

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

Policy Number: HR-2-11

Effective Date: April 1, 2017

Version: 3.0

**POLICY TITLE: WORK HOURS AND SCHEDULES<sup>1</sup>**

**OVERVIEW:** The Department of Child Services (DCS) recognizes the need for structured business hours and work schedules to ensure consistent service delivery statewide. DCS also acknowledges the need for flexibility in individual employees' hours of work through the use of alternative and adjusted work schedules.

**I. DEFINITIONS**

- A. Business Hours: The established, uniform hours of service during which all DCS offices are to be open to the public.
- B. Work Schedule: A schedule of days and times in each pay period constituting the assigned hours of work for each employee.
- C. Standard Work Schedule: The standard work schedule requires DCS employees to work 7.5 hours each weekday in a biweekly pay period, unless otherwise authorized by the State Personnel Director and State Budget Agency.
- D. Alternate Work Schedule: A broad category of flexible work schedules that afford employees the opportunity to work non-traditional schedules. Alternate work schedules include fixed flexible schedules and compressed schedules. Such schedules offer employees flexibility in managing their work and personal needs.
  - 1. Fixed Flexible Schedule: A work schedule that includes 75 hours worked in 10 days during a two (2) week pay period (37.5 hours per week) and includes consistently arriving earlier or leaving later than established business hours.
  - 2. Compressed Schedule: A work schedule that includes a total of 75 hours worked in eight (8) days during the two (2) week pay period (37.5 hours per week) with one (1) weekday off each week.
- E. Adjusted Work Schedule: A temporary change in an employee's established work schedule due to specific circumstances occurring in that calendar week or pay period.
- F. Non-exempt (Overtime-Eligible) Employee: An employee who is not employed in an executive, administrative, or professional capacity and who is covered by the federal minimum wage and overtime compensation laws.
- G. Exempt (Overtime-Exempt) Employee: An employee who is employed in an executive, administrative, or professional capacity and who is not covered by the federal minimum wage and overtime compensation laws.
- H. Premium Overtime: Hours worked by a non-exempt employee in excess of 40 hours in a calendar week for which compensation is at a time and one-half rate.

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<sup>1</sup> This policy is not a contract of employment, does not create any such contractual obligations for DCS, and does not create or abridge any rights contrary to the provisions of the state Civil Service System, [IC 4-15-2.2](#) or other applicable laws. Unless otherwise covered by the provisions of [IC 4-15-2.2-21](#) concerning the state classified service or other applicable statute, all state employees are employed at will and may be dismissed, demoted, disciplined, transferred, or have their work hours adjusted for any reason that does not breach public policy. Alternate and adjusted work schedules are a privilege, and DCS reserves the right to withdraw or change this policy at any time, at the sole discretion of DCS.

## II. REFERENCES

- A. [Indiana State Personnel Department Standardized Policies](#)
- B. [Indiana State Personnel Department Hours of Work and Work Schedules Policy Statement/Indiana State Personnel Department Hours of Work and Work Schedules Responsibilities and Procedures](#)
- C. [Indiana State Personnel Department Holidays Policy Statement/Indiana State Personnel Department Holidays Responsibilities and Procedures](#)
- D. [IC 4-1-2-1: State employees; working day; holidays; state library](#)
- E. [IC 4-15-2.2-10: "State civil service"](#)
- F. [IC 4-15-2.2-15: Duties of director](#)
- G. [IC 4-15-2.2-39: Rules governing hours of work and leaves of absence](#)
- H. [31 IAC 5-7: Hours and Overtime](#)
- I. [31 IAC 5-8: Leaves](#)
- J. [Fair Labor Standards Act](#)
- K. [DCS Telework Policy](#)
- L. [DCS On-Call Policy](#)

## III. STATEMENTS OF PURPOSE

- A. The established business hours of DCS are 8:00 a.m. to 4:30 p.m. local time, Monday through Friday. DCS offices shall, at a minimum, remain open to the public during these hours. In addition:
  - 1. DCS local offices have the discretion to offer extended hours of operation.
  - 2. The DCS Child Support KidsLine must be staffed from 7:00 a.m. until 6:00 pm.
  - 3. The Parenting Time Helpline must be staffed from 11:00 am until 6:00 pm, Monday through Friday.
  - 4. The DCS Hotline must be staffed 24 hours per day, seven (7) days a week.
- B. Available Work Schedules:
  - 1. The standard work schedule requires DCS employees to work a total of 7.5 hours each weekday in a bi-weekly pay period, unless otherwise authorized by the State Personnel Director and State Budget Agency.
  - 2. The fixed flexible work schedule includes 75 hours worked in 10 days during a two (2) week pay period (minimum of 7.5 hours each day). This schedule requires the employee to consistently arrive earlier or leave later than the established business hours. This schedule is available to all full-time staff with supervisory approval.
  - 3. The compressed work schedule includes a total of 75 hours worked in eight (8) days during the two (2) week pay period with one (1) weekday off each week. Employees consistently work the same four (4) day schedule during both weeks of the payroll period. Employees work three (3) 9.5 hour days and one (1) 9.0 hour day each week of the pay period. If a holiday falls within the pay period, employees will revert to a standard work schedule for the week of the holiday. This schedule is available to all full-time staff with supervisory approval.
  - 4. The adjusted work schedule is a temporary work schedule that does not change a non-exempt employee's work schedule beyond the **calendar week** for which the

request was made, nor does it change the total number of hours worked in the pay period.

**Note:** An exempt employee may coordinate schedule adjustments within the **pay period** for which the request was made.

- a. Employees will seek and obtain approval of their proposed schedule from their supervisor.
  - b. Employees are expected to request and use accrued leave in accordance with [Indiana State Personnel Department Standardized Policies](#), regarding leaves of absence, to cover most absences during their established work schedules; however, if an adjustment is needed, the employee must request and receive approval from his or her supervisor for that adjustment in advance.
  - c. Supervisors may impose additional procedures for requests for leave or adjustments (e.g., requests must be in writing). However, any additional procedures must be applied consistently and uniformly to all employees within a unit, program, or division.
- C. An employee must document his or her hours worked and leave time used in PeopleSoft Time and Labor.
  - D. An employee may apply for or request a change to his or her work schedule at any time. Management will grant or deny the request based upon the business needs of the work unit and may amend or terminate the work schedule option if the business needs of the unit change. If approved, the work schedule will be effective as of the start of the pay period immediately following approval of the schedule.
  - E. An employee who is scheduled for court must ensure that he or she is available and prepared for court. Court activities take priority over any adjusted or alternate work schedule. If an employee has a required court appearance on a non-scheduled work day, he or she must adjust his or her schedule to attend court unless the supervisor approves an alternative.
  - F. An employee will ensure he or she is available to meet the needs of the families served. If a need arises for the employee to meet with a family outside of scheduled work hours, the employee will speak to his or her immediate supervisor to provide notice of the need for a temporary schedule adjustment.
  - G. Failure to comply with the policies and procedures may result in loss of work schedule options and/or disciplinary action. Additionally, DCS management reserves the right to amend or terminate any or all work schedule options.

#### **IV. PROCEDURE**

- A. Any DCS local office offering extended business hours will document the exact hours of operation with the Deputy Director of Field Operations.
- B. DCS employees will:
  1. Work all scheduled hours and/or comply with the [Indiana State Personnel Department Standardized Policies](#) when utilizing accrued leave;
  2. Adhere to the assigned work schedule;

3. Notify co-workers and clients of their work schedule and any changes which deviate from their regular work hours;

**Note:** Employees must ensure that their out of office assistant and voice mail message are set to provide notice of planned absences and office closures.

4. Accurately record hours worked and leave time taken in PeopleSoft Time and Labor. The [Employee timesheet](#) should be a reflection of the actual number of hours worked each day of the payroll period;
5. Complete the [Work Schedule Request \(SF 54325\)](#) and submit to his or her immediate Supervisor if requesting an alternate work schedule.

**Note:** When identifying an alternate work schedule, the employee should consider the Mission, Vision, and Values of DCS and the needs of those served.

6. Notify his or her immediate Supervisor if he or she needs to request an adjusted work schedule;
7. Provide advance notice to his or her immediate supervisor of business needs (e.g., court, training, mandatory meetings, visits with families, or other activities scheduled to accommodate the needs of families), which occur outside of scheduled work hours and collaborate with the supervisor to determine whether a temporary schedule adjustment or an alternative means for satisfying the business need can be approved;
8. Comply with weekly schedules and any adjustments necessary to meet business needs;
9. Obtain Supervisory approval prior to performing any overtime work; and

**Note:** Work schedules shall be developed to minimize premium overtime.

10. Obtain Supervisory approval prior to working on an approved holiday.

**Note:** Compensatory time is available to all employees, at the discretion of the employee, when working on a holiday. See separate policy, [Indiana State Personnel Department Holidays Policy Statement/Indiana State Personnel Department Holidays Responsibilities and Procedures](#) for further information.

D. Supervisors will:

1. Review each submitted [Work Schedule Request \(SF 54325\)](#) and approve or deny the employee's request to work an alternate work schedule;

**Note:** A supervisor should consider DCS' Mission, Vision, and Values and the needs of those served when determining if it is appropriate to approve or deny the request for an alternate work schedule.

2. Submit the completed [Work Schedule Request \(SF 54325\)](#) to his or her next level manager for final approval. After obtaining final approval, file the [Work Schedule Request \(SF 54325\)](#) in the employee's fact file;
3. Monitor employees' work schedules to ensure they adhere to the agreed upon schedule. Before approving timesheets, ensure each employee accurately records his or her hours in PeopleSoft Time and Labor;

**Note:** Failure to make reasonable efforts to ensure employees are accurately reporting time may result in disciplinary action.

4. Monitor business needs and make any scheduling arrangements necessary to ensure those business needs are met;
  5. Determine whether a temporary schedule adjustment or alternative means for satisfying business needs can be found when such needs occur on an employee's scheduled day off; and
  6. Make recommendations to revoke or modify employee schedules, as needed.
- E. Executive Management, Regional Managers, and/or DCS Local Office Directors will:
1. Identify the operational needs and work schedules necessary to provide for adequate staffing to meet quality customer service;
  2. Monitor employees to ensure they are working all scheduled hours and/or complying with any notice requirements for requesting the use of accrued or other leave benefits (see the [Indiana State Personnel Department \(SPD\) Standardized Policies on Leave](#));
  3. Take appropriate action, including discipline, if an employee fails to abide by his or her assigned work schedule and/or the requirements of this and other related policies; and
  4. Approve and/or deny the [Work Schedule Request \(SF 54325\)](#) based on operational needs.

## V. FORMS, DOCUMENTS, AND TRAININGS

- A. [Work Schedule Request \(SF 54325\)](#)
- B. [Time and Labor Training](#)

DATE: March 30, 2017  
Mary Beth Bonaventura, Director  
Department of Child Services

A signed copy is on file.