

**INDIANA DEPARTMENT OF CHILD SERVICES
ADMINISTRATIVE POLICIES AND PROCEDURES**

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POLICY TITLE: INTERNAL TRAINING

OVERVIEW: The Indiana Department of Child Services (DCS) provides internal trainings to employees annually, during which practical instruction is given. DCS requires a specified number of annual training hours for certain job classifications. Each employee should use the [DCS Internal Training Log \(SF 56006\)](#) to document internal training hours. It is the employee and the employee’s direct supervisor’s responsibility to monitor annual internal training hours.

I. DEFINITIONS

- A. Internal Training: Required internal instruction for DCS employees to enhance their professional development and improve their skills to better serve children and families. DCS is responsible for the development and/or delivery of the content of internal trainings (e.g., trainings in the Catalog, the Child Welfare Management Innovations Institute, and Local Office Director [LOD] and Supervisor Workshops).
- B. Online Training: Consists of DCS Computer Aided Trainings (CATs) and webinars.

II. REFERENCES

[State of Indiana Job Code Listing](#)

III. STATEMENTS OF PURPOSE

- A. All DCS employees are required to complete internal trainings annually.

Note: The required new hire trainings for Family Case Managers (FCMs), FCM Supervisors, and Legal Staff will exceed the annual internal training requirement.

- B. Part-time DCS employees must complete half of the hours required for full-time employees for their respective job classification, as outlined below (e.g., part-time FCMs must complete 12 hours of training and part-time Administrative Support Staff must complete four [4] hours of training).

Note: See the “Job Family” column on the [State of Indiana Job Code Listing](#) for the job classification.

- C. All full-time **FCMs** must complete no less than 24 hours of internal training annually.
- D. All **FCM Supervisors, LODs, Division Managers (DMs), and Regional Managers (RMs)** must complete no less than 32 hours of internal training.
- E. The **Executive Staff**, which consists of all E Level Staff as well as the Chief of Staff; Strategic Equity Officer; General Counsel; Information Technology (IT) Director; Deputy IT Director; Deputy Directors; Assistant Deputy Directors; Legislative Director; Deputy General Counsels; and Division, Department, and Assistant Directors; must complete no less than 32 hours of internal training.
- F. All full-time **Legal Staff** must complete no less than 32 hours of internal training.
- G. Full-time **Professional, Administrative, and Technological (PAT Level) Staff** must

- complete no less than 24 hours of internal training.
- H. Full-time **IT Staff** must complete no less than 24 hours of internal training.
 - I. Full-time **Child Support Bureau (CSB) level PAT/Supervisors and Managers, Professional, Administrative, and Technological (SAMPAT) Staff** must complete no less than 16 hours of internal training.
 - J. Full-time **Administrative Support Staff, non-supervisory level Financial Staff, and CSB level PAT/Clerical, Office Machine Operators, and Technicians (COMOT) Staff** must complete no less than eight (8) hours of internal training.
 - K. Any employee enrolled in an accredited graduate program related to their job classification (e.g., Master of Social Work and Master's Program in Counseling) is exempt from an additional training hour requirement, with the exception of mandatory trainings, if:
 - 1. The graduate program has been reviewed and approved by the appropriate appointing authority, and
 - 2. The employee takes a minimum of six (6) credit hours per calendar year.
 - L. Each employee is responsible for monitoring and/or managing registration status including dropping, adding, and waitlisting for internal trainings.
 - M. For employees hired or promoted throughout the year, the expectation of the required internal training hours should be prorated based on the individual employee's start date.

Note: Management staff should use discretion when determining the appropriate number of training hours during the first calendar year of the new employee's employment.

- N. The Human Resources trainings (e.g., Office of Inspector General [OIG] Ethics Training and Sexual Harassment) and required refresher trainings will count toward an employee's internal training hours.
- O. Monitoring of annual internal training hours is the responsibility of the employee and the employee's direct supervisor. The [DCS Internal Training Log \(SF 56006\)](#) will be used to document all internal training hours.
- P. Any developed training curriculum must be submitted by e-mail to the Deputy Director of Staff Development for approval and determination of training credit hours.

IV. PROCEDURE

- A. The mandatory training hour requirement for full-time **FCMs** may be completed as follows:
 - 1. Up to 16 internal training hours may be completed online.
 - 2. The remaining hours must be completed through face-to-face trainings. An online training that is provided live (i.e., in live time) may be counted as face-to-face training hours if the employee is able to participate in the live version of the training.
 - 3. One (1) DCS training day is equivalent to six (6) internal training hours.

- B. The mandatory training hour requirement for **FCM Supervisors, LODs, DMs, and RMs** may be completed as follows:
1. Up to 16 internal training hours may be completed online.
 2. The remaining hours must be completed through face-to-face trainings. An online training that is provided live (i.e., in live time) may be counted as face-to-face training hours if the employee is able to participate in the live version of the training.
 3. One (1) DCS training day is equivalent to six (6) internal training hours.
- C. The mandatory training hour requirement for **Executive Staff** may be completed as follows:
1. Up to 16 internal training hours may be completed online or by attending meetings that offer approved training.
 2. The remaining hours must be completed through face-to-face trainings. An online training that is provided live (i.e., in live time) may be counted as face-to-face training hours if the employee is able to participate in the live version of the training.
 3. One (1) DCS training day is equivalent to six (6) internal training hours.
- D. The mandatory training hour requirement for full-time **Legal Staff** may be completed as follows:
1. Up to 20 internal training hours may be completed online.
 2. The remaining hours must be completed through face-to-face trainings. An online training that is provided live (i.e., in live time) may be counted as face-to-face training hours if the employee is able to participate in the live version of the training.
 3. One (1) DCS training day is equivalent to six (6) internal training hours.
- E. The mandatory training hour requirement for full-time **PAT Level Staff** may be completed as follows:
1. Up to 12 internal training hours may be completed online.
 2. The remaining hours must be completed through face-to-face trainings. An online training that is provided live (i.e., in live time) may be counted as face-to-face training hours if the employee is able to watch the live version of the training.
 3. One (1) DCS training day is equivalent to six (6) internal training hours.

Note: Non-supervisory level Financial Staff, refer to Policy Section “H”.

- F. The mandatory training hour requirement for full-time **Information Technology Staff** may be completed as follows:
1. Up to 12 internal training hours may be completed online.
 2. The remaining hours must be completed through face-to-face trainings. An online training that is provided live (i.e., in live time) may be counted as face-to-face training hours if the employee is able to participate in the live version of the training.
 3. One (1) DCS training day is equivalent to six (6) internal training hours.

- G. The mandatory training hour requirement for full-time **CSB level PAT/SAMPAT Staff** may be completed as follows:
1. Up to 12 internal training hours may be completed online.
 2. The remaining hours must be completed through face-to-face trainings. An online training that is provided live (i.e., in live time) may be counted as face-to-face training hours if the employee is able to participate in the live version of the training.
 3. One (1) DCS training day is equivalent to six (6) internal training hours.
- H. The mandatory training hour requirement for full-time **Administrative Support Staff, non-supervisory level Financial Staff, and CSB level PAT/COMOT Staff** may be completed as follows:
1. All eight (8) internal training hours may be completed in any combination of online and/or in classroom training.
 2. An online training that is provided live (i.e., in live time) may be counted as face-to-face training hours if the employee is able to participate in the live version of the training.
 3. One (1) DCS training day is equivalent to six (6) internal training hours.
- I. Once the employee has registered for the training and successfully completed the training, the internal training hours will appear on the employee's Learning Transcript.
- J. Each employee should document and/or confirm completed training hours by using:
1. Success Factors or other Learning Management System and the [Record of Training DCS Employee \(SF 54819\)](#) form; and
 2. The [DCS Internal Training Log \(SF 56006\)](#).
- K. Each employee will submit the [DCS Internal Training Log \(SF 56006\)](#) to the employee's direct supervisor.
- L. Management staff will review the employee's [DCS Internal Training Log \(SF 56006\)](#), at the time of reviewing the employee's file for the Performance Appraisal, to determine whether the required number of training hours have been completed.
- M. The employee's direct supervisor should document in the employee's Fact File if there are extenuating circumstances preventing an employee from completing the required annual internal training (e.g., the employee is out of the office due to a condition under the Family and Medical Leave Act [FMLA]).

V. INTERNAL TRAINING RECORDS RETENTION PERIOD

A DCS employee's internal training records shall be maintained until one (1) year after the employee leaves DCS or at the conclusion of any litigation, whichever is later.

VI. FORMS

- A. [Record of Training DCS Employee \(SF 54819\)](#)
- B. [DCS Internal Training Log \(SF 56006\)](#)

APPROVED: March 23, 2023

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