

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

Policy Number: HR-2-11

Effective Date: June 1, 2011

Version: 2.0

POLICY TITLE: WORK HOURS AND SCHEDULES

OVERVIEW: The Department of Child Services (DCS) recognizes the need for structured business hours and work schedules in order to ensure consistency in service delivery across the state. DCS also acknowledges the need for DCS local office and Unit Manager flexibility in determining 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. Standard Work Hours: The standard work schedule that requires DCS employees to work seventy-five (75) hours per biweekly pay period, unless otherwise authorized by the State Personnel Director and State Budget Agency.
- c. Alternate Work Schedule: A broad category of flexible work schedules that afford employees the opportunity to work non-traditional schedules. Such schedules offer employees flexibility in managing their work and personal needs.
- d. Adjusted Work Schedule: A work schedule that differs temporarily from the standard 7.5 hour day. An example would be working 8 hours Monday through Thursday and 5.5 hours on Friday.
- e. Fixed Flexible Schedule: A work schedule that includes 75 hours worked in 10 days during a two-week payroll period and includes consistently arriving earlier or leaving later than standard operating hours.
- f. Compressed Schedule: A work schedule that includes a total of 75 hours worked in eight (8) days during the two-week payroll period with one (1) weekday off each week with a one (1) hour meal period each day.

II. REFERENCES

- a. [Indiana State Personnel Department Standardized Hours of Work & Work Schedules Policy](#)
- b. [IC 2-2-2: Office Hours; Employees' Hours of Work](#)
- c. [31 IAC 1: Non-Merit Employees](#)
- d. [31 IAC 2: Merit Employees](#)
- e. [IC-5-10-6-2: Paid Breaks for Expressing Breast Milk](#)
- f. [DCS Vacation Leave Policy](#)
- g. [DCS Telework Policy](#)
- h. [DCS Guidance on Work Hours and Schedules](#)

III. POLICY

- a. Business Hours: The standard operating hours of DCS are 8:00 a.m. to 4:30 p.m. local time, Monday through Friday. Offices shall remain open to the public

during these hours. DCS local offices, however, have the discretion to offer extended hours of operation.

b. Available Work Schedules:

- i. Standard: The standard work schedule includes a total of 75 hours worked in 10 days during a two-week payroll period with the completion of 7.5 hours per day and a one (1) hour meal period during the standard operating hours of 8:00 a.m. to 4:30 p.m. local time, Monday through Friday.
- ii. Fixed Flexible Schedule: A work schedule that includes 75 hours worked in 10 days during a two-week payroll period with a one (1) hour meal period each day. This schedule requires the employee to consistently arrive earlier or leave later than standard operating hours. The earliest permissible end time is 3:30 p.m. The latest permissible end time is 5:30 p.m. This schedule is available to all full-time staff with supervisory approval.
- iii. Compressed Schedule: A work schedule that includes a total of 75 hours worked in eight (8) days during the two-week payroll period with one (1) weekday off each week with a one (1) hour meal period each day. Employees consistently work the same 4-day schedule during both weeks of the payroll period. Employees work three 9.5 hour days and one 9.0 hour day each week of the payroll period. The earliest permissible start time is 7:30 a.m. local time. Employees must have permanent status and receive supervisor, intermediate supervisor and appointing authority approval to work this schedule. If a holiday falls within the pay period, employees will revert to a standard work schedule for the week of the holiday. This work schedule is available to staff based in a DCS local office of the Child Abuse and Neglect Hotline.
- iv. Adjusted Schedule: An adjusted work schedule is to be used as an exception rather than a rule. For individuals with duties spread across multiple counties or who are subject to professional standards of conduct that routinely require more than 37.5 hours of work per week, an adjusted schedule may be used. For such individuals an adjusted schedule must be sought and approved prior to the commencement of the adjusted schedule. For matters that are personal in nature, employees are encouraged to seek alternate methods of adjusting their schedule including use of vacation and/or personal time. Approval from the employee's direct supervisor or the work unit manager must be received prior to an employee adjusting his or her work schedule. Work Unit Managers may impose additional procedures for requests (i.e., requests must be in writing). However, these procedures must either be applied to all employees within the work unit or all employees within a certain job class within the work unit. An adjusted work schedule does not change the employee's work schedule beyond the payroll period in which the request was made, nor does it change the total number of hours worked in the payroll period.

- c. Work Schedule Request forms will only be accepted on a quarterly basis and must be received by the Supervisor no later than one full pay period before the start of

the quarter. Quarters begin on Jan 1, April 1, July 1 and Oct 1. Employees may only apply or make changes to work schedules during these quarterly enrollment periods. Once a Work Schedule Request has been approved, changes can be made under the following conditions:

- i. Operational needs of the DCS local office, unit, or division changes;
 - ii. Eligibility of the employee to participate in alternative work schedules changes; or
 - iii. The employee has an emergency that prevents him/her from continuing the current schedule.
- d. Changes to an approved work schedule will be effective as of the start of the payroll period immediately following the schedule approval.
- e. All employees must accommodate court preparation and appearances (such court activity takes priority over any adjusted or alternate work schedule).
- f. Failure to comply with the policies and procedure may result in disciplinary action including but not limited to the loss of the privilege. Additionally, DCS management reserves the right to amend or terminate any or all work schedule options.
- g. Break Periods: Each employee may take a paid fifteen (15) minute break prior to 12:00 p.m., and a paid fifteen (15) minute break after 12:00 p.m.;
- i. Breaks may not be used to make up time due to tardiness;
 - ii. Breaks may not be taken within one (1) hour of starting time or one (1) hour of quitting time;
 - iii. Breaks may not be taken in conjunction with the lunch hour;
 - iv. Breaks may not be broken up (i.e. two- 7 ½ minute breaks in the morning).
 - v. Breaks are a privilege, not an entitlement, and may be discontinued by management at any time.

IV. PROCEDURE

- a. Business Hours: Any DCS local office offering extended business hours will document the exact hours of operation with the Deputy Director of Field Operations.
- b. Attendance Records: All employees are to record their hours worked in PeopleSoft Time and Labor. The [Employee timesheet](#) should reflect the actual number of hours worked each day of the payroll period.
- c. Employee Responsibilities:
 - i. Complete the [Work Schedule Request](#) form and submit it to his/her immediate Supervisor;

Note: Work Schedule Request forms will only be accepted on a quarterly basis unless the employee has an emergency that prevents him or her from continuing the current schedule.

- ii. Notify his or her immediate Supervisor if he or she needs to request a temporary schedule change;
- iii. Provide advance notice to his or her immediate Supervisor of business needs (i.e. court, training, mandatory meetings) that occur on scheduled

- day off and request a temporary schedule adjustment or shall suggest an alternative means for satisfying the business need;
- iv. With Supervisor approval, employees may be required to adjust weekly schedules, where necessary, to accommodate business needs that arise on the employee's regularly scheduled day off; and
 - v. If overtime eligible, obtain Supervisory approval prior to accruing overtime consistent with state policy.
- d. Supervisor Responsibilities:
- i. Verify requesting employees' eligibility to participate in the compressed work schedule program;
 - ii. Submit completed [Work Schedule Request](#) forms for employees requesting to work a compressed schedule to the Supervisor's immediate Supervisor for approval;
 - iii. Monitor participating employees' work schedules to ensure that participating employees adhere to the agreed upon schedule and accurately record their hours in PeopleSoft Time and Labor;
 - iv. Monitor employee schedules, including business needs that may occur during the employee's normally scheduled day off (i.e. court, training, a mandatory meeting);
 - v. Approve, as necessary, temporary schedule adjustments or alternative means for satisfying business needs that occur on the employee's scheduled day off;
 - vi. Make recommendations to rescind or modify employee schedules, if operational needs change; and
 - vii. Submit a list of all employees on a compressed work schedules to DCS Human Resources (HR) by the 15th calendar day of each quarter.
- e. DCS Local Office Director, Regional Manager, and/or Appointing Authority Responsibilities:
- i. Ensure that these scheduling options are implemented within the intent of this policy and that adequate staffing is maintained to provide quality customer service;
 - ii. Approve and/or deny [Work Schedule Requests](#) based on operational needs;
 - iii. Ensure appropriate staffing needs are met within DCS local offices, units, and divisions to meet customer needs;
 - iv. Monitor overtime usage to ensure appropriate use of compressed work schedules;
 - v. Rescind or modifying employee schedules, if operational needs change; and
 - vi. Forward a copy of approved [Work Schedule Requests](#) to DCS HR for monitoring.

V. FORMS AND OTHER DOCUMENTS

[Work Schedule Request](#)

DATE: April 27, 2011
James W. Payne, Director
Department of Child Services

A signed copy is on file.

ARCHIVED