted and are scheduled to take the **Correctional Counselor II Supervisor** portion will receive the second booklet.

## **GENERAL TIPS FOR PREPARING FOR THE CORRECTIONAL COUNSELOR II, SPECIALIST/SUPERVISOR EXAMINATION(S)**

- Review the Job Analysis for the Correctional Counselor II, Specialist/Supervisor. The most critical and frequently performed tasks are identified in the job analysis in addition to the knowledges, skills and/or abilities for the classification(s). The Job Analysis can be found on the CDCR website at [www.cdcr.ca.gov](http://www.cdcr.ca.gov). Under **Careers**, click on **Career Opportunities**. Then under **General Information for Job Seekers** click on **Job Analysis**. Click on the letter “C” and then under Correctional Counselor II, Specialist/Supervisor click on **List of Edited Tasks** and **List of Edited Knowledge, Skills, and Abilities (KSAs)**. A hard copy can also be obtained by visiting the Office of Workforce Planning at 1515 “S” Street, Room 101-North, Sacramento.
- Review and study the State Personnel Board (SPB) classification specification. This is the legal document for each classification and states how each classification is used in general, identifies the knowledges, skills and/or abilities required and lists any other pertinent classification information. The specifications can be found on CalHR’s website at [www.calhr.ca.gov](http://www.calhr.ca.gov). Click on **State HR Professionals**, then under **Popular Links** click on **Class Specifications** and type in **Correctional Counselor II** and click Submit.
- Find out how and where the classification(s) is being used to broaden your understanding of the classification(s). Do so by talking to an incumbent currently in the position and request copies of duty statements. Individuals currently performing the duties of the classification can provide you with insight of actual on-the-job tasks.
- Acquaint yourself with the State of California, Code of Regulations, Title 15, Crime Prevention and Corrections located on CDCR’s website at [www.cdcr.ca.gov](http://www.cdcr.ca.gov). Under **Resources**, click on **Operations Manual**. Then click on **Department Rules: Title 15, Division 3**.
- Acquaint yourself with the CDCR DOM located on CDCR’s website at [www.cdcr.ca.gov](http://www.cdcr.ca.gov). Under **Resources**, click on **Operations Manual**. Then click on **DOM 2018**.

## **WRITTEN EXAMINATION TIPS**

- Listen to all of the instructions given by the proctors.
- Carefully read the written test instructions while the proctor reads them aloud.
- Read specific segment instructions carefully to ensure you are answering the question correctly.
- Read the question in its entirety before you look at the answers.
- Read all choices carefully before choosing your answer.
- Immediately eliminate answers you know are wrong.
- Enter all answers on the answer sheet with the pencil provided on the test day.
- Do not spend too much time on questions that you are unable to answer. Move on and come back to those questions.
- Ensure the question you are answering corresponds to the number on your answer sheet.
- Pace yourself. Make sure you allow yourself time to get back to any unanswered questions.
- If you have a question, raise your hand and a proctor will assist you.
- Review your examination and ensure you answered all questions before turning in your test material.

There are many areas that are covered in an examination. The examination is a competitive process. The more prepared you are, the more competitive you should be. Do your research and allow time for preparation. Good luck!

## SAMPLE QUESTIONS

The following is a brief description and examples of the critical performance areas measured by the examination. The critical performance areas are based on the knowledges, skills and abilities indicated on the examination bulletin and job specification.

### SEGMENT 1 – POLICIES AND PROCEDURES

This test segment is designed to measure your knowledge with departmental policies and procedures.

**INSTRUCTIONS:** Read the following excerpt and choose the one response that most appropriately answers the situation or topic covered.

#### Sample Question #1

Initial placement into the Step Down Program for validated Security Threat Group-II (STG) members or associates shall be based upon a guilty finding, within the last four years, of:

- A. Two administrative Rules Violation Reports and one serious Rules Violation Report as listed in the STG Disciplinary Matrix
- B. Two SHUable STG related Rules Violation Reports as listed in the STG Disciplinary Matrix
- C. One Security Housing Unit Rules Violation Report as listed in the STG Disciplinary Matrix
- D. Two serious Rules Violation Reports as listed in the STG Disciplinary Matrix

The correct answer is B. According to Title 15, Section 3378.4(b)-3378.4(b)(3)(B)4.

#### Sample Question #2

In preparing an inmate's case for the Institutional Classification Committee (ICC) held in the Administrative Segregation unit (ASU), which of the following factors should not prevent the inmate from being double-celled?

- A. Prior history or current application of the D suffix
- B. Prior history of in-cell mutual combat
- C. Prior history of intimidation and threats of forced sex upon cell-mates
- D. Recommendation for single cell by clinical staff due to mental health or medical concerns

The correct answer is A. According to Title 15, Section 3269.

## **SEGMENT 2 – SUPERVISION**

This test segment is designed to measure your ability to lead others as a supervisor.

**INSTRUCTIONS:** Read the following excerpt and choose the one response that most appropriately answers the situation or topic covered.

### **Sample Question #3**

As a Correctional Counselor II (Supervisor), over the past few weeks you have noticed that a Correctional Counselor I (CCI) you supervise has made many minor errors on work assignments. You have also heard from other employees that this individual has recently become quiet. What is the first course of action you should take?

- A. Meet with the CCI and inform them that you and other staff have expressed concerns about their behavior
- B. Meet with the CCI, ask if they have any personal problems that they would like to discuss
- C. Meet with the CCI on a weekly basis and provide On-The-Job Training (OJT)
- D. Meet with the CCI to discuss your observations and express your concern over their work performance, and offer Employee Assistance Program (EAP)

The correct answer is D. According to DOM Chapter 3, Article 22.

### **Sample Question #4**

Health and Safety grievances shall be filed directly to whom?

- A. Appointing Authority or designee
- B. Correctional Administrator
- C. Custody Captain
- D. Facility Lieutenant

The correct answer is D. According to DOM Sections 31020.8 and 33010.11.2.