



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

**PAROLE AGENT 2, ADULT PAROLE (SPECIALIST) and (SUPERVISOR)
WRITTEN EXAMINATIONS – DECEMBER 12 & 19, 2020**

EXAMINATION PREPARATION TIPS AND SAMPLE QUESTIONS

GENERAL INFORMATION

This orientation packet provides information specific to the 2020 Parole Agent 2, Adult Parole (Specialist) and (Supervisor) written examinations. You should review this information prior to participating in the examination(s).

The Parole Agent 2, Adult Parole (Specialist) and (Supervisor) examinations cover all of the essential knowledge, skills, and abilities of the Parole Agent 2, Adult Parole (Specialist) and (Supervisor) classifications. These examinations give competitors the opportunity to demonstrate their competency and potential to perform in these classifications. This 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 Examinations** require 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), State of California Code of Regulations, Title 15, and Crime Prevention and Corrections. The written test(s) consists of **two** segments (booklets) of multiple choice test items designed to assess the critical knowledge, skills and abilities required for successful on-the-job performance in the **Parole Agent 2, Adult Parole (Specialist) and (Supervisor)** classification(s). Everyone will take the **Parole Agent 2, Adult Parole** core portion of the examination; however, only those candidates who applied, were accepted, and are scheduled to take the **Parole Agent 2, Adult Parole (Supervisor)** portion will receive the second booklet.

GENERAL TIPS FOR PREPARING FOR YOUR PAROLE AGENT 2, ADULT PAROLE (SPECIALIST) and (SUPERVISOR) EXAMINATIONS

- Review the Job Analyses for the Parole Agent 2, Adult Parole (Specialist) and (Supervisor) classifications. The most critical and frequently performed tasks are identified in the job analysis in addition to the knowledge, skills and/or abilities for the classification. The Job analyses can be found on [CDCR's Job Analysis page](https://www.cdcr.ca.gov/careers/career-opportunities/analysis/) (https://www.cdcr.ca.gov/careers/career-opportunities/analysis/). Click on the letter "P" and then click on Parole Agent 2, Adult Parole (Specialist) or Parole Agent 2, Adult Parole (Supervisor). A hard copy can also be obtained by visiting the Office of Workforce Planning at 1515 "S" Street, Room 211-South, Sacramento.
- Review and study the State Personnel Board (SPB) job specifications. These are the legal documents for the classifications and state how the classifications are used in general, identifies the knowledge, skills and/or abilities required and lists any other pertinent classification information. The specifications can be found at [CalHR's Job Description search](https://jobs.ca.gov/CalHRPublic/Tools/ClassSalarySearch.aspx) (https://jobs.ca.gov/CalHRPublic/Tools/ClassSalarySearch.aspx). Type "Parole Agent II, Adult Parole" in the search function and click on **Search**.
- Find out how and where the classifications are being used to broaden your understanding of the classifications. Talk 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 Regulations page](https://www.cdcr.ca.gov/regulations/) (https://www.cdcr.ca.gov/regulations/). Click on **California Code of Regulations, Title 15, Division 3, Chapter 1**.
- Acquaint yourself with [CDCR's DOM](https://www.cdcr.ca.gov/regulations/adult-operations/dom-toc/) (https://www.cdcr.ca.gov/regulations/adult-operations/dom-toc/).

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 a number two pencil.
- Do not keep changing your answer; usually your first choice is the right one.
- Do not skip around from section to section. This may cause you to get confused and need additional time to finish.
- 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 examinations are a competitive process. While you are not expected to know everything, 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 examinations. The critical performance areas are based on the knowledges, skills, and abilities indicated on the examination bulletin and job specifications.

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

PAROLE AGENT 2, ADULT PAROLE (SPECIALIST) AND (SUPERVISOR)

Sample Question #1

How often should a Parole Agent 2, Adult Parole conduct an unannounced home contact on a Category SC parolee?

- A. Every month
- B. Every quarter
- C. Every six months
- D. Every other calendar month

The correct answer is D, according to the CPSRM MANUAL, DOM 81022.11. The Parole Agent 2, Adult Parole is to conduct one unscheduled face-to-face contact. At a minimum, the fact-to-face contact must occur at the parolee's residence every other month.

Sample Question #2

As a Parole Agent 2, Adult Parole, your clerical staff advises you that the Officer of the Day (OD) failed to report for duty. How should you handle the situation?

- A. Immediately initiate a welfare check on the missing agent.
- B. Instruct the clerical staff to handle the lobby traffic and initial interviews.
- C. Check the Officer of the Day's schedule and arrange for office coverage.
- D. Instruct the clerical staff to leave the door locked until coverage is arranged.

The correct answer is C. As the Parole Agent 2, Adult Parole, you are responsible for implementing the Officer of the Day (OD) schedule to ensure that operational needs of the unit are being met according to DOM Section 85030.7.2, 85030.9. Each Parole Unit shall be staffed during normal work hours by an assigned Parole Agent who is designated as Officer of the Day. Ensure the Parole Agent does not schedule a regular day off on a day when the PA has scheduled OD duties.

Sample Question #3

When reviewing an application for Ride-Along approval, which of the following would **exclude** an applicant from participating?

- A. Under 18 years of age.
- B. No pending misdemeanors or felony court cases.
- C. No history of serious criminal behavior.
- D. Not currently on parole or probation.

The correct answer is A, according to the Division of Adult Parole Operations Ride-Along program, Policy #11-17. Complete the Ride-Along with an assigned on duty Parole Agent. 18 years of age or older. Must be a California resident, except for law enforcement or media applicants.

PAROLE AGENT 2, ADULT PAROLE (SUPERVISOR)

Sample Question #4

As the Unit Supervisor, you have a Parole Agent request state time off to participate in an examination. How many hours of official business time for travel will the employee be entitled to have off?

- A. 2
- B. 4
- C. 6
- D. 8

The correct answer is B. As the Parole Agent 2, Adult Parole (Supervisor), you are responsible for authorizing time off for approved state examinations, according to Memorandum of Understanding 8.02B. The employee participating in a State Civil Service Examination shall be allowed no more than four (4) hours of official business time for travel. If she/he requires additional travel time, the employee will be allowed to use a reasonable amount of either, accrued vacation credits, CTO, PLP credits, or holiday time. Employment interviews for eligibles on employment lists shall be considered part of the examination process and shall also be entitled to the travel time provisions.
