

# Island Consulting

STEERING YOUR ORGANIZATION IN THE DIRECTION OF SUCCESS

March 19, 2020

Subject: **COVID-19 Alternative Training Platform Design  
Approved by STC on Monday, March 17, 2020**

Dear Chief Probation Officer,

With coronavirus (COVID-19) continuing to spread around the world, your personal and organizational health remains important to Island Consulting and Training (ICT).

Undoubtedly, this outbreak is causing some serious concerns for your executive team, department and your training team. Several training managers (law enforcement and civilian) reached out to ICT hoping for immediate solutions. To that end, beginning March 17th, we are happy to continue to provide exceptional service in support of your training mission.

**Effective immediately, ICT is providing Live On-Line STC Approved Training. This means that you can continue meeting STC and departmental training requirements in a seamless manner while complying with CDC recommendations.**

We have been using the live on-line platform for a year in Jamie's second business and are now offering this new platform to our law enforcement partners.

Since the pandemic began, ICT has been working with several probation departments and BSCC/STC proactively. As of Monday, March 17, 2020, STC has approved ICT's use of Live On-Line Training using the Zoom platform. Therefore, ICT is "up and running" and actively scheduling training dates for **four and eight hour** Live On-Line STC Approved Trainings.

Training dates for April are filling up quickly! There are a few training dates open in April if you would like to get your STC training program "back on track" immediately. Please call Jamie directly at (916) 704-4803 to schedule Live On-Line STC Approved Training. You can also reach out to ICT at [islandconsultingandtraining@gmail.com](mailto:islandconsultingandtraining@gmail.com).

**History:** As you may be aware, Jamie was the STC training manager and lead trainer for a department of 600 providing her with a very clear picture of what may be happening on your end. Furthermore, Jamie was the training manager and President of Southern Counties Training Association (SCTA) when law enforcement lost STC funding. She led teams that created and implemented new systems to meet those requirements. Her department wanted to ensure that all officers were properly trained, and they were committed to meeting legal requirements under best practices. Both of those missions were accomplished, and Jamie's team was recognized by the BOC (now BSCC) for innovation during that challenging time.

**Currently,** ICT can be of assistance in several key ways during this pandemic.

During 2019, Jamie invested \$170,000 in a new "civilian centered" on-line training and consulting business. That business is thriving and has been active for approximately one year. Jamie presently leads live on-line seminars and one-on-one coaching sessions, meetings and has experienced great success with this new live on-line classroom experience. Because of this, ICT is ready to begin facilitating STC training immediately via the ZOOM platform.

**STC Requirements:** Jamie has worked directly with STC to ensure that ICT meets all BSCC requirements while utilizing this new platform. We are very happy to announce that **STC approved ICT's live on-line classroom program on Monday, March 17, 2020!** Therefore, you will be able to meet your training requirements AND meet the Center for Disease Control social distancing precautions simultaneously. Officers can use a laptop or desktop computer and take a four or eight-hour STC course from the comfort and safety of their home or office desk. Computer labs with WIFI connection can also be utilized in compliance with CDC social distancing recommendations.

ICT will track attendance and verify participation as Jamie will personally teach each course via ZOOM. Best practices for adult learning are always at the center of ICT's curriculum and we will include testing in this new platform to ensure transfer of knowledge.

You may want to know about the immediate steps ICT is taking to contribute to support the health of your department and your organizational success during the current novel coronavirus (COVID-19) outbreak. While taking the precautions outlined by the Center for Disease Control, ICT is also adapting our operations in the following ways:

- **Adjusting In-Person Events.** Impacted trainings, seminars and meetings are being re-designed for a virtual audience and large events have been rescheduled. We have postponed our major non-STC events and all STC live in-person training for March and part of April. **We are preparing to utilize alternative training options for one year pursuant**

to current medical opinions regarding the spread of the virus. ICT is investing in more infrastructure and has hired an additional team member, dedicated to I.T. This brings our team of exceptional professionals, committed to exceeding your expectations to six.

- **Alternative Training Options.** Effective immediately, we can provide alternative training options for most of the courses we offer in our catalog ([Link here](#)) so that your training program can proceed seamlessly.

**If your training department already has a course(s) scheduled with ICT, let's keep those dates!** We will simply change the platform and you will not need to reschedule anything. Simply contact us at [islandconsultingandtraining@gmail.com](mailto:islandconsultingandtraining@gmail.com) and we will take it from there.

The ICT catalog is also attached for your convenience. Please note that our catalog is a living document. Please check back from time to time and if there is a course you do not see, please ask us. We are presently developing new training to meet State requirements and have announced those courses on our website and in the catalog.

- **ICT Assistance.** If you have concerns about any upcoming in-person training, we are happy to assist you in exploring alternatives. Again, if your department already has a courses scheduled with ICT, let's keep those dates. We will simply change the platform and you will not need to reschedule anything. Our Professional Services Team is prepared and willing to help you best utilize technology to sustain your training program during this uncertain time.

### **Frequently Asked Questions:**

1. **Q:** Has STC approved this training platform?  
**A:** Yes. STC approved ICT's Live On-Line Training Program on Monday, March 17, 2020.
2. **Q:** What if we already have a course scheduled with ICT?  
**A:** GREAT! Let's keep that date and complete that course for all registrants as planned by simply changing the platform. Simply email [islandconsultingandtraining@gmail.com](mailto:islandconsultingandtraining@gmail.com) and we will switch the class to Live On-Line Training. Each person enrolled can utilize a laptop or work computer so that CDC recommendations regarding social distancing and STC training requirements can be met with ease.
3. **Q:** What if we have a student who requires special (ADA) accommodations?

**A:** ICT is committed to creating and supporting equitable and inclusive learning environments. We would love to hear from you and work towards creating an inclusive, supportive learning environment.

4. **Q:** What is the minimum number of students we can schedule?

**A:** ICT has a minimum of \$1650 per 8-hour class and \$825 per 4-hour course. STC funding can be utilized for payment. As has always been our policy, smaller departments are free to combine students from two or more departments or work with other, larger departments when one or two staff need to attend training at the discretion of the larger departments.

5. **Q:** When can we begin scheduling courses?

**A:** Immediately! Our first Live On-Line Course is scheduled for the second week in April. There are currently four Live On-Line Courses scheduled for April. If you would like to schedule a course, please contact Jamie at (916) 704-4803 or [islandconsultingandtraining@gmail.com](mailto:islandconsultingandtraining@gmail.com).

6. **Q:** Who will teach these courses?

**A:** Jamie teaches all ICT courses whether in person or live on-line as of early 2019. You will receive the same course curriculum and exceptional quality trainings which you are accustomed to. The title and STC certification number of the course will remain the same for live on-line courses.

7. **Q:** What if our sworn or professional staff do not have “take home” computers?

**A:** Officers and professional staff can take the course from their duty desk computer or another on-site department computer as assigned. They will require WIFI access.

8. **Q:** What do we need to do to facilitate the course in terms of IT support?

**A:** Simply ensure that the computer or laptop is Zoom.us compatible and there is a WIFI connection. We will send out instructions to all registered students and will open the Zoom classroom one hour prior to training so the participants can test audio and video equipment prior to class.

9. **Q:** How will we know staff attended?

**A:** ICT will require staff to submit a personal roster via DocuSign. ICT’s courses comply with the training regulations put forth by the California Department of Corrections & Rehabilitation, the Corrections Standards Authority, and Standards & Training for Corrections. Therefore, we will maintain course records per current standards and submit copies of rosters and evaluations to departments within one week following the training events.

10. **Q:** What about training materials?

**A:** Once registered, the department will provide the work email address of the student to ICT. We will email the training materials, evaluation forms, handouts and examination (to ensure transfer of knowledge) directly to each participant.

11. **Q:** Can participants use a cell phone for the class?

**A:** Unfortunately, **no**. Laptops or desktops and a WIFI connection are required.

12. **Q:** Following the course, when can we expect to receive documentation?

**A:** ICT will make every effort to fax, email or mail documentation via USPS within one week of the course.

13. **Q:** How will we pay for the courses?

**A:** ICT complies with the training regulations put forth by the California Department of Corrections & Rehabilitation, the Corrections Standards Authority, and Standards & Training for Corrections. For those who have current contracts with ICT, there will be no change to the method of payment. Additionally, ICT has several other payment options available upon request. While we are happy to work with counties to meet budgetary restrictions, our general price structure for all STC Certified training is \$18.75 per hour per student pursuant to STC guidelines. We are happy to talk with you about your specific fiscal needs if you wish.

14. **Q:** What courses can we choose from in the catalog?

**A:** All the courses are available for this program except the instructor development courses.

Although the new training experience may look a little different, ICT continues to be dedicated to top-quality support for both you and your department. Please let us know how we can best meet your specific needs. Please don't hesitate to contact Jamie directly with any questions you may have or to schedule trainings. Let's navigate this uncertain time together!

In health,

Your ICT Team