

CHAPTER 12
CADET CANDIDATE MENTORING PROGRAM
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CHAPTER 12

CADET CANDIDATE MENTORING PROGRAM

1. INTRODUCTION.

- a. The Cadet Candidate Mentoring Program (CCMP) was developed to assist in the retention of candidates for the position of Cadet, California Highway Patrol (CHP).
- b. The Department has found it progressively more difficult to recruit and retain candidates for the classification of Cadet, CHP.
- c. Once cadet candidates do apply with the Department, a significant number of these candidates are subsequently lost to competing law enforcement agencies or simply drop out of the selection process. Candidates who are lost to other agencies or who drop out of the process most often cite a lack of continual contact between themselves and the Department, relative to their status, as their reason for not continuing in the selection process.
- d. Even more disconcerting are the candidates who accept an invitation to the Academy and then resign after only a few days. Exit interviews with many cadets who resign after only a few days at the Academy indicate they were not prepared either mentally, physically, or in their personal lives to meet the challenge of cadet training. Others indicate they did not have a clear understanding of the duties of a CHP officer or did not have a true desire to pursue a career in law enforcement.

2. PURPOSE. The purpose of the CCMP is to provide each cadet candidate with a personal Mentor Officer to eliminate the number of candidates who are lost during the selection and hiring process, and to reduce the number of cadets who are unsuccessful in the Academy due to a lack of preparedness.

3. POLICY. All CHP Divisions shall establish a mentor program and incorporate it into their Area commands consistent with the guidelines established in this manual.

- a. The CCMP is a voluntary program that applies to all uniformed CHP personnel. California Highway Patrol Division recruiters will establish and maintain the Division Mentor Rotation List of employees with identifying information (e.g. name, badge number, telephone number, and Area of command) who elect to participate in this program. The list will be established on a first-come, first-served basis and will rotate as mentors are assigned candidates. If possible, Division recruiters will

assign cadet candidates to a mentor within their command; however, a mentor may be assigned a cadet candidate from other commands within their Division.

b. A Mentor Officer who elects to participate in this program should make every effort to make personal contact with their assigned cadet candidate(s) who enter the application or selection process. However, if the mentor is assigned a candidate from a different geographical area, contacts may be by telephone, e-mail, or written correspondence, as appropriate.

4. ROLES AND RESPONSIBILITIES.

a. Recruitment Program Director.

(1) The Recruitment Program Director shall provide overall coordination of the program.

b. Recruitment Program Coordinator.

(1) Will provide technical support and necessary resources to field Divisions and Area Mentor Officers.

(2) Shall notify each field Division Recruitment Coordinator, via e-mail, of the upcoming critical selection process milestones. This reminder will prompt coordinators to establish the list of candidates to assign to each of the mentors assigned to their Area commands so mentors may initiate contact with candidates.

(3) Shall ensure out-of-state candidates are mentored. Out-of-state candidate mentoring contacts may be conducted by telephone, e-mail, or written correspondence.

c. Field Division Commanders.

(1) Shall ensure Area commands comply with the contents of this chapter.

(2) Shall ensure appropriate training for Area mentors.

(3) Shall ensure Division Recruitment Coordinators appropriately assign cadet candidates to mentors from the Division Mentor Rotation List in order for Mentor Officers to initiate contacts with candidates on a monthly basis.

d. Field Division Recruitment Coordinators.

(1) Shall provide necessary support and resources to Area commands.

(2) Shall solicit volunteers from within their Division to participate in the CCMP as mentors, and establish and maintain a Division Mentor Rotation List.

(3) Shall ensure every mentor from their Division reads the Mentor Officer Instructions. After reading the Mentor Officer Instructions, mentors shall sign and date the instructions and submit them to their Division Recruitment Unit.

(4) When assigning the candidates, Division recruiters should use a 3-candidate-to-1-Mentor Officer ratio; however, the number of candidates in this ratio can be increased if agreed upon by the mentor and the Division recruiters believe all candidates would still receive proper mentoring.

(5) Shall ensure the candidate is mentored by Area personnel located closest to the candidate's residing zip code, unless a candidate requests otherwise or if there is not an available mentor in the Area located closest to the candidate's residing zip code. Any conflicts should be resolved at the field Division level.

(6) Provide training to mentors.

e. Area Commanders.

(1) Ensure Mentor Officers make contact with candidates at specific milestones in the selection process.

(2) Ensure Mentor Officers are allowed sufficient time to conduct mentoring contacts with candidates. Contacts by each Mentor Officer should total approximately four hours per month.

(a) It is anticipated the initial contact should last no longer than one hour.

(b) Subsequent contacts should last no longer than 45 minutes.

(c) Follow-up telephone calls should last no longer than 15 minutes.

f. Mentor Officers.

(1) The primary responsibility is to establish and maintain contact with cadet candidates as they progress throughout the various steps in the hiring and selection process.

(2) Track progression in the process by communicating with the candidate.

(3) Mentor officers are the point of contact to provide information to the cadet candidate and are not expected to be experts in the selection or training process.

(4) Adhere to the policies and guidelines in the Mentor Officer Instructions during mentor contacts (Annex A). After reading the Mentor Officer Instructions, mentors shall sign and date the instructions, and submit them to their Division Recruitment Unit.

(5) Document time spent mentoring a candidate on the CHP 415, Daily Field Record, using Beat Code 811.

5. CANDIDATE CONTACT AT CRITICAL SELECTION PROCESS MILESTONES.

a. There are three milestones within the selection process where it is critical that candidate contacts be made by departmental mentors. These milestones should be regarded as “must contact” opportunities.

(1) The first milestone and must contact should occur after the candidate has successfully submitted an application. Each candidate should be contacted as soon as possible so the mentor can assist the candidate in preparing for their Physical Ability Test and Written Examination by encouraging them to attend an Applicant Preparation Program.

(2) The second milestone and must contact should occur after the candidate receives notification of a passing score on their written examination. The mentor can advise the candidate of the background investigation process.

(3) The final milestone and must contact occurs after the candidate has successfully completed the background investigation, medical, and psychological screening phases. Mentors will receive notice from their Division of their assigned candidates who successfully cleared the process awaiting their Academy reporting date. The purpose of this contact is to provide guidance to the candidate in their preparation for the Academy.

b. At each milestone, Division recruiters will utilize the CHP 492, Recruiting Activity Summary, to track the successful candidates within their Division. The Division recruiters will notify the mentors, via e-mail, on the status of their assigned candidates.

c. Monthly contacts are highly recommended unless the candidate requests fewer contacts.

d. The CHP 213, Mentor Checklist, should be utilized during each milestone contact. Mentor Officers should check each box as the topics are discussed with the candidate. The CHP 213 is available on the CHP Intranet site. The CHP 213 should be retained in Division for one year following the second meeting, if applicable, in a file designated specifically for checklists.

6. RECRUITMENT TIME OFF.

- a. Officers and sergeants may qualify for Recruitment Time Off (RTO) when mentoring cadet candidates who successfully graduate from the Academy if they initially recruited the candidate as specified in the RTO policy.
- b. The Field Division Recruitment Coordinators will maintain a list of cadet candidates and their mentors.
- c. Upon graduation from the Academy, the Field Division Recruitment Coordinators will submit a memorandum to Human Resources Section with a list of officers and sergeants who qualify for RTO.
- d. The RTO provisions can be found in the Bargaining Unit 5 Memorandum of Understanding (MOU) under Article IX.
 - (1) Forty hours will be placed into the employee's RTO bank upon verification of the candidate's successful graduation from the Academy.
 - (2) Recruitment Time Off cannot be cashed out, even for those employees who retire or separate from the Department in any manner.
 - (3) Recruitment Time Off shall be used within one year of the date it was earned.
 - (4) Any RTO not used within the allocated time frame will be forfeited unless it was determined the employee did not have a legitimate opportunity to use the RTO. A one-year extension may be granted by the Area or Division commander, or their designee, with concurrence from the next level of command.
 - (5) The time when RTO shall be taken by the employee shall be determined by the Area or Division commander or designee.
 - (6) All RTO requests must be submitted in accordance with MOU provisions related to vacation or annual leave.
 - (7) Officers and sergeants can earn a maximum of 120 hours of RTO per year.
 - (8) Participants involved in the recruitment, testing, screening, or selection of candidates for employment are not eligible.
 - (9) Recruitment Time Off is not subject to the grievance, arbitration and complaint procedures as articulated in the Bargaining Unit 5 MOU, Article V.

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ANNEX A

MENTOR OFFICER INSTRUCTIONS

As a Mentor Officer, you have the opportunity to influence and guide the beginning phases of a new officer's career. It is critical that you maintain a professional and businesslike demeanor when contacting cadet candidates.

If the cadet candidate successfully passes the Physical Abilities Test and receives a passing T-score on the written examination, the cadet candidate will progress to the background investigation phase and will be contacted by a Division background investigator. The background phase of the selection process can take between two to six months to complete depending on the cadet candidate's past and the background investigator's workload. Contact with the cadet candidate should be made prior to the Division background investigator's initial contact. Once the background investigator has established contact, all background-related inquiries by the cadet candidate should be referred to the investigator until that phase of the selection process is complete.

During the selection process, the cadet candidate may have many questions regarding the job of a California Highway Patrol (CHP) officer, career-related dangers, working conditions, Academy training, etc. Also, at this time in the selection process, many cadet candidates begin to question if law enforcement is the right career, or if the CHP is the law enforcement agency for them. At the same time, they often receive pressure from friends or family members to reconsider their decision in choosing a career with the CHP.

It is during this time that you can greatly assist the cadet candidate and the Department by serving as a mentor. The following are guidelines to be followed by the Mentor Officer:

1. Establish initial contact with a cadet candidate by telephone and, if possible, arrange a meeting at the Area office.
2. Meet with the cadet candidate to discuss their interest and motives for pursuing a career as a CHP officer.
 - a. Meetings should take place at the Area office during business hours, or an appropriate off-site location, with the approval of a supervisor.
 - b. The location of all meetings should be documented on the officer's CHP 415, Daily Field Record.
3. Provide an overview of the selection process. Arrange a ride-along for the cadet candidate through the Area office.

a. A ride-along will directly expose a cadet candidate to the duties of a CHP officer. Therefore, in keeping with the Commissioner's philosophy, all applicants should be afforded the opportunity for a ride-along, pursuant to General Order 100.42, Ride-Alongs. Subsequent ride-alongs are at the commander's discretion.

b. Pursuant to the Department of Justice, criminal history and warrant checks are authorized, via the California Law Enforcement Telecommunications System (CLETS), on any individual who wishes to ride-along on patrol duty with a CHP officer.

NOTE: It is extremely important to note that the ride-along program has no relationship to applying, qualifying for employment, or any condition of employment. Therefore, any information obtained in the criminal history or warrants check prior to a ride-along shall not be used against the individual seeking employment with the Department. Additionally, any derogatory information obtained via CLETS before the candidate ride-along shall not be forwarded to the cadet candidate's background investigator or included with the Mentor Officer's checklist.

4. Emphasize the need for the candidate's preparation prior to attending the Academy. Refer the cadet candidate to voluntary applicant informational seminars and training sessions through the Division's Recruitment Unit (RU).

5. Be completely familiar with the contents of the CHP recruiting Web site, www.chpcareers.com, and refer the cadet candidate to the Web site. Each Area should have printed copies of the departmental recruitment Web page in the event the cadet candidate does not have access to the Internet. Since the RU frequently modifies recruitment information, Areas should periodically monitor the departmental Web site for revisions.

6. Candidly discuss the job of a CHP officer, including the dangers, rewards, and satisfaction that are part of a career with the CHP. Stress to the candidate the need to be fully committed to pursuing a CHP career before accepting an offer to the Academy.

7. Utilize the CHP 213, Mentor Checklist, to ensure the candidate is thoroughly briefed on the Academy, and the career upon which they are about to embark. The checklist is available on the CHP Intranet site and printed locally. The checklist should be retained in Division for one year following the second contact date, if applicable.

8. Return any telephone calls from the candidate in a timely manner.

As a Mentor Officer, you are not expected to be an expert on every phase of the testing,

selection, and hiring process, or Academy training and subsequent field training. If you have questions about any of these processes, contact your Division Recruitment Coordinator.

NOTE: It is extremely important that mentors do not interject themselves into the selection process. Background investigations, psychological testing, and medical examinations proceed on a predictable time schedule and the results of these processes are weighted against departmental standards, policies, and State Personnel Board regulations. Cadet candidates will either be continued from the background process or be withheld based on their personal history and/or results of the medical and psychological testing.

I have read and understand the Mentor Officer Instructions.

Signature

Print Name

Date

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