



## CORRECTIONAL CASE RECORDS ADMINISTRATOR Qualifications Assessment

Department of Corrections and Rehabilitation

Departmental Promotional Examination

Final Filing Date: Continuous

### EXAMINATION INFORMATION

This examination will provide you with an opportunity to demonstrate significant aspects of your qualifications for the **Correctional Case Records Administrator** classification with the California Department of Corrections and Rehabilitation (CDCR). The information you provide will be rated based on objective criteria created by Subject Matter Experts. The rating will be used to determine your final score in this examination. If successful, your name will be placed on an eligible list for the classification listed above. The list will be used to fill positions statewide with CDCR. A "Conditions of Employment" section is included in this examination which will allow you to select the time bases and location(s) you are interested in working. Please print out, **personally complete**, and sign this examination form.

Read the instructions below carefully before completing the assessment. Failure to do so may result in an inability to process your assessment and disqualification from this examination.

### AFFIRMATION STATEMENT

I hereby certify that the information provided on this Qualifications Assessment is true and correct to the best of my knowledge and contains no willful misrepresentations or falsifications. I also understand that if it is later discovered that I have made any false representations, I may be removed from the examination and/or the eligible list resulting from this examination, have adverse action taken against me which could result in loss of state employment, and/or suffer loss of right to compete in any future state examinations.

Name (Printed): \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_

Home Telephone Number: \_\_\_\_\_

Work Telephone Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## FILING INSTRUCTIONS

All applicants must complete and submit the following examination materials:

- [Examination Application \(STD. 678\)](#)
- Qualifications Assessment

By mail to:

**Department of Corrections and Rehabilitation  
Talent Acquisition and Career Services  
P.O. Box 942883  
Sacramento, CA 94283-0001**

Or in person at:

**Department of Corrections and Rehabilitation  
1515 S Street  
Sacramento, CA 95811-7243  
Attn: Talent Acquisition and Career Services, 101N**

If you are personally delivering your application and Qualifications Assessment, you must do so between the hours of **8:00 a.m.** and **5:00 p.m.**, Monday through Friday, excluding holidays, on or before the cut-off date to the street address listed above.

### NOTE:

- All examination materials must have original signatures.
- Be sure your envelope has adequate postage if submitting via mail.
- Faxed or emailed copies will **NOT** be accepted under any circumstances.
- Make and keep a photocopy of the completed Qualifications Assessment for your records.

## GENERAL INSTRUCTIONS

This Qualifications Assessment is the sole component of the examination. To obtain a position on the eligible list, a minimum score of 70% must be achieved. Therefore, please be sure to review and follow all instructions carefully as missing or incomplete information may result in disqualification or a lower score.

This examination is comprised of the following areas:

- Affirmation Statement (page 1)
- Filing Instructions / General Instructions (page 2)
- Prior State Employment / Conditions of Employment (pages 3 - 4)
- Rating Instructions (page 5)
- Knowledge & Experience Assessment (pages 6 - 12)

### YOUR RESPONSES ARE SUBJECT TO VERIFICATION

Please keep in mind that all information provided on this Qualifications Assessment will be subject to verification at any time during the examination process, hiring process, and even after gaining employment. Anyone who misrepresents his/her experience will be subject to adverse consequences, which could include the following action(s):

- Removal from the examination process
- Removal from the eligible list / certification list
- Loss of State employment
- Loss of rights to compete in any future state examinations

## PRIOR STATE EMPLOYMENT INFORMATION

Complete this next section **ONLY** if you have been previously dismissed from California State Civil Service employment by punitive action or as a result of disciplinary proceedings. **IF THIS DOES NOT APPLY TO YOU, please skip this question.**

Do you have written permission from the California Department of Human Resources (CalHR) to take this examination?

YES

NO

State Personnel Board, Rule 211 provides that a dismissed state employee may only participate in State Civil Service examinations if he/she has obtained prior consent from the State Personnel Board.

## CONDITIONS OF EMPLOYMENT

PLEASE MARK THE APPROPRIATE BOX(ES) OF YOUR CHOICE.

If you are successful in this examination, your name will be placed on an active employment list and referred to fill vacancies Statewide according to the conditions you specify on this form.

### TYPE OF APPOINTMENT YOU WILL ACCEPT

Please mark the appropriate box(es) - you may check "(A) Any" if you are willing to accept any type of employment.

(D) Permanent Full-Time     (R) Permanent Part-Time     (K) Limited-Term Full-Time     (A) Any

If all are marked and you receive an appointment other than permanent full-time, your name will continue to be considered for permanent full-time positions.

### LOCATION(S) YOU ARE WILLING TO WORK

**5 ANYWHERE IN THE STATE** – If this box is marked, no further selection is necessary

#### NORTHERN REGION

0100 – Alameda County

0200 – Alpine County

0300 – Amador County

- Mule Creek State Prison

0400 – Butte County

0500 – Calaveras County

0600 – Colusa County

0700 – Contra Costa County

0800 – Del Norte County

- Pelican Bay State Prison

0900 – El Dorado County

1100 – Glenn County

1200 – Humboldt County

1700 – Lake County

1800 – Lassen County

- High Desert State Prison

2100 – Marin County

- CSP, San Quentin

2300 – Mendocino County

2500 – Modoc County

2800 – Napa County

2900 – Nevada County

3100 – Placer County

3200 – Plumas County

3400 – Sacramento County

- CSP, Sacramento
- Folsom State Prison
- Richard A. McGee Correctional Training Center

3800 – San Francisco County

3900 – San Joaquin County

- California Health Care Facility

4100 – San Mateo County

4500 – Shasta County

4600 – Sierra County

4700 – Siskiyou County

4800 – Solano County

- California Medical Facility
- CSP, Solano

4900 – Sonoma County

5100 – Sutter County

5200 – Tehama County

5300 – Trinity County

5500 – Tuolumne County

- Sierra Conservation Center

5700 – Yolo County

5800 – Yuba County

## CENTRAL REGION

- 1000 – **Fresno County**
  - Pleasant Valley State Prison
- 1400 – **Inyo County**
- 1500 – **Kern County**
  - California City Correctional Facility
  - California Correctional Institution
  - Kern Valley State Prison
  - North Kern State Prison
  - Wasco State Prison
- 1600 – **Kings County**
  - Avenal State Prison
  - CSP, Corcoran
  - CA Substance Abuse Treatment Facility
- 2000 – **Madera County**
  - Central California Women's Facility
  - Valley State Prison
- 2200 – **Mariposa County**
- 2400 – **Merced County**
- 2600 – **Mono County**
- 2700 – **Monterey County**
  - Correctional Training Facility
  - Salinas Valley State Prison
- 3500 – **San Benito County**
- 4000 – **San Luis Obispo County**
  - California Men's Colony
- 4300 – **Santa Clara County**
- 4400 – **Santa Cruz County**
- 5000 – **Stanislaus County**
- 5400 – **Tulare County**

## SOUTHERN REGION

- 1300 – **Imperial County**
  - Calipatria State Prison
  - CSP, Centinela
- 1900 – **Los Angeles County**
  - CSP, Los Angeles County
- 3000 – **Orange County**
- 3300 – **Riverside County**
  - California Rehabilitation Center
  - Chuckawalla Valley State Prison
  - Ironwood State Prison
- 3600 – **San Bernardino County**
  - California Institution for Men
  - California Institution for Women
- 3700 – **San Diego County**
  - RJ Donovan Correctional Facility
- 4200 – **Santa Barbara County**
- 5600 – **Ventura County**

## ADDRESS OR EMPLOYMENT CHANGES

After list release, successful candidates may update any address and/or availability for employment preference information by accessing their [CalCareer Account](http://www.calcareers.ca.gov) (www.calcareers.ca.gov) on the California Department of Human Resources (CalHR) website.

Once logged into your CalCareer Account, from the **My Account** page:

- Update your personal information (name, address, phone number) by selecting “Contact Information” under **Account Management**.
- Update your employment preference information (tenure, time base, location preferences) by selecting “Exam / Assessment Records” under **Exams / Assessments**, then selecting the list you have eligibility on, then selecting “Change Conditions of Employment” under **Eligibility Record Actions**.

## **RATING INSTRUCTIONS**

Rate your knowledge and experience performing specific job-related actions, using the rating scales below.

Respond to each statement, beginning on the following page, by indicating how the statement applies to you. You are required to respond to every statement by marking one option for each of the two scales provided. Responses may not be changed or added once submitted to Talent Acquisition and Career Services. Missing responses will result in a lower score.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or not paid.

### **SCALE #1 - KNOWLEDGE RELATED TO PERFORMING THIS ACTION**

#### **Extensive Knowledge**

I possess an expert knowledge level to the extent that I have effectively performed tasks related to this knowledge in the most difficult and complex situations **and** I have instructed others on specific aspects of this knowledge.

#### **Moderate Knowledge**

I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.

#### **Basic Knowledge**

I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.

#### **Limited Knowledge**

I have some knowledge of how to perform this task, but I may require additional instruction to apply my knowledge effectively.

#### **No Knowledge**

I have no knowledge of how to perform this task or what it may entail.

### **SCALE #2 - EXPERIENCE RELATED TO PERFORMING THIS ACTION**

#### **Extensive Experience**

I have more than 4 years of experience in regularly performing this action **and** I have instructed others on this specific action.

#### **Moderate Experience**

I have more than 3 years, but less than 4 years of experience performing this action **and** I can perform it independently.

#### **Basic Experience**

I have more than 2 years, but less than 3 years of experience performing this action **and** I have performed it regularly with minimal or no assistance.

#### **Limited Experience**

I have less than 2 years of experience in performing this action **and** I may require assistance for successful performance.

#### **No Experience**

I have never performed this action.

1. Analyze/interpret court orders to identify the type of offender and term to be served based on statute, case law, regulations, and polices/procedures.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

2. Analyze/research legal documents to determine offense(s) and commitment(s) are appropriately sentenced and applicable enhancements are applied using statute and case laws.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

3. Identify/compute the proper credit earning rate to determine accurate calculation of inmate release dates using case law, regulations, polices/procedures, and offense dates.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

4. Compute release, discharge, and parole consideration eligibility dates (e.g., Elderly Parole Eligibility Date [EPED], Minimum Eligible Parole Date [MEPD], Non-Violent Parole Eligibility Date [NPED], Youth Parole Eligibility Date [YPED], etc.) for accurate release of inmates based on their prison commitment using statute, case laws, regulations, and policies/procedures.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

5. Provide direction to Case Records staff for preparation of documents/forms for out to court, transfer, extradition, parole, and discharge of inmates.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

6. Provide direction to Case Records staff on appropriate administrative processes involved in the legal resolution of criminal detainees pending against inmates in California and other State and Federal jurisdictions pursuant to statute, case laws, regulations, policies/procedures.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

7. Analyze/take effective action for the Department on subpoenas and court orders to produce non-confidential documentation of the inmate's criminal records.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

8. Review individual case actions by the Board of Parole Hearings granting release or denial of release to ensure legal and policy compliance using the Board Information Technology System (BITS).

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

9. Act as liaison between the Department and related city, county, State, and Federal agencies on matters concerning the appropriate application of sentence and parole laws using statute, case laws, regulations, and policies/procedures.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

10. Represent the Department as custodian of records and expert witness before Grand Jury and courts using inmate legal documents which are put into evidence for civil or criminal proceedings.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

11. Act as a liaison to inmates, inmates' family members, and other authorized persons regarding departmental responsibility in maintaining/implementing policies and regulations by referencing pertinent laws and administrative standards.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

12. Consult/advise departmental appeal staff pertaining to the accuracy of the inmate appeal response using statute, case laws, and regulations polices/procedures.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

13. Operate computers to access, review, and enter offender data into the departmental database to ensure proper recording of the prison commitment and term of incarceration using the Strategic Offender Management System (SOMS), Electronic Records Management System (ERMS), Board Information Technology System (BITS), etc.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

14. Operate computers to compose memorandums, create and develop tracking spreadsheets, conduct electronic communication, and provide direction to staff and stakeholders.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

15. Develop/Plan training programs for Case Records staff to improve their skills and knowledge, and introduce new and updated case records processes using departmental procedures, regulations, and statute.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience



16. Implement/provide training-and-development programs to Case Records staff to improve their skills and knowledge, and introduce new and updated case records processes using departmental procedures, regulations, and statute.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

17. Oversee (directly or indirectly) the work of Case Records staff to ensure an efficient operation based on departmental policies, procedures, and expectations.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

18. Act as a liaison between headquarters and departmental staff, other governmental agencies, court officers, etc., to provide information and assistance related to systems operations and management pertaining to case records processes using departmental procedures, regulations, case law, and statute.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

19. Oversee staff compliance with the legal resolution of criminal charges and detainers pending against offenders in California and other State and Federal jurisdictions to comply with statutory requirements and agreements using departmental policies, regulations, laws, and statute.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

20. Provide written or verbal responses to inmate/parolee and public inquiries regarding Case Records related matters using applicable laws and administrative standards.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

21. Analyze/research proposed legislative changes, case law, and regulations to ensure departmental compliance with laws, regulations, policies, using available legal resources (e.g., Penal code, case law, legislation etc.) including consulting with the Case Records Services unit.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

22. Calculate inmate and parolee release and discharge dates to ensure compliance with sentencing laws using the release date calculator program, Strategic Offender Management System (SOMS), regulations, etc.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

23. Assist Case Records staff with complex cases (e.g., triangle case, in RE: Reeves, resentencing, etc.) to accurately record the offender's commitment using legal documents and enter into Strategic Offender Management System (SOMS).

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

24. Provide guidance regarding legal mandates to assist Case Records staff with notifications, registrations, court-ordered testing requirements, etc. using departmental procedures, regulations and statute.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

25. Work with Case Records staff to ensure inmates/parolees are appropriately committed to CDCR pursuant to the Public Safety Realignment Laws.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

26. Collaborate with the Department of Justice to provide technical and functional supervision to Case Records operations in matters related to the criminal identification process using finger print cards, live scan, California Law Enforcement Telecommunication System (CLETS), etc.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

27. Develop and provide training on advanced technological systems (e.g., dashboards, scheduling systems, calculation programs, etc.) to ensure greater efficiency and standardization for Case Records operations.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

28. Review individual electronic central files (ERMS/SOMS) to ensure compliance with laws/policies/regulations when requested by attorneys, law enforcement agencies, departmental staff, etc.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

29. Initiate/Facilitate/Ensure compliance in the employee corrective/discipline process (e.g., verbal/written counseling, Letter of Instruction, adverse action, etc.) to improve employee performance or address substandard performance using California Department of Human Resources (CalHR) rules, etc.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

30. Facilitate the hiring process by participating in interview of potential candidates to fill identified vacant position(s) using effective communication skills, State and Departmental hiring forms in accordance with Departmental hiring policies/procedures, CalHR Rules, etc.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

31. Evaluate the performance of Case Records staff to comply with standard employment policies and ensure efficiency by reviewing completion of assigned duties, attendance, individual Development Plans (IDPs) recognizing special achievement/awards, etc.

**Knowledge related to performing this action**

- Extensive Knowledge
- Moderate Knowledge
- Basic Knowledge
- Limited Knowledge
- No Knowledge

**Experience related to performing this action**

- Extensive Experience
- Moderate Experience
- Basic Experience
- Limited Experience
- No Experience

**THIS CONCLUDES THE EXAMINATION**

**REVISION DATE: 7/13/2023 – FB**