

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

Policy Number: GA-10

Effective Date: January 1, 2012

Version: 2.0

POLICY TITLE: INTERNAL TRAINING

OVERVIEW: Internal Trainings are annual practical instruction provided to employees within the Indiana Department of Child Services. DCS requires a specified number of annual training hours for certain job classifications within Field Operations. Each employee should use the Enterprise Learning Management (ELM) System to document Internal Training hours. It is the employee and Supervisor's responsibility to monitor annual Internal Training hours.

I. DEFINITIONS

Internal Training: Required internal instruction for DCS employees to enhance their professional development and improve their skills to better serve children and families.

[NEW] Online Training: Consists of DCS Computer Aided Trainings (CATs) and webinars.

II. REFERENCES

None

III. POLICY

- a. All Family Case Managers (FCMs) must complete no less than 24 hours of Internal Training annually. The mandatory training requirements may be completed as follows:
 - i. Up to 12 Internal Training hours can be completed online; and
 - ii. One (1) DCS training day is equivalent to six (6) Internal Training hours.
- b. All new hire FCMs must complete new worker training which will exceed his or her first year requirement.
- c. All Supervisors, Local Office Directors (LODs), Division Managers (DMs) and Regional Managers (RMs) must complete no less than 32 hours of Internal Training. The mandatory training hour requirements may be completed as follows:
 - i. Up to 16 Internal Training hours can be completed online; and
 - ii. One (1) DCS training day is equivalent to six (6) Internal Training hours.
- d. Supervisors that have completed the New Supervisor Training will exceed his or her annual Internal Training requirements.
- e. **[NEW]** The Executive Staff which consists of the: Chief of Staff, Deputy Chief of Staff, Deputy Directors, Assistant Deputy Directors, Chief Financial Officer, Chief Information Officer, and Chief Legal Counsel, must complete no less than 32 hours of Internal Training. The mandatory training hour requirements may be completed as follows:
 - i. Up to 16 Internal Training hours can be completed online, attendance at regional service council meetings, or regional staff meetings; and

- ii. One (1) DCS training day is equivalent to six (6) Internal Training hours.
- f. All Legal Staff must complete no less than 32 hours of Internal Training.
 - i. Up to 20 Internal Training hours can be completed online.
 - ii. One (1) DCS Training day is equivalent to six (6) Internal Training hours.
- g. All Professional (PAT level) Staff must complete no less than 24 hours of Internal Training.
 - i. Up to 12 Internal Training hours can be completed online.
 - ii. One (1) DCS Training day is equivalent to six (6) Internal Training hours.
- h. Information Technology Staff must complete no less than 24 hours of Internal Training.
 - i. Up to 12 Internal Training hours can be completed online.
 - ii. One (1) DCS Training day is equivalent to six (6) Internal Training hours.
- i. Administrative Support Staff must complete no less than eight (8) hours of Internal Training.
 - i. All eight (8) Internal Training hours can be completed in any combination of online and/or in classroom training.
 - ii. One (1) DCS Training day is equivalent to six (6) Internal Training hours.
- j. Any employee enrolled in an accredited graduate program related to their job classification (i.e. Masters of Social Work, Masters Programs in Counseling), is exempt from additional training hour requirements, with the exception of mandatory trainings if:
 - i. The graduate program has been reviewed and approved by the LOD; and
 - ii. The employee takes a minimum of two courses per calendar year.
- k. Each employee is responsible for monitoring and/or managing their registration status including dropping, adding and waitlists for Internal Trainings.
- l. Each employee should document and/or confirm his or her completed training hours utilizing the Enterprise Learning Management (ELM) system on their Learning Transcript and [Record of Training DCS Employee \(SF 54819\)](#) form for other approved internal and external training.
- 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.
- n. Management staff should use discretion in determining the appropriate number of training hours during the first calendar year of the new worker's employment.
- o. Monitoring of annual Internal Training hours is the responsibility of the employee and his or her direct supervisor.

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 classroom training and make available upon request.
- c. Management staff will check, at the time of reviewing the file for the Performance Appraisal, whether the required number of training hours have been completed.

- d. 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 (i.e. FMLA).

DATE: November 1, 2011
James W. Payne, Director
Department of Child Services

A signed copy is on file.

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