



## **CERTIFIED JAIL MANAGER PROGRAM HANDBOOK**

### **CERTIFICATION**

The Jail Manager Certification Commission (JMCC) and the American Jail Association (AJA) promote the concept of voluntary certification for all jail managers. Certification is one part of a process called credentialing. It focuses specifically on the individual and is an indication of current competency in a specialized field. Jail managers who become Certified Jail Managers (CJM) will be distinguished as individuals who have reached one of the highest levels of achievement in their field.

### **PURPOSES OF 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 the field of jail management. Certification also documents the mastery of a strong level of knowledge in the specialty.
2. To encourage continuing education and professional growth.
3. To indicate to one's peers that the individual has taken the time and effort, beyond job experience, to learn the body of knowledge, thus exhibiting a significant commitment to working in the profession of jail management.
4. To provide a form of recognition and achievement. CJMs will receive personal recognition at the national level for a high standard of achievement and competence.
5. To elevate professional standards of jail operations by providing better educated professionals in the field.

## **ADMINISTRATION**

Appointed by the Board of Directors of AJA, a five-member JMCC administers the CJM Program, sets policy, and ensures the program reflects the changing needs of the profession. The application and examination information for the Certified Jail Manager is available online at [www.aja.org](http://www.aja.org).

To ensure that the CJM Program continuously meets the changing needs of the profession, the JMCC reserves the right to make changes in the program that may become official at any time. The *CJM Handbook for Candidates* is an overview of the policies and guidelines of the CJM Program. The CJM Application and the CJM Recertification Application contain the most current requirements for certification and recertification. The JMCC will evaluate all applications and Recertification Applications using the most current guidelines. It is the responsibility of the candidate to obtain the most current copy of the *Handbook for Candidates* and submit the most current application or Recertification Application. The most current application and Recertification Application are available on AJA's website at [www.aja.org](http://www.aja.org).

## **DEFINITION OF A JAIL MANAGER**

A person (sworn or civilian) who directs, administers, and/or is in charge of the operations of a jail facility, division, bureau, department or program.

## **DEFINITION OF A JAIL** (for purposes of the CJM Program)

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.

## **CJM ELIGIBILITY REQUIREMENTS**

1. Must be employed full-time for a minimum of one year as a paid jail manager as defined in this Handbook, or have been previously employed full-time for a minimum of one year as a paid jail manager with no more than a two-year lapse since last such employment at the time the examination is taken. Candidates not currently employed as a jail manager must state an intention to re-enter the field of jail management and provide documentation of employment when employment as a jail manager commences.
2. Agree to adhere to the AJA Code of Ethics.

**THE APPLICATION** *(The following documentation is required)*

a) **copy of an official agency position description for the candidate's:**

- 1.) current position, accompanied with the chief executive officer's (sheriff, chief deputy, detention director, jail administrator, etc.) signature on the **Current Jail Manager Paid Position** section of the application.
- 2.) previous jail supervisory paid positions listed on the application. 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 chief executive officer.

b) **original official transcript (if applicable)** issued by a regionally accredited degree-granting institution for any college degrees or credits listed.

c) **any other documentation requirement** outlined in the application, such as a copy of the training roster with the courses highlighted, OR certificates, OR agendas, for courses listed. The JMCC reserves the right to take whatever reasonable steps may be necessary to verify and confirm the accuracy of the information submitted.

Approximately **2 weeks** after receiving the application, the candidate will be notified via email as to whether or not he/she has met the requirements to take the examination. Should the candidate fall short of points, the Certification Department will notify the candidate for assistance. Should the candidate still be deemed ineligible by the JMCC after assistance, the examination fee will be refunded.

## **THE EXAMINATION**

**Please Note:** Candidates may consult with their agency Liaison who will act as a proctor and assist with applying, scheduling and proctoring examinations. If your agency does not have an AJA Liaison, your supervisor or your supervisor's designee can act as a proctor in place of a liaison and you can proceed as an Independent tester. Liaisons and designated proctors must all complete a proctor form at the end of all exams. It is the responsibility of the candidate to submit that form for exam validation.

An email will be sent notifying you of eligibility along with further instructions on the examination. On the day of the exam, make certain you have at least four (4) hours set aside. To avoid having your examination flagged and automatically failed, you **MUST close out of all other computer applications and you may not walk away from your computer at any time once the exam starts.**

1. The online exam is composed of approximately **250** multiple-choice, objective questions. Candidates' need 200 correct with an **80%** to pass.
2. The questions are obtained from individuals with expertise in jail management and are reviewed for construction, accuracy, and appropriateness by the JMCC.
3. The JMCC prepares the examination.
4. The content is described in the content outline in this Handbook below.
5. Questions are based on the examination content outline derived from the *Jail Supervisor Role Delineation Study*.
6. The examination is weighted in approximately the following manner:

<b>I. Management/Professional Issues</b>	<b>25%</b>
<b>II. Inmate Management</b>	<b>25%</b>
<b>III. Communications</b>	<b>12%</b>
<b>IV. Environment/Equipment</b>	<b>5%</b>
<b>V. Special Populations</b>	<b>20%</b>
<b>VI. Support Services</b>	<b>13%</b>

A candidate who passes the examination will be certified for a period of **four** years, and will receive a certificate and a specially designed lapel pin. In addition, your name will be listed in the *American Jails* magazine and the Professional Listing of AJA's website ([www.aja.org](http://www.aja.org)).

Candidates who do not pass the examination may retake it for a reduced fee of \$200, provided it is retaken within **eight** months from the date the first examination was taken. After that period, candidates will need to submit a new application with all applicable fees. There is no limit to the number of times the candidate may take the examination.

## **TEST RESULTS AND CONFIDENTIALITY**

1. After completion, you will receive your results immediately. The agency liaison will receive the individual test score within a week after exam has been validated.
2. Any questions concerning test results should be referred to the JMCC.

## **PASS/FAIL STANDARD**

The passing standard is a pre-determined standard of knowledge set by a criterion-referenced methodology, using the judgments of Assessment Systems 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. Candidates need at least an 80% to pass.

## **CONTENT OUTLINE**

### **I. Management/Professional Issues (25%)**

- A. Personnel Management
- B. Employee Relations
- C. Budgeting and Finance
- D. Staffing
- E. Mediation and Negotiations
- F. Employee Wellness
- G. Vendor Contracts and RFP's
- H. Workplace Harassment
- I. Ethics
- J. Education and Training
- K. Industry Standards
- L. Records Management

### **II. Inmate Management (25%)**

- A. Inmate Rights
- B. Confidentiality
- C. Inmate Discipline
- D. PREA
- E. Use of Force
- F. Legal Issues
- G. Critical Incident Management
- H. Inmate Classification
- I. Contraband Control
- J. Intake/Release
- K. Inmate Transportation
- L. Suicide/Suicide Prevention
- M. Housing Unit Management
- N. Restraints

### **III. Communications (12%)**

- A. Public Relations
- B. Media Relations
- C. Interpersonal Communication

### **IV. Environment/Equipment (5%)**

- A. Technology
- B. Architecture and Design
- C. Safety Equipment

### **V. Special Populations (20%)**

- A. Security Threat Groups
- B. Females
- C. Substance Abusers
- D. Mental Health
- E. Communicable Diseases
- F. Health Related Issues
- G. Developmental and Physical Disabilities
- H. Foreign Nationals
- I. Elderly
- J. LGBTQI+

### **VI. Support Services (13%)**

- A. Food and Commissary
- B. Inmate Programs
- C. Facility Sanitation
- D. Alternatives to Incarceration

## **SAMPLE QUESTIONS**

1. To establish a direct supervision jail, which of the following is required?
  - A. completely new staff
  - B. change in admission criteria
  - C. change in architecture
  - D. change in jail policies, procedures, and management philosophy
  
2. Due to liability lawsuits, a critical incident response plan should include:
  - A. establishing a command post.
  - B. timekeeping and documentation.
  - C. notifying employees' families.
  - D. identifying situations and assumptions.
  
3. When officers are being trained to make routine decisions, which of the following should be included?
  - A. medical training
  - B. personality test
  - C. harsh punishment for mistakes
  - D. discussion of the jail's mission and goals
  
4. Inmate orientation is important in order to:
  - A. make initial housing assignments.
  - B. inform inmates of what is expected of them.
  - C. provide inmates with the opportunity to voice grievances.
  - D. provide inmates the opportunity to meet the jail staff.
  
5. The primary purpose of frequent jail inspections is to assist the jail staff by:
  - A. locating missing property.
  - B. assessing staffing needs.
  - C. developing budgetary needs.
  - D. maintaining sanitation and safety standards.
  
6. Which of the following best describes the high-risk suicide period for inmates?
  - A. the first 72 hours of confinement
  - B. during periods of decreased staff supervision
  - C. after being incarcerated for six months
  - D. immediately after being assessed by a mental health clinician

## **ANSWERS TO SAMPLE QUESTIONS**

1. D    2. B    3. D    4. B    5. D    6. A

## **RECERTIFICATION ELIGIBILITY REQUIREMENTS**

To be eligible for recertification:

1. The CJM must be employed full-time as a paid jail manager until the expiration date of his/her current certification, or, if at the time of application for recertification, the CJM is not currently working in the field, he/she must have no more than a two-year lapse of employment as a paid jail manager (counting back from the certification expiration date). If the CJM is not currently employed as a jail manager or will be leaving the field of jail management prior to his/her certification expiration date, a statement of intention to reenter the field of jail management (within the two-year time frame allotted) must accompany the application for recertification. The CJM must then notify AJA when employment as a paid jail manager commences.  
  
or, if at the time of application for recertification, the CJM no longer meets the definition of a jail manager, the designation may be maintained if the CJM has recertified at least once prior to the current application. The CJM must also maintain activity in the field of corrections as evidenced by completion of the recertification application requirements.
2. It is the responsibility of the candidate to obtain the latest and most current copy of the Recertification Application.
3. The CJM must agree to adhere to the AJA Code of Ethics.

## **LOSS OF CERTIFICATION WHEN RECERTIFICATION REQUIREMENTS ARE NOT MET**

CJMs who do not apply for recertification or who fail to meet the criteria required for recertification by their certification date (**four** years from previous certification date) will be suspended and lose the right to use the CJM designation and will no longer be listed as a CJM by the JMCC or in any AJA publication.

If certification is suspended, and at some point in the future the former CJM decides to become certified again, he/she will be required to go through the entire certification process again, including taking the examination.

## **REVOCAION OF CERTIFICATION**

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

1. falsification of an application,
2. misrepresentation of certification, or
3. breach of existing ethical standards of professional practice.

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

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

Questions concerning the Jail Manager Certification Program should be directed to:

Certification Department

American Jail Association

Phone: 301-857-2323    Fax: 301-790-2941    Email: [certification@aja.org](mailto:certification@aja.org)    Website: [www.aja.org](http://www.aja.org)