



**CALIFORNIA DEPARTMENT OF CORRECTIONS & REHABILITATION  
TALENT ACQUISITION AND CAREER SERVICES**

**PAROLE AGENT 2, ADULT PAROLE (SPECIALIST/SUPERVISOR)  
WRITTEN EXAMINATIONS – JUNE 19 - 25, 2023**

**EXAMINATION PREPARATION TIPS AND SAMPLE QUESTIONS**

**GENERAL INFORMATION**

This orientation packet provides information specific to the 2023 Parole Agent 2, Adult Parole (Specialist/Supervisor) written examinations. You should review this information prior to participating in the examinations.

The Parole Agent 2, Adult Parole (Specialist/Supervisor) examinations cover all of the essential knowledges, skills and abilities of the Parole Agent 2, Adult Parole (Specialist/Supervisor) classifications. These examinations give competitors the opportunity to demonstrate their competency and potential to perform in these classifications. This study guide has been developed to help you respond to job related questions. The study guide consists of the following two sections:

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

**GENERAL DESCRIPTION OF THE WRITTEN EXAMINATION**

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) and State of California Code of Regulations, Title 15, Crime Prevention and Corrections. The written tests consist of 2 segments of multiple choice test items designed to assess the critical knowledges, skills and abilities required for successful on-the-job performance in the **Parole Agent 2, Adult Parole (Specialist/Supervisor)** classifications.

## **GENERAL TIPS FOR PREPARING FOR YOUR PAROLE AGENT 2, ADULT PAROLE (SPECIALIST/SUPERVISOR) EXAMINATIONS**

- Review the Job Analysis for the Parole Agent 2, Adult Parole (Specialist/Supervisor) examinations. The most critical and frequently performed tasks are identified in the job analysis in addition to the knowledges, skills and/or abilities for the classifications. The job analysis can be found on the CDCR website at <https://www.cdcr.ca.gov/careers/analysis/>. Click on the letter “P” or scroll down and then click **Parole Agent 2, Adult Parole (Specialist)** or **Parole Agent 2, Adult Parole (Supervisor)**.
- Review and study the State Personnel Board (SPB) job specification. This is the legal document for the classifications and states how the classifications are used in general, identifies the knowledges, skills and/or abilities required and lists any other pertinent classification information. The specifications can be found on California Department of Human Resources’ (CalHR) website at <https://www.calhr.ca.gov/state-hr-professionals/pages/job-descriptions.aspx>. From there you may input the class code or class title in the search function to locate the classification specification.
- Find out how and where the classification is being used to broaden your understanding of the classification. You may also talk with an incumbent who is currently in the position and request copies of duty statements. These individuals currently performing the duties of the classifications can provide you with insight of actual on-the-job tasks.
- Acquaint yourself with the Department at <https://www.cdcr.ca.gov/about-cdcr/>. Here you will find information regarding the Department’s Mission Statement as well as various Divisions/Boards, Offices/Programs and Regulations.
- Acquaint yourself with the Department of Corrections and Rehabilitation’s (CDCR) DOM located on CDCR’s website at <https://www.cdcr.ca.gov/regulations/cdcr-regulations/dom-toc/>.

### **WRITTEN EXAMINATION TIPS**

- 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.
- 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.

There are many areas that are covered in these examinations. 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 examination. The critical performance areas are based on the knowledges, skills and abilities indicated on the examination bulletin and job specification.

## **POLICIES AND PROCEDURES**

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

**INSTRUCTIONS: Choose one response that most appropriately answers the topic covered.**

### **Sample Question #1**

Which of the following scenarios would trigger a supervisor to provide an employee with a Family Medical Leave Act (FMLA) notification packet?

- A. An employee mentions an upcoming medical procedure.
- B. An employee misses two consecutive days of work.
- C. An employee frequently calls in sick due to caring for a sick friend.
- D. An employee request every Friday off for religious reasons.

The correct answer is A, according to the CDCR Family Medical Leave Act (FMLA); California Family Rights Act (CFRA) and Pregnancy Disability Leave (PDL) Procedures Handbook.

- Employee misses at least three consecutive days of work.
- An FMLA packet notification packet should be sent to the employee on the fourth day.
- An employee frequently calls in sick due to caring for a sick family member.

## ADMINISTRATIVE DUTIES

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

**INSTRUCTIONS: Choose one response that most appropriately answers the topic covered.**

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### Sample Question #2

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.

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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.

## SUPERVISION

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

**INSTRUCTIONS: Choose one response that most appropriately answers the topic covered.**

### Sample Question #3

As a Parole Agent 2, 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 (Supervisor), you are responsible for implementing the Officer of the Day (OD) schedule, according to DOM Section 85030.9, states to ensure that operational needs of the unit are being met.

- Each parole unit shall be staffed during normal work hours by an assigned Parole Agent who is designated as the 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.

## SUPERVISION

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

**INSTRUCTIONS: Choose one response that most appropriately answers the topic covered.**

### Sample Question #4

As the Unit Supervisor, you have a Parole Agent request state time off to participate in a promotional examination. How many hours of official business 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 8.02A.

- Upon giving reasonable advance notice, but no less than 2 days to his/her supervisor an employee otherwise qualified shall be permitted to participate in a State Civil Service Examination during the employee work hours if the examination is scheduled during such a period.
- Employment interviews for eligible(s) on employment lists shall be considered part of the examination process and shall also be entitled to the travel time provisions.