

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-2-11	Effective Date: October 1, 2022	Version: 4.0
POLICY TITLE: WORK HOURS AND SCHEDULES¹		
OVERVIEW: The Department of Child Services (DCS) recognizes the need for structured business hours and work schedules and the need for flexibility in individual employees' hours of work through the use of alternative and adjusted work schedules to ensure consistent service delivery statewide.		

I. DEFINITIONS

- A. **Adjusted Work Schedule:** A temporary change in an employee's established work schedule within the hours of 7:00 a.m. to 8:00 p.m. Monday through Friday, totaling 37.5 hours in a work week.
- B. **Alternate Work Schedule:** A broad category of work schedules that afford full-time 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 DCS office 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. 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.
- C. **Business Hours:** The established, uniform hours of service during which all DCS offices are to be open to the public.
- D. **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.
- E. **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.
- F. **Permanent Status:** An employee who has successfully completed their working test period.

¹ 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.

- G. 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.
- H. Standard Work Schedule: The standard work schedule requires DCS employees to work 7.5 hours each weekday, to total 75 hours in a bi-weekly pay period, unless otherwise authorized by the State Personnel Director and State Budget Agency.
- I. Work Schedule: A schedule of days and times in each pay period constituting the assigned hours of work for each employee.

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 and Responsibilities & 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. [HR-2-7 On-Call](#)

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. The DCS Child Support KidsLine must be staffed from 7:00 a.m. until 6:00 pm.
 - 2. The Parenting Time Helpline must be staffed from 11:00 am until 6:00 pm, Monday through Friday.
 - 3. The DCS Child Abuse Hotline (Hotline) must be staffed 24 hours per day, seven (7) days a week.

Note: The locations for DCS Child Support KidsLine, Parenting Time Helpline, and the DCS Hotline are not open to the general public.

- B. Available Work Schedules:
 - 1. The standard work schedule: This 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 alternate work schedule: This schedule includes a fixed work schedule or a compressed work schedule. The alternate work schedule is available to all full-time staff with supervisory approval.
 - 3. The adjusted work schedule:

- a. Non-exempt employee: This 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: Family Case Managers (FCMs) with permanent status are permitted to work an adjusted work schedule, via notification to their FCM Supervisor. No specific justification will be required for the FCM, but availability will be based on county operational needs and employee performance. If the FCM is scheduled for on-call responsibilities, the FCM will have the flexibility to adjust their schedule to hours during that on-call timeframe, pending FCM Supervisor approval.

- b. Exempt employee: An exempt employee may coordinate schedule adjustments within the **pay period** for which the request was made, upon approval of the proposed schedule from their supervisor.

Note: 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 their supervisor for that adjustment in advance. 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. Employees must document their hours worked and leave time used in the state timekeeping database.
- D. Employees may apply for or request a change to their 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. Employees and their supervisors should consider the Mission, Vision, and the Values of DCS and the needs of those served when determining if an alternate work schedule is appropriate.
- F. Employees who are scheduled for court must ensure they are available and prepared for court. Court activities take priority over any adjusted or alternate work schedule. If employees have a required court appearance on a non-scheduled work day, the employees must adjust their schedule to attend court.

Note: In the rare circumstance the FCM will not be present for a court activity or an alternative plan has been approved, the DCS Staff Attorney must be included in the development of the alternative plan.

- G. Employees will ensure they are available to meet the needs of the families served. If any need arises for employees to meet with a family outside of scheduled work hours, employees will speak to their immediate supervisor to provide notice of the need for a temporary schedule adjustment.
- H. 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. 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. Ensure their out of office assistant and voicemail message are set to provide notice of planned absences and office closures;
4. Accurately record hours worked and leave time taken in the state timekeeping database. 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 their immediate supervisor if requesting an alternate work schedule;

Note: Completion of the [Work Schedule Request \(SF 54325\)](#) is waived for FCMs.

6. Notify their immediate supervisor if the employee needs to request an adjusted work schedule;
7. Provide advance notice to their 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 policy [Indiana State Personnel Department Holidays Policy Statement and Responsibilities & Procedures](#) for further information.

B. 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;
2. Submit the completed [Work Schedule Request \(SF 54325\)](#) to the employee's 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 their hours in the state timekeeping database;

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, including notification when arrangements are made (i.e., alternative plan for court activity); and
5. Discuss alternate schedule requests with employees biannually.

C. 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 the employee's 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**

[Work Schedule Request \(SF 54325\)](#)

APPROVED

Date: August, 29th 2022

Terry Stigdon, Director
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