

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

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Version: 5.0

**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 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) (not limited to Enterprise Learning Management [ELM] training) and webinars.

**II. REFERENCES**

N/A

**III. STATEMENTS OF PURPOSE**

- A. All **Family Case Managers (FCMs)** and **Human Service Consultants (HSCs)** (CSB HCSs refer to "H") must complete no less than 24 hours of Internal Training annually. The mandatory training hour requirement 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.

**Note:** All new hire FCMs must complete new worker training, which will exceed their first year Internal Training requirements.

- B. All **FCM Supervisors, LODs, Division Managers (DMs), and Regional Managers (RMs)** must complete no less than 32 hours of Internal Training. The mandatory training hour requirement 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.

**Note:** FCM Supervisors completing the New Supervisor Training may exceed their annual Internal Training requirements.

- C. The **Executive Staff**, which consists of all E Level Staff (Legal Staff see “D”) as well as the Chief of Staff, Deputy Chief of Staff, Deputy Directors, Assistant Deputy Directors, Chief Financial Officer, Chief Information Officer, and General Counsel, must complete no less than 32 hours of Internal Training. The mandatory training hour requirement 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. All **Legal Staff** must complete no less than 32 hours of Internal Training. The mandatory training hour requirement 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.

**Note:** All new hire Legal Staff must complete new attorney training, which will exceed their first year Internal Training requirements.

- E. **Professional, Administrative, and Technological (PAT level) Staff** must complete no less than 24 hours of Internal Training. The mandatory training hour requirement 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. **Information Technology Staff** must complete no less than 24 hours of Internal Training. The mandatory training hour requirement 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. 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. The mandatory training hour requirement 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. 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. The mandatory training hour requirement 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.** Any employee enrolled in an accredited graduate program related to their job classification (e.g., Masters of Social Work and Masters Programs in Counseling) is exempt from 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.

**J.** Each employee is responsible for monitoring and/or managing his or her registration status including dropping, adding, and waitlists for Internal Trainings.

**K.** Each employee should document and/or confirm his or her completed training hours utilizing the Enterprise Learning Management (ELM) system on his or her Learning Transcript and the [Record of Training DCS Employee \(SF 54819\)](#) form for other approved internal and external training.

**L.** 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.

**M.** 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.

**N.** Management staff should use discretion when determining the appropriate number of

- training hours during the first calendar year of the new employee's employment.
- O. Monitoring of annual Internal Training hours is the responsibility of the employee and his or her direct supervisor. The [DCS Internal Training Log \(SF 56006\)](#) will be used to document all Internal Training hours.
  - P. Any training curriculum that is developed must be submitted by e-mail to the Deputy Director of Staff Development for approval and determination of training credit hours.

#### **IV. PROCEDURE**

- A. Once the employee has registered in ELM and successfully completed the training, the Internal Training hours will appear on his or her Learning Transcript.
- B. The employee must take a hard copy of the ELM confirmation notification to the Internal Training classroom and make available upon request.
- C. Each employee will use the [DCS Internal Training Log \(SF 56006\)](#) to document completion of Internal Trainings (including those available in ELM) and submit the [DCS Internal Training Log \(SF 56006\)](#) to his or her supervisor.
- D. 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.
- E. 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 \(SF 56006\)](#)

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Department of Child Services