Indiana Administrative Policies

Published 6/3/26

INDIANA DEPARTMENT OF CHILD SERVICES

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About the Policy Manual

The policy manual contains administrative policies of the Indiana Department of Child Services (DCS) including human resources, general administration, and external affairs. Please visit https://www.in.gov/dcs/policies/child-welfare-policies/ to access DCS child welfare policies. DCS administrative letters may be accessed at https://www.in.gov/dcs/policies/policies-implemented-via-admin-letters/.

Policy Updates

The policy manual is updated regularly with new and revised policies. It is recommended that the user access the policy manual online and abstain from printing or saving a hard copy. To access DCS archived policies, visit https://www.in.gov/dcs/policies/child-welfare-policies/policy-manual-archives/.

Policy Portal

The Policy Portal may be accessed by DCS staff here. Contact the DCS Policy Team at DCS.policy@dcs.in.gov.

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-2-2	Effective Date: July 27, 2022	Version: 2.0
POLICY TITLE: BACKGROUND CHECKS		
This Policy is for DCS Staff.		
OVERVIEW: Both Federal and Indiana Code require the Indiana Department of Child Services (DCS) to perform various background checks on all prospective and current employees. This policy addresses specifically the criminal background checks that are completed on DCS employees. For broader background check information on employees, see State Personnel Department (SPD) Policy: Hiring Process and Background Checks.		

I. DEFINITIONS

A. Arrest: The taking of a person into custody, that the person may be held to answer for a criminal charge. Arrests noted on criminal history checks may be considered only if the charges are still pending at the time of the employment decision.

B. Criminal background check: May include, but is not limited to the following checks (as defined below):
   1. Child Protection Services (CPS) History Check;
   2. Fingerprint Based Criminal History Records Information (CHRI) Check;
   3. Indiana Criminal History Check (see Criminal History Check); and
   4. National Sex Offender Registry Check;

C. CPS History Check: A CPS History Check is a thorough search, with the applicant's consent, of an individual's current or previous name, any alias, and/or nicknames in Casebook, or similar records in another state, in order to provide all information about whether that individual has been substantiated as a perpetrator of Child Abuse and/or Neglect (CA/N).

D. Conviction: A judgment on a verdict or a plea of guilty or nolo contendere, and/or a finding of guilt substantiated by the evidence which results in the payment of fines, forfeiture of collateral or bond, restitution, deferred adjudication or sentencing, probation, confinement, suspended sentence, pre-trial diversion agreement, or any other penalty imposed by a court of law or agreed upon by the accused for a crime (i.e., a felony or misdemeanor for which a person might be imprisoned).

E. Criminal History Check: Review of any charges filed, arrests, or criminal convictions that have been provided by local law enforcement agencies. For especially sensitive positions (e.g., access to Federal Tax Information [FTI]), records may be checked in every jurisdiction where the individual has lived, worked, or attended school.

F. National Sex Offender Registry Check: Review of the National Sex Offender Registry to ensure the applicant has not been convicted of certain sex crimes nationwide.

G. Pending Criminal Charges: Criminal charges against an employee, whether arrested or not, may be considered when making a decision regarding employment and/or formal discipline. Pending criminal charges must be reported by the employee to DCS within five (5) business days.

H. Perpetrator: Per 465 IAC 3-1-11, "Perpetrator" means a person who, by an act or an

omission, has been identified in a report concluding a CA/N assessment to have committed child abuse or neglect.

II. REFERENCES

A. IC 4-13-2-14.7: State agency employees working with children; sex crime convictions; dismissal
B. IC 10-13-3: Criminal History Information
C. IC 31-9-2-22.5: "Conduct a criminal history check"
D. IC 35-42-4: Sex Crimes
E. SPD Policy: Arrests and Convictions
F. SPD Policy: Hiring Process and Background Checks
G. 465 IAC 3-1-11: "Perpetrator" defined
H. 465 IAC 3-2-3: Administrative review procedure for department employees for a substantiated report of child abuse or neglect
I. 465 IAC 3-2-4: Exceptions to administrative review of an abuse or neglect determination based on court findings
J. DCS Policy GA-23 Criminal Justice Information System
K. DCS Policy 2.04 DCS Employee Administrative Review Process
L. DCS Policy 4.45 Assessment of DCS Staff Alleged Perpetrators

III. POLICY

A. All persons conditionally offered employment or appointed to state positions at DCS are subject, but not limited to, a National Sex Offender Registry Check, a CPS History Check, a local criminal history check, and a Fingerprint Based CHRI Check. All offers of employment shall be contingent pending satisfactory completion of the background check process. DCS will complete a CPS history check on any individual with a conditional offer of employment. DCS will not hire any individual who has a CPS perpetrator history. The CPS history check will include all states the individual has resided in during the past five (5) Years. **A CPS History check will be conducted every five years on employees of DCS.**

   Note: All employees are subject to the SPD Policy Arrests and Convictions.

   Note: Any DCS employee found to have a history of substantiated abuse or neglect in Indiana where the employee was the perpetrator will receive an employee Administrative Review.

B. A DCS employee shall be dismissed if the individual isor has ever been convicted of any of the offenses listed under IC 4-13-2-14.7. Applicants or candidates for a position at DCS who are found to have been convicted of any of the offenses listed under IC 4-13-2-14.7 will not be hired.

   Note: All employees are subject to the SPD Policy Arrests and Convictions. A DCS employee may also be dismissed if the individual is or has ever been convicted of any other crime not otherwise stated in this policy if DCS staff, after considering the nature of the conviction and the time since the conviction occurred, determine that employing an individual with that conviction history is not compatible with DCS's mission, vision, and values.

D. DCS may consider any of the following additional considerations, to the extent it deems any of them pertinent to the individual case:
   1. The nature of the position for which the applicant is applying or in which the employee holds;
   2. The nature and seriousness of the conduct;
   3. The circumstances surrounding the conduct;
   4. When the conduct occurred;
   5. The age of the person involved at the time of the conduct; and
   6. The absence or presence of rehabilitation or efforts toward rehabilitation.

   Note: DCS may discipline and/or terminate any employee found guilty of any of the crimes or activities listed in the SPD Policy: Hiring Process and Background Checks.

E. All employees who have access to DCS child welfare information, in any format, will be required to complete a Fingerprint Based CHRI Check. **A Fingerprint Based CHRI Check will be completed every five (5) years.**
F. All employees, contractors, and volunteers who have access to fingerprint records shall complete training in accordance with Policy GA-23: Criminal Justice Information System.
G. All current employees will be required to undergo a new background check when there is a change in the employee's classification.

IV. PROCEDURE

In addition to this Policy, DCS employees are required to follow SPD Policy: Hiring Process and Background Checks.

V. FORMS AND OTHER DOCUMENTS

Indiana Request for a Child Protection Services (CPS) History Check (SF 52802)

DATE: July 27, 2022

Donald Travis, Deputy Director of Juvenile Justice Initiatives and Support
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-2-3	Effective Date: October 1, 2020	Version: 2.0
POLICY TITLE: COMPENSATORY TIME OFF		
OVERVIEW: Overtime-eligible employees may elect compensatory time off in lieu of monetary pay for overtime. The state has no legal obligation to provide compensatory time off to exempt employees.		

I. DEFINITIONS

A. Compensatory Time Off: Paid time off given in lieu of additional monetary pay. Compensatory time off may be used outside of the week in which it was earned. This is one of the ways in which compensatory time differs from a schedule adjustment. (More information on adjusted schedules may be found in HR-2-11 Work Hours and Schedules.

B. Overtime-eligible Employee: An employee who is covered by the overtime pay provisions of the Fair Labor Standards Act (FLSA) and/or applicable state rules and policies on premium overtime pay. These employees are known as "non-exempt employees".

C. Exempt Employee: An employee who is not covered by the overtime pay provisions of the FLSA and/or applicable state rules and policies on premium overtime pay. These employees are also known as overtime ineligible employees.

D. Premium Overtime: Actual time worked in excess of 40 hours per work week for an overtime-eligible employee.

II. REFERENCES

A. HR-2-11 Work Hours and Schedules
B. Fair Labor Standards Act (FLSA)
C. Financial Management Circular 2013-4
D. Financial Management Circular 2019-1
E. Financial Management Circular 2019-2
F. 31 IAC 5-7-6: Compensatory Time Off

III. POLICY

A. According to FLSA, overtime-eligible employee timesheets must reflect the actual time worked. It is a violation of law for any overtime-eligible employee to work but not record the time on the employee's timesheet or to record time that was not actually worked.

B. Overtime-Eligible Employees

1. An overtime-eligible employee may request and, upon approval by the employee's supervisor or designee, be granted compensatory time off in lieu of monetary payment for the overtime. Management reserves the right to pay overtime when operational needs prevent granting compensatory time off.
2. An overtime-eligible employee choosing compensatory time off will be granted one (1) hour of compensatory time off for every hour worked in excess of 37.5 hours in any given work week for up to 40 hours worked. The individual will

receive 1.5 hours of compensatory time for every additional hour worked above and beyond 40 hours.

3. An overtime-eligible employee shall be permitted to use accrued compensatory time off within a reasonable period after making a request, if the use of such time does not disrupt the operations of the agency.
4. All compensatory time off earned by overtime-eligible employees must be scheduled and taken prior to the end of the calendar quarter following the quarter in which the overtime was earned. Compensatory time off that is not used within this period will be compensated monetarily.

   Example: Compensatory time earned for overtime hours worked on August 10th that has not been taken by December 31st, must be paid out in the paycheck that covers December 31st.

5. An overtime-eligible employee may not accrue more than 240 hours of compensatory time off.

   Note: An employee who has accrued more than 240 hours of compensatory time off must claim monetary payment for additional overtime.

6. Upon promotion, termination (eligible and non-eligible for re-hire), or interagency transfer, an overtime-eligible employee must be paid for the unused compensatory time off as outlined in 31 IAC 5-7-6(4) (B).

C. Exempt Employees
The state has no legal obligation to provide compensatory time off to exempt employees.

Note: See Financial Management Circular 2013-4 and Financial Management Circular 2019-2 for additional information regarding exempt employees receiving compensatory time off.

IV. PROCEDURE

A. All compensatory time off may be used in quarter-hour (15-minute) segments.
B. Requests by overtime-eligible employees for compensatory time off in lieu of overtime pay and approval by the employee's supervisor or designee must be documented via email, preferably prior to working the overtime. If the request is not made prior to working the overtime, it must be made no later than the end of the pay period.
C. Compensatory time off earned and used must be reported on the employee timesheet. The employee's supervisor should ensure accurate documentation of earned and used compensatory time off prior to approval of the employee timesheet.

   Note: An employee may note additional information in the comments section of the employee timesheet regarding compensatory time off.

V. FORMS AND OTHER DOCUMENTS

N/A

DATE: 9/14/2020
Eric Miller, Chief of Staff
Department of Child Services

A signed copy is on file.

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-2-7	Effective Date: September 1, 2024	Version: 4.0
POLICY TITLE: ON-CALL		
OVERVIEW: A Family Case Manager (FCM) who is on-call shall be compensated when required to perform job duties or report to work. FCMs will receive overtime compensation at the applicable rate when hours worked exceed 40 hours in a calendar week. FCMs and FCM Supervisors 4, who are assigned on-call duties, are eligible for a paid bonus while waiting to engage (WTE) when assigned on-call duties.		

I. DEFINITIONS

A. Call-back hours: Any time an employee performs work during the on-call period.
B. On-Call: The period during which an employee is away from the worksite but must be available to return to work within a relatively short period of time, specifically: Monday through Friday (from 4:30pm to 8:00am), Saturdays and Sundays (a 24-hour period starting at 8:00am), State holidays (a 24-hour period starting at 8:00am).
C. Overtime: Hours worked in excess of 40 hours in a calendar week by an overtime-eligible employee.
D. Waiting to engage (WTE): The time during an assigned on-call shift when a worker is not actively working or called back.

II. REFERENCES

A. Fair Labor Standards Act (FLSA)
B. State Personnel Department's Overtime Assignments Responsibilities and Procedures
C. DCS Travel Bulletin

III. STATEMENTS OF PURPOSE

A. A Family Case Manager (FCM) will be compensated for all hours worked at the appropriate rate. See the State Personnel Department's Overtime Assignments Responsibilities and Procedures for more information.
B. Call-back hours will be recorded in 15-minute increments. Commute time to and from work shall be compensated at the applicable rate.
C. A FCM in cohort training is ineligible to shadow on-call until the day after their successful completion of the Essential Learning portion of the training.
D. An FCM and FCM Supervisor 4 will record call-back and WTE hours on the On Call Tracking form and submit to their immediate supervisor.
E. Call-back hours performed will not result in an automatic reduction of the employee's regular schedule. Any authorization to flex the employee's assigned regular work schedule requires written approval from their immediate supervisor.
F. In accordance with federal law, no employee may volunteer time for any activity that resembles part of the employee's work duties.
G. An on-call employee may use their home address as their workstation when claiming travel for on-call purposes unless traveling directly to or from home and office, as these are commutes and not claimable for mileage reimbursement. See the DCS Travel Bulletin for more information.

H. FCM Supervisor 3s are ineligible for compensation during their on-call hours.

IV. PROCEDURE

A. The FCM or FCM Supervisor 4 will:
   1. Complete all required documentation to track call-back hours during on-call time and enter the call-back hours in PeopleSoft, no later than the end of the final shift worked in each pay period.
   2. Track time spent WTE in 15-minute increments (rounded to the nearest quarter-hour increment) on the On Call Tracking form, and
   3. Submit the completed form to their immediate supervisor.

B. The immediate supervisor will review the On-Call Tracking form and the employee's timesheet and ensure the time entered on both is accurate.

C. FCMs will be paid a WTE bonus as follows:
   1. Monday through Friday: $50 bonus for a full on-call shift of 15.5 hours; and
   2. Weekends and Holidays: $120 bonus for a full on-call shift of 24 hours.

   Note: Bonus will be prorated based upon the actual number of hours spent in WTE status for each shift.

D. FCM Supervisor 4s will be paid a WTE bonus as follows:
   1. Monday through Friday: $50 bonus for a full on-call shift of 15.5 hours; and
   2. Weekends and Holidays: $120 bonus for a full on-call shift of 24 hours.

   Note: Only one (1) FCM Supervisor 4 per an assigned shift may be compensated for the WTE pay. The Local Office Director shall determine which FCM Supervisor 4 is eligible for the WTE bonus.

V. FORMS AND OTHER DOCUMENTS

A. On-Call Tracking Form

APPROVED
Date: August 26, 2024
Eric Miller, Director
Department of Child Services

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 SCHEDULES[1]		
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
Department of Child Services

	INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICY	
	Policy Number: HR-2-13 **Policy Title:** Recognition Program	
	Effective Date: January 1, 2026	**Version:** 6.0

POLICY OVERVIEW

The Indiana Department of Child Services (DCS) Recognition Program is designed to reward employees for exceptional performance and contributions to outcomes directly related to the DCS mission, vision, and purpose. This specific program utilizes monetary spot bonuses and nonmonetary awards to recognize employees "on the spot."

POLICY STATEMENT

The DCS Recognition Program follows the Indiana State Personnel Department (SPD) Spot Bonus Policy, which replaced any earlier DCS recognition policies.

The DCS Recognition Program gives performance-based awards to employees who go above and beyond their normal job duties. The employee's action must:

1. Be outside their regular job description or usual daily tasks; and
2. Be a one-time event (not something they do all the time).

Note: If an employee consistently performs well in their regular duties, that will be noted in Success Factors and considered during their performance review.

Awards are given in the following ways:

1. Non-monetary awards: Examples include certificates, thank-you cards, or similar items;
2. $100 spot bonus: Given for an exceptional one-time event that exceeds expectations, including accepted transformation ideas;
3. $250 spot bonus: Given for an exceptional event that exceeds expectations and makes an impact at the office level;
4. $500 spot bonus: Given for an exceptional event that impacts more than one office - at the county or regional level;
5. $750 spot bonus: Given for an event that has a big impact across the state or involves extra duties over a long period; or
6. $1,000 spot bonus: Given for a major, extraordinary event that strongly supports DCS's mission, involves a multi-day statewide event, earns national recognition, or includes many extra responsibilities over time.

   Note: No single spot bonus can be more than $1,000. An employee may receive more than one spot bonus in a fiscal year (July 1–June 30), but the total cannot be more than $2,000 in that fiscal year.

Anyone at DCS can submit a recognition nomination for anyone within the agency. The nomination should be sent in within 30 days of the achievement.

To qualify for a spot bonus through the DCS Recognition Program, the employee must meet all of the following:

1. Be an active employee who is not intermittent or contract staff, and has completed the working test period;
2. Has not been on a Performance Improvement Plan (PIP) or had any disciplinary action in the past three (3) months before the nomination;
3. Be meeting all performance expectations and competencies, as confirmed by their supervisor (unless the Agency Director makes an exception);
4. Has completed a one-time action of exceptional performance, as described above and on SF 57005; and
5. Has not already received overtime compensation or compensatory time for the action and has not received more than $2,000 in spot bonuses this fiscal year.

To qualify for a Nonmonetary award through the DCS Recognition Program, the employee must meet all of the following:

1. Be an active employee who is not intermittent;
2. Has worked at DCS for more than three (3) months;
3. Has not been on a Performance Improvement Plan or had any disciplinary action in the past three (3) months before the nomination;
4. Meet all performance expectations and competencies, as confirmed by their supervisor (unless the Agency Director makes an exception); and
5. Has completed a one-time action of exceptional performance, as described above and on SF 57005.

Recognition Nominations

1. Use the Recognition Program Nomination Form (SF 57005) to submit and review all recognition nominations;
2. Send the completed form SF 57005 to Human Resources (HR) at DCSHR@dcs.in.gov. HR will check that the employee is in good standing and not on a Performance Improvement Plan (PIP);
3. The SF 57005 must be completed and submitted to HR within 30 days of the qualifying event. Spot bonus proposals submitted more than 30 days after the qualifying event will be considered only by exception, granted by the Agency Director or designee (the Chief of Staff);
4. The nomination process must stay confidential until all approvals are obtained; and
5. All spot bonuses are taxable income and will show up on the employee's pay statements. Nonmonetary awards are not taxable.

PROCEDURE

Monetary Award

Requestor

The person nominating an employee (the Requestor) will fill out the Recognition Program Nomination Form (SF 57005) and email it to DCSHR@dcs.in.gov.

Human Resources (HR)

Within two weeks, HR will:

1. Thank the requestor for their submission;
2. Review the form to make sure the justification aligns with the SPD Spot Bonus Policy. Make sure the employee:
   a. Has completed the working test period and is an active, non-intermittent, non-contract employee,
   b. Has not been on a Performance Improvement Plan (PIP) or had disciplinary action in the last three (3) months,
3. Email the employee's Supervisor and Executive Leader (defined as Deputy Director/Commissioner, Local Office Director, Department Director, Regional Director, or Division Director), or designee, with a copy of the form **if the employee qualifies**;
4. Take no further action and will not notify the Requestor **if the employee does not qualify**; and
5. Notify all approvers up to the Agency Director for a final decision **if HR later learns of a disqualifying issue** prior to finalizing the award (see above).

Executive Leader or Designee

Within two weeks of receiving HR's decision, the Executive Leader (or designee) will:

1. Review the form;
2. Confirm sufficient funds are available, if necessary;
3. Is meeting all performance expectations and competencies (unless the Agency Director grants an exception);
4. Verify employee has not already received overtime compensation or compensatory time for the action and has not received more than $2,000 in spot bonuses this fiscal year by emailing DCSPayrollInquiries@dcs.in.gov; and
5. Approve or deny the request;
   a. If approved, send the decision with confirmation from payroll attached, and a recommendation for the award amount or type, to DCSFinance@dcs.in.gov for Chief of Staff review, or
   b. If denied, send decision in writing to the Supervisor.

Chief of Staff

Within two weeks, the Chief of Staff or designee will:

1. Review the form and the proposed award;
2. Approve or deny the request;
   a. Suggest changing the award amount or type based on impact or budget, if appropriate, and
   b. If approved:
      i. Notify HR, Payroll, the Supervisor, and the Executive Leader or Designee in writing, including the form and paid date, and
      ii. Advise HR to keep a copy in the employee's personnel file.
   c. If denied, notify the Executive Leader (or designee) in writing.

Payroll Director
Within two weeks, the Payroll Director will:

1. Assign the approved reward to a Payroll Supervisor for processing, and

   Note: The Payroll team will process a spot bonus as a PSHUP file a week before payroll is out, the same as a timesheet.

2. Submit a copy of what goes to the Comptroller's Office to HR.

Supervisor (after approval)
Within two weeks of approval by the Chief of Staff, the Supervisor will:

1. Work with DCS Communications to create an award certificate;
2. Give a printed copy of the thank you card or appreciation certificate with the employee's name to the Agency Director or designee to complete, if a thank-you card or certificate of appreciation is requested;
3. Give the complete items to the employee once received; and
4. Notify the Senior Manager and the employee in writing about the decision and effective date.

   Note: They are encouraged to share the good news with the team or senior staff.

Communications
The Director of Communications or designee will keep a record of recognized achievements for the current and previous fiscal year. They may share the text of the recognition in internal or external publications, but will not include the dollar amount.

Nonmonetary Award
Requestor
The person nominating an employee (the Requestor) will fill out the Recognition Program Nomination Form (SF 57005) and email it to DCSHR@dcs.in.gov.

Human Resources (HR)
Within two weeks, HR will:

1. Thank the requestor for their submission;
2. Review the form to make sure the justification aligns with the SPD Spot Bonus Policy. Make sure the employee:
   a. Has completed the working test period and is an active, non-intermittent, non-contract employee,
   b. Has not been on a Performance Improvement Plan (PIP) or had disciplinary action in the last three (3) months,
   c. Verify and make sure the justification is consistent with the factors permitted to be considered in the SPD Spot Bonus Policy, and
   d. Has not already received overtime compensation or compensatory time for the action and has not received more than $2,000 in spot bonuses this fiscal year.
3. Email the employee's Supervisor and Executive Leader (or designee) with a copy of the form **if the employee qualifies**;
4. Take no further action and will not notify the Requestor **if the employee does not qualify**; and
5. Notify all approvers up to the Agency Director for a final decision **if HR later learns of a disqualifying issue** prior to finalizing the award (see above).

Executive Leader or Designee
Within two weeks of receiving HR's decision, the Executive Leader or Designee will:

1. Review the form;
2. Confirm employee is meeting all performance expectations and competencies (unless the Agency Director grants an exception),
3. Confirm sufficient funds are available, if necessary; and
4. Approve or deny the request;
    c. Suggest changing the award based on impact or budget, if appropriate, and
    d. If approved, send the decision and a brief summary of the nomination to the Deputy Director of Staff Development & Strategic Workforce Planning at DCSBonusProgram@dcs.in.gov and the Supervisor, and request the Supervisor provide the employee's item choice, or
    e. If denied, send decision in writing to the Supervisor.

Supervisor
Within two weeks, the Supervisor will provide a copy of the reward (see Resources) to the Deputy Director of Staff Development & Strategic Workforce Planning, including the employee's name, for completion by Agency Director or designee.

Deputy Director of Staff Development & Strategic Workforce Planning
Within two weeks of notification from the Supervisor, the Deputy Director or designee will:

1. Provide a brief summary of the nomination and a printed copy of the thank you card or appreciation certificate with the employee's name to the Agency Director or designee to complete; and
2. Provide the completed certificate of appreciation or thank-you card to the Supervisor or designee.

Supervisor (after approval)
Within two weeks of receipt, the Supervisor will:

1. Provide the nonmonetary award to the employee; and
2. Notify DCS Communications of the achievement.

Communications
The Director of Communications or designee will keep a record of recognized achievements. They may share the text of the recognition in internal or external publications.

Resources

- DCSHR@dcs.in.gov
- DCSBonusProgram@dcs.in.gov
- DCSFinance@dcs.in.gov
- DCS - Recognition Program Nomination Form (SF 57005)
- Financial Management Circular 1.1 located on the Financial Management Circulars website
- Financial Management Circular 2.2 located on the Financial Management Circulars website
- Indiana State Personnel Department (SPD) Spot Bonus Policy
- Recognition and Reward Database SharePoint
    - Thank you card
    - Certificate of appreciation

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-2-15	Effective Date: October 1, 2019	Version: 1.0
POLICY TITLE: BSW/MSW Incentive Program		
OVERVIEW: The Indiana Department of Child Services (DCS) recognizes employees with a Bachelor of Social Work (BSW) or a Master of Social Work (MSW) Degree with a one (1)-time base salary increase.		

I. DEFINITIONS

N/A

II. REFERENCES

N/A

III. STATEMENTS OF PURPOSE

A. DCS will provide a one (1) time base salary increase as an educational incentive for eligible employees who attain a BSW or MSW. The one (1)-time base salary increase will be awarded as follows:
   1. DCS employees who hold a BSW will receive a one (1)-time base salary increase of $1,500; and
   2. DCS employees who hold an MSW will receive a one (1)-time base salary increase of $3,000.

   Note: DCS employees may not receive more than a total base salary increase of $3,000 under this program (i.e., if an employee receives a base salary increase of $1,500 upon completion of a BSW and later earns an MSW, the employee may receive only an additional $1,500 increase for a total of $3,000).

B. DCS reserves the right to interpret, change, modify, amend, or rescind this policy, in whole or in part, at any time for any reason, stated or unstated.

IV. ELIGIBILITY REQUIREMENTS

A. DCS will offer the BSW/MSW Incentive Program to all DCS employees, regardless of position.

   Note: DCS values the specific knowledge base achieved through the completion of a BSW and/or MSW Program. This knowledge aligns with the agency's core values and practice model and is a catalyst for success in serving children and families, as well as supporting those who directly serve children and families.

B. DCS employees must meet all of the following criteria to be eligible for the one (1) time base salary increase:
   1. Hold a BSW or MSW;
   2. Have fulfilled the requirements of the BSW/MSW Scholars contract, if applicable. This includes graduating and successfully completing the contract requirements and the payback period. See policies GA-9 BSW Scholars IV-E

Practicum and GA-14 MSW IV-E Scholars Employment-Based Practicum for additional information;

3. An employee in the state classified service who has successfully completed a working test period for their current position or an employee in the unclassified service;
4. Meet all performance expectations and competencies;
5. May not have been placed on a Work Improvement Plan (WIP) in the 12 months previous to the application date; and
6. May not have not had disciplinary action in the 12 months previous to the application.

V. PROCEDURE

A. Any DCS employee who meets all criteria of the BSW/MSW Incentive Program may apply at any time following the effective date of this policy by:
   a. Completing the Application for BSW/MSW Incentive Program (SF56829);
   b. Obtaining approval and signature on the application as follows:
      i. A Family Case Manager (FCM) or FCM Supervisor must obtain approval and signature from their Local Office Director (LOD), or
      ii. Any other DCS employee must obtain approval and signature from their Deputy Director or designee; and

   c. Submitting the Application for BSW/MSW Incentive Program (SF56829), along with official transcripts documenting completion of the BSW or MSW Degree, to DCS Human Resources (HR) at BSWMSWIncentiveProgram@dcs.in.gov.

B. The LOD (for FCM and FCM Supervisor applicants) or the Deputy Director (for applicants in all positions other than FCM and FCM Supervisor) will certify, by signing the application, that the applicant:
   a. Is meeting performance expectations and competencies;
   b. Has not been placed on a WIP in the last 12 months; and
   c. Has not had disciplinary action in the last 12 months.

C. HR will:
   a. Notify the employee that the application has been received;
   b. Process the application for final approval or denial;
   c. Send an email to notify the employee of approval or denial; and
   d. Maintain a master list of DCS employees who have received the BSW and/or MSW Incentive.

D. Upon program acceptance by HR, the employee will receive the base salary increase at the beginning of the next pay period.

   Note: Applications received by HR on or before the 10th of the month will be evaluated for program acceptance on or before the 10th of the following month.

VI. FORMS/TOOLS

Application for BSW/MSW Incentive Program (SF56829)

DATE: August 1, 2019
Terry Stigdon, Director
Department of Child Services

DATE: August 1, 2019
Britni Saunders, Director
State Personnel Department

DATE: August 1, 2019
Zachary Jackson, Director
State Budget Agency

Signed copies are on file.

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-2-16	Effective Date: August 1, 2024	Version: 1.0
POLICY TITLE: EXCEPTION TO DEGREE REQUIREMENTS FOR FCM POSITION		
OVERVIEW: The Indiana Department of Child Services (DCS) has added an exception to the degree requirement to be more inclusive of a skills-based hiring practice to improve recruitment and retention for the Family Case Manager (FCM) position. This inclusion allows for flexibility when the applicant's skill set and experience align with the needs of the agency and the practice expectations of the position. More applicants with an exceptional skill set and passion for child welfare will be afforded an opportunity to interview for the FCM position.		

I. DEFINITIONS

N/A

II. REFERENCES

N/A

III. STATEMENTS OF PURPOSE

A. To be considered for an exception to the degree requirement for the Family Case Manager (FCM) position, a candidate must:
   1. Be at least 21 years of age;
   2. Possess a high school diploma or equivalent, and
   3. Meet one (1) of the following criteria:
      a. Possess an associate degree and a minimum of two (2) years of human services experience,
      b. Have three (3) years of human services experience and the successful completion of thirty (30) college credit hours from an accredited college or university, or
      c. Have at least four (4) years of human services experience.

B. Experience in human services may include, but is not limited to, work providing resources and/or support to individuals, families and groups of people who require assistance with issues such as:
   1. Employment;
   2. Inadequate housing;
   3. Child abuse and neglect (CA/N);
   4. Substance abuse or dependence;
   5. Aging;
   6. Disabilities; and
   7. Physical or mental health.

C. Job titles for experience in human services may include, but are not limited to, the following:
   1. Advocate;
   2. Caseworker;
   3. Child services assistant;

4. Community coordinator;
5. Community health nurse;
6. Family support worker;
7. Healthcare technician;
8. Home-based assistant;
9. Human services consultant;
10. Human services program specialist;
11. Injury prevention coordinator;
12. Legal assistant;
13. Mental health technician;
14. Outreach specialist;
15. Peer support specialist;
16. Program coordinator;
17. Public health nurse;
18. Social services assistant; and
19. Social work associate.

IV. PROCEDURE

A. When a viable candidate for a Family Case Manager (FCM) position is identified and the candidate does not possess at least a bachelor's degree, the hiring manager (or designee) will:
   1. Determine whether the FCM candidate meets the above criteria for a degree exception;
   2. Complete the Request for Exception to Degree Requirement for the Family Case Manager (FCM) Position (SF 57141) form, if the FCM candidate meets the degree exception criteria; and
   3. Submit the form to the Assistant Deputy Director (ADD) of Field Operations for consideration.

B. The ADD of Field Operations will:
   1. Review the Request for Exception to Degree Requirement for the Family Case Manager (FCM) Position (SF 57141) form and document the decision to approve or deny the degree exception; and
   2. Notify the hiring manager (or designee) of the decision.

V. FORMS AND TOOLS

A. Request for Exception to Degree Requirement for the Family Case Manager (FCM) Position (SF 57141)

APPROVED
Date: August 1, 2024
Eric Miller, Director
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-3-2	Effective Date: July 1, 2022	Version: 2.0
POLICY TITLE: ETHICS		
Overview: All state employees will abide by the ethics established by the Indiana Office of Inspector General (IG) and the Indiana State Ethics Commission. Employees and independent contractors will receive regular ethics training. Violation of state ethics is a serious matter that may result in termination of employment.		

I. DEFINITIONS

Independent Contractor: Individuals who, in exercising independent employment, contract to do certain work according to their own methods and without being subject to control of the employer except as to the product of their work. The employer prescribes what is to be done, but not how it is to be done or who is to do it.

II. REFERENCES

A. IC 4-2-6: Ethics and Conflicts of Interest
B. 42 IAC 1: Indiana Code of Ethics

III. STATEMENTS OF PURPOSE

A. The Indiana Code of Ethics applies to all DCS employees.
B. Employees and independent contractors will complete the appropriate online ethics training and document their completion.
C. All employees have a responsibility to report actual or apparent ethical violations, including questions of ethics, as they arise.
D. There is to be no retaliation, intimidation, or harassment of an employee or independent contractor who reports real or apparent ethical violations in good faith.

IV. PROCEDURE

A. All DCS employees must complete two (2) ethics trainings during onboarding. The first is a state ethics training from the IG, and the second is a DCS ethics specific training.
B. All independent contractors will complete training regarding state ethics requirements on the first day of service following the beginning of a contract if the independent contractor is expected to work more than 30 hours a week for more than 26 weeks during any one (1) fiscal or calendar year.
C. All DCS employees are required to complete ethics retraining set forth by the IG every two (2) years.
D. Documentation of completed ethics training will be kept as part of the employee's employment record.
E. Employees who suspect or know of ethics violations have a responsibility to report it to their supervisor, the DCS Ethics Officer, the DCS Trustline, or the IG's office.
F. Violation of ethics statutes and rules may result in disciplinary action up to and including fines and termination of employment.

V. FORMSAND TOOLS

A. DCS Trustline
B. Record of Training DCS Employee (SF 54819)

APPROVED
Date: 6/3/2022

Terry Stigdon, Director
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR 3-3	Effective Date: August 1, 2022	Version: 4.0
POLICY TITLE: POLITICAL ACTIVITY		
OVERVIEW: In accordance with state law, Indiana Department of Child Services (DCS) employees may not engage in any political activities when on duty or acting in an official capacity. Furthermore, state law restricts an employee's participation in certain political activities that might interfere with job performance. Questions surrounding political activity should be directed to the DCS Ethics Officer or the Indiana Office of Inspector General (OIG).		

I. DEFINITIONS

The Hatch Act: The Hatch Act is a federal statute that restricts the political activity of an individual whose principal employment is in connection with an activity which is funded completely by federal funds or grants.

II. REFERENCES

A. IC 4-2-6-5.5: Conflict of interest; advisory opinion by commission
B. IC 4-15-10-2: Political activities
C. 5 U.S.C. § 7321–7326: Federal Hatch Act
D. 42 IAC 1-5-4: Political Activity
E. Indiana Office of Inspector General: Political Activities of State Employees
F. The Office of the Indiana Attorney General: Dual Office Holding Guide

III. POLICY

A. DCS employees must comply with the requirements governing political activity found in federal and state law, Indiana Administrative Code (IAC), and the DCS Code of Conduct. Although some activities may be permitted under the Hatch Act, only the United States (U.S.) Office of Special Counsel can issue guidance. Employees may seek a Hatch Act advisory opinion.

   Note: Some positions may not be permitted, as outlined in the Dual Office Holding Guide.

B. DCS employees may not engage in political activity when on duty or acting in their official capacity. Employees must consider how political activity may involve other ethics rules including, but not limited to: use of state time and equipment, conflicts of interest, prohibitions on accepting gifts, and confidentiality.
C. DCS employees may not:
   1. Solicit political contributions from other employees;
   2. Post or display political materials in DCS offices or other DCS facilities;
   3. Wear political buttons or attire at work;
   4. Use state equipment and/or resources owned by DCS for political activity;
   5. Solicit political contributions at any time from persons or entities who have a business relationship with DCS; or
   6. Directly or indirectly request that subordinates assist, in any way, with a campaign for a political party or candidate.

D. DCS employees may outside of work hours:
   1. Express political opinions by voting, wearing political buttons, and displaying stickers and posters;
   2. Campaign for and hold an office in political clubs and organizations, subject to the restrictions outlined above in section C;
   3. Contribute money to political organizations and attend political fundraising functions;
   4. Run for public office in an election; and/or
   5. Actively campaign for candidates for public office in an election as long as they do not reference their DCS employment.

E. No employee will be appointed to, demoted, or dismissed from any position, or in any way be favored or discriminated against with respect to employment, because of their political opinions or affiliations.
F. Failure to comply with the above may violate federal and or state law, IAC, and/or the DCS Code of Conduct, and may result in disciplinary action, up to and including dismissal.

IV. PROCEDURE

A. Employees running for an elected office or formally involved in partisan politics will immediately:
   1. Notify the DCS Ethics Officer at ethics@dcs.in.gov;
   2. Confirm with the fiscal department that their position is not completely federally funded. If so, the employee may need to seek a Hatch Act advisory opinion;
   3. Seek an advisory opinion from the Indiana Office of Inspector General;
   4. Complete a request for supplemental employment if receiving compensation, and follow the instructions on the Supplemental Employment Authorization form: and
   5. Consult the Dual Office Holding Guide.

B. Violations of this policy shall be reported to the DCS Ethics Officer or the Indiana Office of Inspector General.

APPROVED
Date: 7/13/2022

Terry Stigdon, Director
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-3-5	Effective Date: May 1, 2025	Version: 4.0
POLICY TITLE: SUPPLEMENTAL EMPLOYMENT		
OVERVIEW: Department of Child Services (DCS) employees may engage in supplemental employment subject to applicable Indiana law, rules, policy, and DCS Code of Conduct. Employees must get approval prior to engaging in such outside employment.		

I. DEFINITIONS

A. Supplemental employment (outside employment): Receiving compensation for services rendered from an employer other than the DCS.
B. State property: Materials, supplies, equipment, funds, and facilities that are owned by the State of Indiana.

II. REFERENCES

A. IC 4-2-6-5.5: Conflict of interest; advisory opinion by commission
B. IC 4-2-6-9: Conflict of economic interests; commission advisory opinions; disclosure statement; written determinations
C. 42 IAC 1-2: Purpose
D. 42 IAC 1-5: Ethics Rules
E. 42 IAC 1-5-5: Outside employment
F. DCS Code of Conduct

III. STATEMENTS OF PURPOSE

A. DCS employees **shall not** have any supplemental employment or hold any contractual relationship that is:
   1. With any business entity, agency, or individual that/who is subject to regulation by, or is doing business with, DCS; **or**

   Exception: A DCS employee **may**, with their supervisor's and Local Office Director's (LOD's) or Deputy Director (for Central Office staff) approval, hold supplemental employment with an entity fitting under 1 above if:
   a. The employee is pursuing licensure as a licensed clinical social worker (LCSW), licensed mental health counselor (LMHC), and/or licensed marriage and family therapist (LMFT),
   b. The supplemental employment is required to meet clinical hour licensure requirements, and
   c. All required documentation completed by the employee has been approved, including the Supplemental Employment Authorization form and the Clinical Hours Licensure Agreement form. Once the clinical licensure hours are completed, the employee may no longer maintain the outside employment.

   Note: While pursuing licensure, the DCS employee may not work with any youth or family currently involved with DCS or is known by the employee to have past involvement with DCS.

   2. Capable of causing a continuing or recurring conflict between the employee's private interests and the performance of their responsibilities to DCS, or that would impede the full and faithful discharge of their public duties.

Note: While some state education institutions contract with DCS, this exclusion does not apply to state education institutions. DCS staff shall submit supplemental employment requests with these entities to their supervisor for review and discussion (e.g., adjunct instruction).

B. DCS employees **may not** seek supplemental employment with the following:
   1. Law enforcement;
   2. Jails/prisons;
   3. Community release/correction centers;
   4. Probation/parole departments;
   5. Courts;
   6. Prosecutor's office;
   7. Public defender's office; and/or
   8. Other state agencies if it is not allowed by any other state agency or law.

   Note: This list is not comprehensive and may be modified by DCS at any time. DCS staff may serve in an emergency medical services (EMS) capacity (e.g., emergency medical technicians [EMT]), but staff must immediately disclose to their supervisor any conflicts that have arisen out of a responder call and be permanently removed from any cases where a conflict has arisen.

C. DCS employees wishing to engage in supplemental employment outside of their respective positions with DCS must ensure that such additional employment does not interfere with their ability and availability to perform their job responsibilities with DCS, including scheduled work time and overtime requirements.

   Note: DCS employees may not be working supplemental employment while they are waiting to engage and/or on call.

D. Any supplemental employment shall not constitute a real or apparent conflict of interest and shall not require the use of State space, property, personnel, time, equipment, or supplies.
E. DCS employees may not solicit products/services, or charitable contributions, during work hours. Supervisors may not solicit their direct reports under any circumstances.

   Note: The display of promotional materials (flyers, brochures) is limited to break areas.

IV. PROCEDURE

A. The Supplemental Employment Authorization form should be completed as follows:
   1. All DCS employees considering supplemental employment (including temporary employment) must complete Part A of the Supplemental Employment Authorization form and submit it to their immediate supervisor prior to accepting a position with an employer other than DCS;
   2. The employee's immediate supervisor will complete Part B of the Supplemental Employment Authorization form and:
      a. Email the form to the DCS Ethics Officer for approval if the supervisor selects Box A, or

b. Provide a response to the employee and keep a record of the form in the employee's case file if the supervisor selects Box B (denying the supplemental employment).

3. The DCS Ethics Officer will:
   a. Approve or deny the employee's supplemental employment or request further assistance from the Indiana Office of Inspector General, and
   b. Email the completed Supplemental Employment Authorization form to the employee, the employee's immediate supervisor, and to Human Resources.

4. The employee shall complete Part D of the original approved Supplemental Employment Authorization form when the supplemental employment ceases, and the employee will submit the form via email to their immediate supervisor, the DCS Ethics Officer, and to Human Resources.

Note: In the event a DCS employee is presently engaged in supplemental employment that was not previously approved, the employee is to immediately complete the Supplemental Employment Authorization form. Should the request be denied, the employee shall be advised to cease supplemental employment.

B. If a DCS employee is seeking supplemental employment with an entity listed as an exception outlined in the Statements of Purpose, the Clinical Hours Licensure Agreement form should be completed as follows:
   1. The employee shall complete Part A of the Clinical Hours Licensure Agreement form and include the contact information of both their direct supervisor at DCS and the supervisor where the DCS employee is pursuing clinical hours;
   2. The supervisor where the employee is pursuing clinical hours will complete Part B of the Clinical Hours Licensure Agreement form and maintain a copy of the form for their records; and
   3. The employee's direct supervisor at DCS will complete Part C of the Clinical Hours Licensure Agreement form and place in the employee's personnel file.

C. Violation of this procedure may result in appropriate disciplinary actions.

V. FORMS

A. Clinical Hours Licensure Agreement
B. Supplemental Employment Authorization

APPROVED: April 28, 2025
Adam Krupp, Director
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-3-6	Effective Date: August 1, 2022	Version: 3.0
POLICY TITLE: SUSPICIOUS ACTIVITY AND FRAUD REPORTING		
OVERVIEW: The Indiana Department of Child Services (DCS) will not tolerate misuse of department services, funds, or property. Any person who knows of or suspects such activities must report the information via the established channels. Participation in such activities will result in disciplinary action by DCS and may result in referrals to the Indiana State Ethics Commission, Law Enforcement Agencies (LEA), and the Indiana Office of Inspector General.		

I. DEFINITIONS

A. Fraud: False representation of a matter of fact, by words, conduct, or concealment of that which should have been disclosed.

B. Fraud Investigation Unit: The unit within DCS which ensures DCS providers are making appropriate use of the intended services offered to Indiana children and families.

C. Independent Contractor: An individual who, in exercising independent employment, contracts to do certain work according to one's own methods and without being subject to control of an employer except as to the product of one's work, such that the contracted agency prescribes what is to be done but not how it is to be done or who is to do it.

D. Subgrantee: Legal entities collecting monies from grants through a secondary grant source.

II. REFERENCES

A. HR-3-9 Internal Affairs

B. IC 4-2-6: Ethics and Conflicts of Interest

C. IC 4-2-7: The Inspector General

D. 42 IAC 1: Indiana Code of Ethics

III. POLICY

A. Any DCS employee (temporary staff, interns, and full-time staff) or independent contractor who misuses department services, funds, or property is subject to disciplinary action, up to and including dismissal. Any independent contractor and/or employee working for/or in conjunction with a contractor or provider who misuses department services, funds, or property may immediately have the contract terminated and is subject to disciplinary action, up to and including dismissal. Illegal activity will be referred to an appropriate LEA.

B. All reports of suspicious activity shall be investigated thoroughly and expeditiously to determine if disciplinary, financial recovery, and/or criminal action should be requested. Further, the Fraud Investigation Unit shall review the internal control procedures that were in place at the time of the occurrence to determine if the risk of another occurrence may be reduced.

Note: All reports involving a DCS employee will be forwarded to the Deputy Director within the employee's chain of command. Some reports of suspicious activity involving DCS employees may be investigated by the DCS Internal Affairs Unit (see policy HR-3-9 Internal Affairs).

C. All reports shall be handled under the strictest confidentiality. Only those directly involved in the investigation shall be given information.
D. Informants may remain anonymous, are encouraged to cooperate with the investigation, and shall provide as much detail and evidence of the suspicious activity as possible.
E. Any DCS employee or independent contractor who knowingly fails to report suspicious activity may face disciplinary action, up to and including dismissal.

IV. PROCEDURE

A. Any DCS employee or independent contractor who suspects fraudulent activity, as listed above, must report their concerns without delay by:
   1. Calling the DCS Fraud Line: (317) 233-7425 (leave a message about suspected fraud with contact information);
   2. Emailing the DCS Fraud Investigation Unit: FIU@dcs.in.gov;
   3. Mailing the DCS Fraud Investigation Unit:
      DCS Fraud Investigation Unit
      Chief Investigator
      Room W392, MS 54
      402 West Washington Street,
      Indianapolis, IN 46204

   4. Complete and submit an Anonymous Fraud Report.

B. Any DCS employee or independent contractor who receives a report of suspected fraudulent activity must report this information without delay. All reports may be made in confidence.
C. The Fraud Investigation Unit shall conduct investigations of DCS employees, DCS service recipients (any persons who have received services through DCS), providers, contracted agencies, employees of contractors, subcontractors, or subgrantees (e.g., a DCS contracted provider who has contracted with another company to serve DCS cases).
D. The Fraud Investigation Unit will forward all reports involving a DCS employee to the Deputy Director within the employee's chain of command.
E. The Fraud Investigation Unit will:
   1. Investigate all reports,
   2. Coordinate any necessary inter-agency and intra-agency communications,
   3. Provide the DCS Director with a written summary of the report, the investigation findings, and any disciplinary recommendations,
   4. Provide the DCS Director with a separate report detailing the existing internal control procedures and any recommendations to prevent future occurrences, and

5. Provide any required information, reports, or evidence to the Indiana State Ethics Commission, Indiana Office of Inspector General, or Internal Affairs Unit upon request.

F. The Internal Affairs Unit, Indiana State Ethics Commission, the Indiana Office of Inspector General, or Local LEA may make further determinations regarding additional legal actions needed.
G. Periodic communication should emphasize this policy and the channels to report suspected fraud.

V. FORMS AND TOOLS

Anonymous Fraud Report

APPROVED:
Date: 7/11/2022

Eric Miller, Chief of Staff
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-3-7	Effective Date: May 1, 2023	Version: 3.0
POLICY TITLE: LIMITED PERSONAL USE OF STATE PROPERTY/RESOURCES		
OVERVIEW: This policy establishes guidelines for limited personal use of state property/resources by state employees and special state appointees of the Indiana Department of Child Services (DCS).		

I. DEFINITIONS

N/A

II. REFERENCES

A. IC 4-2-6-17: Use of state property for other than official business; exceptions; violations
B. IC 4-2-7-5: Code of ethics; use of state property for political purpose; filing ethics compliant
C. 42 IAC 1-5-12 Use of state property

III. STATEMENTS OF PURPOSE

A. DCS recognizes that employees and special state appointees occasionally need to use state property/resources for emergencies and other infrequent personal business (i.e., communicating with schools, child-care providers, physicians, and others) that cannot reasonably be handled away from work.
B. DCS believes accommodating occasional and limited use of state resources provides a public benefit of attracting and maintaining a diverse, well-rounded workforce.
C. Such limited, personal use of state property/resources should not be considered a violation of the Indiana Code of Ethics.
D. The parameters of permissible use of state property/resources under this policy are as follows:
    1. The use must not interfere with the performance of official duties and work responsibilities.
    2. The use must be infrequent, of short duration and, unless not reasonably practical, made on the state employee's or special state appointee's personal time.
    3. The use of state property/resources must not be used for:
        a. The purpose of conducting personal business, including supplemental employment,
        b. An illegal activity, or
        c. A political purpose.

    Note: A political purpose does not include handling or disposing of unsolicited political communications.

E. A state employee or special state appointee shall not make private use of any state property which has been removed from state facilities or other official duty stations, even if there is no cost to the State, unless otherwise approved.

F. The use must be in accordance with the current version of the Information Technology Resources (ITR) User Policy and Agreement.
G. The use must not violate any other ethics laws/rules or agency/state policies.

IV. PROCEDURE

A. Directors, supervisors, and managers are responsible for monitoring the appropriate use of state property/resources within their areas of supervision.
B. Directors, supervisors, and managers are responsible for referring matters for investigation and/or discipline to the DCS Ethics Officer or the Indiana Office of Inspector General (OIG).
C. Employees and special state appointees who violate this policy may be subject to disciplinary action by DCS, the Indiana OIG, and/or the State Ethics Commission.

V. FORMS, DOCUMENTS, AND TRAININGS

A. Code of Conduct
B. Information Technology Resources (ITR) User Policy and Agreement

VI. END DATE

Upon recission.

APPROVAL DATE: 4/17/23
Terry Stigdon, Director
Department of Child Services

APPROVAL DATE: 4/13/23
State Ethics Commission

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-3-8	Effective Date: February 1, 2024	Version: 5.0
POLICY TITLE: WORKER SAFETY		
OVERVIEW: The Indiana Department of Child Services (DCS) is committed to providing a safe and healthy work environment (including physical, emotional, and psychological safety and well-being) for all employees, clients, and visitors.		

I. DEFINITIONS

A. Credible, immediate threat: A verbal or written threat, including that communicated by means of an electronic communication device, a threat implied by a pattern of conduct, or a combination of verbal, written, or electronically communicated statements and conduct. These threats are made with the intent and apparent ability to carry out the threat so as to cause those who are the target of the threat to reasonably fear for their immediate safety.

B. Psychological safety: A shared belief held by members of a team that the team will not embarrass, reject, or punish an individual for speaking up[1]. The four (4) stages of psychological safety[2] are:

1. Inclusion safety: The stage of psychological safety that satisfies the basic human need to connect and belong. A person feels safe to be and is accepted for being oneself, including the person's unique attributes and defining characteristics.
2. Learner safety: The stage of psychological safety that satisfies the need to learn and grow. A person feels safe to exchange in the learning process by asking questions, giving and receiving feedback, experimenting, and making mistakes.
3. Contributor Safety: The stage of psychological safety that satisfies the need to make a difference. A person feels safe to use one's skills and abilities to make a meaningful contribution.
4. Challenger Safety: The stage of psychological safety that satisfies the need to make things better. A person feels safe to speak up and challenge the status quo when there's an opportunity for change or improvement.

C. Work environment: Includes all locations where DCS job-related duties are performed. This includes, but is not limited to, DCS offices, courts, and in-home visits.

II. REFERENCES

A. GA-17 Critical Incident Response
B. IC 34-26-6: Workplace Violence Restraining Orders
C. IC 34-28-8-9: Regulation or prohibition of firearm possession or carrying a firearm by employee; when authorized
D. Indiana State Personnel Department (SPD) Prevention of Workplace Violence Policy
E. State of Indiana Employee Handbook

[1] Edmondson, A. (1999, June). Psychological Safety and Learning Behavior in Work Teams. *Administrative Science Quarterly*, 44(2), 350- 383.
[2] Clark, T. R. (2020). *The 4 Stages of Psychological Safety: Defining the Path to Inclusion and Innovation*. United States: Berrett-Koehler Publishers.

III. STATEMENTS OF PURPOSE

A. DCS is committed to providing safe, dependable working conditions and services to employees, clients, and visitors. DCS will maintain a "zero-tolerance" policy for workplace violence. Violations of this policy may lead to disciplinary action, up to and including dismissal.

B. DCS believes that DCS employees should practice good risk management, because ultimately employees are responsible for their overall safety.
   1. All DCS employees are responsible for adhering to safety measures, practices, and rules, and they will conduct themselves in a manner which minimizes risk to themselves and others; and
   2. DCS employees shall strive to be aware of their surroundings and safety needs to the best of their ability. Should staff members feel unsafe, they should get to an area of safety and immediately consult with a member of their management team.

   Note: DCS recognizes that risk management practices may vary based on the employee's work setting (e.g., urban area vs. rural area; field staff vs. administrative staff). See "Safety and Accidents" in the State of Indiana Employee Handbook for more information.

C. DCS will not tolerate violence, threats, harassment, intimidation, or other disruptive behavior within the work environment, with clients, associates of DCS employees (e.g., family and friends), or other stakeholders with whom the agency partners or interacts. DCS employees are required to notify their supervisor of any such behavior they have witnessed or experienced. If an employee's immediate supervisor is unavailable or is party to the incident, the report should be made to an alternative supervisor or management level (e.g., Local Office Director [LOD], Division Manager [DM], Regional Manager [RM], Chief Counsel, Assistant General Counsel, Deputy General Counsel, or Deputy Director [for Central Office employees]). The person receiving the report will document all reported behaviors in the Workplace Incident Report form and report the incident to DCS Human Resources.

D. In the event of a credible, immediate threat to an individual's safety, either the employee or the employee's supervisor should immediately notify the appropriate Law Enforcement Agency (LEA). The employee's supervisor will also discuss with the LOD and/or RM and DCS Chief Counsel for the region or, for non-field staff, the Deputy Director and Chief Counsel of Legal Affairs that a request for a Workplace Protection Order be filed, as outlined in IC 34-26-6. If the DCS Child Abuse Hotline (Hotline) receives a report of a threat, the Hotline will contact the local office emergency contact. See the SPD Prevention of Workplace Violence Policy for more information.

   Note: Field Staff will use the AlertMedia app for all in-person interactions with clients. In addition, the AlertMedia app is available for Legal Staff. In case of an immediate threat, once activated the AlertMedia alert will notify LEA that the alarm has been activated. An employee may press the "Panic Button" on the AlertMedia app to signal for LEA when not in a session.

E. DCS recognizes that the nature of its mandate requires daily activities that may expose employees to risk; however, employees are not expected to place their own safety in jeopardy. It is essential that all employees use their training and personal skills to minimize potential safety threats that may be involved when interacting with families to ensure both their own safety and the safety of any child present in the home. Although risks to employees cannot be completely eliminated, they can be dramatically reduced by increasing awareness. See the Worker Safety Protocol for more information.
F. DCS recognizes that working closely with children who experience child abuse and/or neglect is often very stressful and traumatic. In order to promote the emotional and psychological well-being of its employees, DCS offers and encourages its staff to utilize the Employee Assistance Program (EAP), Critical Incident Response, and the Emergency Operation Plan- Local Office as necessary.

IV. PROCEDURE

A. All DCS Staff will follow all established reporting and check-in procedures.

Note: Working closely with children who experience child abuse and/or neglect is often very stressful and traumatic. In order to promote the emotional and psychological well-being of its employees, DCS offers and encourages staff to utilize the EAP, Critical Incident Response, and the Emergency Operation Plan- Local Office as necessary.

B. Field Staff will and Legal Staff may:
   1. Activate the AlertMedia app prior to face-to-face interactions with clients by entering the location of the meeting and selecting the timer option or inserting the charger or headphones (see AlertMedia Instruction Video for further guidance); and

Note: If using the timer, change the time if the visit extends past the originally anticipated length of the visit. Also, end the session on AlertMedia, once the visit has ended, as the AlertMedia Monitoring Center will be notified if the session is not ended prior to the timer expiring.

   2. Activate the alarm by pulling the charger or headphones, allowing the timer to expire, or using the volume panic button by pressing "up-down-up-down" on the volume buttons in case of an immediate threat. An employee may press the "Panic Button" on the AlertMedia app to signal for LEA when not in a session.

Note: After the AlertMedia Monitoring Center confirms officers are onsite, an Incident Summary will be sent via text and e-mail to the employee and the AlertMedia Notification Team (i.e., local management team and the chain of command).

C. A management team member will be aware of the location of employees while in the field, particularly when visits extend after normal office hours. Ensure at least one (1) other employee is aware when an employee will be alone in the office.
D. Each DCS LOD will:
   1. Devise written procedures to maintain safety in and around the local office and ensure the RM is provided a copy of these procedures;

2. Act as the Safety Officer for the county and appoint a designee in case of absence. See the Emergency Operation Plan- Local Office for further information regarding the responsibilities of the Safety Officer;
3. Establish reporting and check-in procedures for all employees;
4. Meet quarterly with Supervisors to discuss safety procedures and any safety concerns or incidents;
5. Report to their RM any safety concerns that may warrant a request to the Facilities & Real Estate Director and/or the Director of Safety and Security regarding building security and employee safety; and
6. Develop a procedure for "flagging" case files of families and individuals with a history of/or suspected violent criminal activity, violence, or threats.

Note: Any potential worker safety concerns should be noted in the case management system if they are known during intake. The DCS Hotline will notify the local office emergency contact when they receive reports of a threat. The concerns that arise after intake should be noted using procedures established at the DCS local office.

E. All DCS Field staff will complete Worker Safety training biannually.
F. All DCS employees will:
   1. Practice safe working habits;
   2. Wear state issued identification at all times while working;
   3. Take reasonable safety precautions when working;
   4. Refrain from activities that jeopardize workplace safety and/or create unsafe working conditions;
   5. Refrain from carrying a firearm while on duty. See the State of Indiana Employee Handbook and IC 34-28-8-9 more information;
   6. Immediately report to their direct Supervisor if they feel their work environment is unsafe. If the concern is regarding an employee's direct Supervisor, the employee should report the concern to the Supervisor's manager and/or DCS Human Resources. See the State of Indiana Employee Handbook and SPD Prevention of Workplace Violence Policy for more information;
   7. Report all safety incidents involving risk to safety to their Supervisor and DCS Human Resources (see the State of Indiana Employee Handbook for more information). Examples include, but are not limited to:
      a. Threats of injury (e.g., intimidation, harassing mail or phone calls, stalking, display of weapons),
      b. Physical assault (injured or not injured),
      c. Hazardous field situations (e.g., high risk or unsafe housing conditions, gang or drug activities, threatening animals, vandalism, theft),
      d. Sexual harassment,
      e. Use of a weapon, and
      f. Verbal aggression, which evokes a sense of danger.

   8. Notify their Supervisor and/or DCS Human Resources of any workplace injuries/exposures within 24 hours (no matter how minor) and complete the Indiana Worker's Compensation First Report of Employee Injury, Illness form, as employees are subject to Indiana Workers' Compensation provisions. If an employee fails to

report an injury, the employee may be held financially responsible for any or all medical costs;

Note: If an employee needs medical care after a work injury, DCS and the State's Workers' Compensation administrator will direct the care. Contact DCS Human Resources for additional information on obtaining medical care following a workplace injury/exposure. See the State of Indiana Employee Handbook for more information.

9. Take threats from parents, children, family members, employees, and all other individuals seriously. Employees will staff these concerns with their Supervisor and/or DCS Human Resources to determine how to proceed safely; and
10. Use the EAP, Critical Incident Response, and the Emergency Operation Plan- Local Office as necessary.

F. All Supervisors will:
   1. Discuss safety procedures and recent incidents in unit meetings, at least quarterly. Discussion may include, but is not limited to, plans for fire, emergency weather, intruder, hostile clients, and medical emergencies (e.g., location of first aid kit),
   2. Investigate and report all safety concerns to their LOD or Deputy Director or designee (for non-field staff employees) to discuss solutions to address safety concerns (e.g., security guard, building lock down) in a timely manner. When necessary, concerns should be reported to LEA and discussed with the DCS Chief Counsel of their region or, for non-field staff, the Chief Counsel of Legal Affairs that a request for a Workplace Protection Order be filed,
   3. Report all injuries to DCS Human Resources whether or not medical care is required and complete the Indiana Worker's Compensation First Report of Employee Injury, Illness form if the employee is unable to complete the form, and
   4. Consult with DCS Human Resources for assistance if an injury occurs to an employee.

G. All Deputy Directors or designees will contact the Facilities & Real Estate Director and the Director of Safety and Security via e-mail if the safety concerns warrant a request for building security or other assistance is needed to promote employee safety.

V. FORMS, DOCUMENTS, AND TOOLS

A. AlertMedia Resources - available on the Safety and Emergency Operations SharePoint
B. Director of Safety and Security email - dcssafety.security@dcs.in.gov
C. Emergency Operation Plan- Local Office- available on the Safety and Emergency Operations SharePoint
D. Employee Assistance Program (EAP)
E. Facilities & Real Estate Director email - dcs.facilities@dcs.in.gov
F. Indiana Worker's Compensation First Report of Employee Injury, Illness (SF 34401)
G. Tool HR-3-A- Worker Safety Protocol
H. Workplace Incident Report (SF 55863)

APPROVED
Date: January 17, 2024

Aaron Atwell, Chief of Staff
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-3-9	Effective Date: September 1, 2023	Version: 2.0
POLICY TITLE: INTERNAL AFFAIRS AND INVESTIGATIONS		
OVERVIEW: The purpose of this policy is to establish guidelines for the operation of the Internal Affairs Unit of the Department of Child Services (DCS), which governs the reporting, investigating, and processing of allegations of misconduct within DCS.		

I. DEFINITIONS

A. Ethics or Ethics Rules: The Indiana Code of Ethics located at 42 IAC 1-5, and any part of the Indiana Code related to ethics.
B. Evidence: Includes, but is not limited to, audio or video recordings, photographs, notes, and other investigative material.
C. Policy: Any document produced or adopted by DCS or the State that sets forth standards, expectations, procedures, requirements, or duties of staff.

II. REFERENCES

A. DCS Administrative Policies
B. DCS Child Welfare Policies
C. DCS Code of Conduct
D. DCS Drug Endangered Children Protocols
E. DCS Title IV-D Policy Manual (Child Support)
F. State Personnel Standardized Policies
G. 42 IAC 1 Indiana Code of Ethics
H. IC 4-2-6: Ethics and Conflicts of Interest

III. STATEMENTS OF PURPOSE

A. The Internal Affairs Unit ensures the integrity of DCS is maintained through a system of internal reviews and objective and impartial investigations.
B. The Internal Affairs Unit provides a mechanism for the receipt, review, and investigation (when appropriate) of allegations of staff misconduct.
C. Any staff or citizen may request an internal affairs investigation. Such a request may be submitted to the Internal Affairs Unit through the Ethics Mailbox or through the DCS Trustline.
D. The Internal Affairs Unit has the authority to investigate complaints received by any means. The Internal Affairs Unit interviews any staff person and reviews any DCS records or reports relevant to any investigation. Staff shall cooperate with investigations. Failure to cooperate with any investigation may result in disciplinary action, up to and including dismissal.
E. All Internal Affairs investigations are afforded the highest degree of confidentiality. All documentation and evidence related to any Internal Affairs investigation is to be clearly marked "CONFIDENTIAL" and stored electronically. Investigators, administrators, and all others involved in an investigation will not discuss any aspect of an Internal Affairs investigation with any person not authorized to receive such

information. Violation of this provision may be grounds for disciplinary action, up to and including dismissal.

F. The reporting party will remain confidential throughout an investigation, although staff may be required to provide statements during the investigation as a witness. As such, allegations or complaints received from anonymous sources are disfavored, and shall only be investigated if, in the judgment of the Internal Affairs Unit, the anonymous report is credible and merits further inquiry.
G. All staff will report misconduct of other staff, including breaches of ethics rules and state, federal or local laws, to the Internal Affairs Unit if they witness it, have knowledge of it, or have it reported to them. All reports must be made within a reasonable time. Failure to report the misconduct or ethical violations of another staff member may subject the non-reporting staff member to disciplinary action, up to and including dismissal.
H. DCS will not in any way retaliate against an individual who, in good faith, files a complaint under this policy. Retaliation is a serious violation of this policy and should be reported immediately. Any person found to have engaged in misconduct constituting retaliation against another person for the good faith reporting of misconduct may be disciplined, up to and including dismissal.

IV. PROCEDURE

The DCS Internal Affairs Unit will:

A. Review and evaluate all complaints made or referred to the unit;
B. Refer complaints to Law Enforcement and/or the Indiana Office of Inspector General (OIG) in the event the allegation of staff misconduct would constitute a violation of criminal code;
C. Make the final determination as to whether the allegations are substantiated or unsubstantiated; and
D. Forward all substantiated reports, evidence, and a recommended course of action to the appropriate agency head and the employee's supervisor.

V. FORMS AND TOOLS

A. Ethics Mailbox
B. DCS Trustline

APPROVED
Date: 8/21/2023

Aaron Atwell, Chief of Staff
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: HR-3-10	Effective Date: May 1, 2025	Version: 2
POLICY TITLE: PROHIBITED VOLUNTEER ACTIVITY		
OVERVIEW: Department of Child Services (DCS) employees may engage in volunteer activities subject to applicable Indiana law, rules, policy, and DCS Code of Conduct. This policy addresses volunteer activities that may lead to a conflict of interest for DCS employees.		

I. DEFINITIONS

A. State property: Materials, supplies, equipment, funds, and facilities that are owned by the State of Indiana.
B. Volunteer activity: An unpaid volunteer opportunity outside of the employee's work schedule.

II. REFERENCES

A. IC 4-2-6-9: Conflict of economic interests; commission advisory opinions; disclosure statement; written determinations
B. 42 IAC 1-2: Purpose
C. 42 IAC 1-5: Ethics Rules
D. DCS Code of Conduct
E. DCS Community Service Leave Procedures
F. DCS Policy HR-3-5 Supplemental Employment
G. Indiana State Personnel Department (SPD) Leave – Community Service Leave

III. STATEMENTS OF PURPOSE

A. DCS employees shall refrain from a volunteer activity if the volunteer activity:
   1. Is with a business (i.e., entity or agency) or individual that is involved with DCS, either through regulations or business dealings; **or**
   2. May cause an ongoing conflict between the employee's private interests and the employee's job responsibilities to DCS, or
   3. The volunteer activity may prevent the employee from fully performing their public duties.

B. DCS employees are not permitted to participate in volunteer activities in the following areas:
   1. Law enforcement;
   2. Jails/prisons;
   3. Community release/correction centers;
   4. Probation/parole departments;
   5. Courts;
   6. Court Appointed Special Advocate (CASA)/Guardian ad Litem (GAL);
   7. Prosecutor's office;
   8. Public defender's office; and/or
   9. Other state agencies if it is not allowed by any other state agency or law.

Note: This list is not comprehensive and may be modified by DCS at any time. DCS staff may serve in an emergency medical services (EMS) capacity (e.g., emergency medical technicians [EMT]), but staff must immediately disclose to their supervisor

any conflicts that have arisen out of a responder call and be permanently removed from any cases where a conflict has arisen.

C. DCS employees considering volunteer activities outside of their respective positions with DCS must ensure that such volunteer activities do not interfere with their ability and availability to perform their job responsibilities with DCS, including scheduled work time and overtime requirements.
D. Volunteer activities that are not prohibited shall be done separately from the employee's role at DCS, in the employee's individual capacity, and not as a DCS employee.
E. Any volunteer activity shall not constitute a real or apparent conflict of interest and shall not require the use of State space, property, personnel, time, equipment, or supplies.
F. DCS employees may not solicit products/services or charitable contributions during work hours.

   Note: Supervisors may not solicit their direct reports under any circumstances.

G. The display of promotional materials (e.g., flyers and brochures) is limited to break areas and other designated areas.

IV. PROCEDURE

All DCS employees considering volunteer activities should:

A. Discuss the volunteer activity with their immediate supervisor; and
B. Seek advice from the DCS Ethics email box if there are any questions at ethics@dcs.in.gov.

   Note: A supplemental employment form is not required for unpaid volunteer activities. DCS employees may be eligible for paid leave for volunteer activities outside of work time which meet the criteria of the SPD Community Service Leave policy and have been discussed with the DCS employee's supervisor (see DCS Community Service Leave Procedures).

APPROVED: April 28, 2025
Adam Krupp, Director
Department of Child Services

	INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICY	
	Policy Number: HR-3-11 **Policy Title:** Use of AI Assisted Work	
	Effective Date: March 16, 2026	**Version:** 1

POLICY OVERVIEW

This policy sets guidelines for the use of Artificial Intelligence (AI) tools by Department of Child Services (DCS) employees. Employees will follow this policy and those established in the State of Indiana Artificial Intelligence Policy and Guidance document and the State of Indiana – Information Technology Resources User Policy and Agreement (ITR User Policy). See Resources.

POLICY STATEMENT

DCS supports employees' use of DCS/IOT approved AI tools in the performance of official DCS work-related tasks. Staff must use their own judgment and training to make decisions about child safety, placement, and permanency. AI cannot be used as a decision-making tool and cannot replace staff critical thinking, judgment, or action.

PROCEDURE

When using AI, DCS staff will:

1. **Ensure Confidentiality of Information**
   All confidential, personally identifiable, and case-specific information must remain confidential. No confidential information may be entered, written, uploaded, stored or otherwise used in an AI tool. See Policy 2.06 Sharing Confidential Information;
2. **Verify Compliance**
   Staff will use approved AI tools that follow applicable State of Indiana Artificial Intelligence Policy and Guidance. Staff may only use AI tools in accordance with permissions, restrictions and security measures. See Resources.
3. **Follow DCS and State of Indiana (SOI) AI Policies and Guidelines**
   These rules exist to:
   - Protect human reasoning, training and laws in decision making, and
   - Ensure the confidentiality of child welfare information.

4. **Use Only Agency Approved AI Tools**
   Staff must not use personal, external, public or unapproved AI tools or environments for professional purposes. All AI use must be inside agency-approved platforms. See policies HR-3-7 Limited Personal Use of State Property/Resources, GA-1 Cellular Devices, Code of Conduct, and Indiana Ethics Code Use of State Property (42 IAC 1-5-12) and Indiana State Personnel Standardized Policies;

   Note: This policy applies to use of both **state-issued** and **personal** devices (e.g., laptops, tablets, mobile phones).

5. **Prohibit the Use of AI to Produce Falsified or Misleading Information**
   Staff must not use AI to create, modify, or edit information in a way that falsifies, misleads or provides inaccurate content or information;
6. **Maintain Responsibility for Accuracy**
   Staff remain responsible for the accuracy of all information in reports, assessments, case notes, and written materials even if an approved AI tool helped create the content;
7. **Maintain Decision Making Skills**
   Staff must analyze information and make decisions based on their judgement, training, laws, and best practice. AI may not replace human reasoning, assessment, or decision-making responsibilities;
8. **Prohibit Use of AI for Safety, Placement or Permanency Decisions**
   Staff must not use AI to replace or support decision making related to child safety decisions, placement decisions, or permanency planning;
9. **Prevent Input of Information for Inappropriate Purposes**
   Staff must not use AI in ways that could harm case integrity, confidentiality, or legal duties, including attempts to automate tasks that require judgement or involve protected or confidential information; and
10. **Use AI Only for Approved, Appropriate Purposes**
    Staff may use approved AI tools only for tasks marked as appropriate by DCS, including but not limited to:
    - Communication and Writing
      - Writing a professional email
      - Drafting a meeting invite
    - Meetings and Collaboration
      - Creating a meeting agenda
      - Summarizing meeting notes
      - Drafting follow-up emails
    - Organization and Productivity
      - Documentation of daily duties
      - Creating a weekly plan
      - Brainstorming solutions
      - Writing a project update

RESOURCES

- Code of Conduct
- Do's and Don'ts for Using AI at Work – Indiana Office of Technology
- GA-1 Cellular Devices
- HR-3-7 Limited Personal Use of State Property/Resources
- Indiana State Personnel Standardized Policies
- Information Technology Resources User Policy and Agreement (ITR User Policy)
- State of Indiana Artificial Intelligence Policy and Guidance
- State Agency Artificial Intelligence Systems Standard
- Standard Document: AI Readiness Assessment Methodology
- Procedure Document: Review of Artificial Intelligence Submissions

Code of Conduct for the Indiana Department of Child Services

Effective August 4, 2025

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DCS MISSION, VISION, & PURPOSE

MISSION
We champion Indiana's future by protecting children and strengthening families with compassion and determination.

VISION
Every child in Indiana thrives in a safe, loving, forever home.

PURPOSE
Ignite hope. Cultivate joy.

Purpose of the Code of Conduct

We at the Indiana Department of Child Services empower our team, in collaboration with state and local partners, to make decisions in the best interest of every child in our care by valuing: Child safety, permanency, collaborative partnerships with foster and adoptive families, a culture of safety and transparency, and continuous improvement.

The power to intervene in the lives of families and children comes with extraordinary responsibility. Children, families, and the Indiana public must be able to trust that DCS staff make decisions in the best interest of each child and family we serve. As such, every DCS staff member must act with the utmost level of professionalism, honesty, and integrity. The DCS Code of Conduct is designed to support the Mission, Vision, and Values of DCS. It sets forth the value and behavioral expectations DCS has for its staff and demonstrates the commitment to high quality services that best meet the needs of the child. The Code of Conduct is the commitment of DCS to every child and family in the State of Indiana.

DCS will strive to continually develop and improve services to its staff, children and/or families, and the public. DCS will provide an environment conducive to growth by collaborating with staff and community partners and continually assessing for quality improvement opportunities.

All DCS employees will act in a professional manner consistent with this code and in accordance with the DCS Practice Model, all applicable laws, rules, policies, and procedures. Failure to follow the Code of Conduct may result in disciplinary action, up to and including dismissal. Concerns about employee conduct should be reported to the appropriate Supervisor, DCS Human Resources at dcshr@dcs.in.gov, or the DCS Ethics Officer at ethics@dcs.in.gov.

DCS Code of Conduct

Responsibilities

I. Guidelines for all DCS employees

A. Competency: Staff will provide services only within the parameters of their education, training, licensure[1], professional experience, and job duties. Furthermore, all staff will represent their qualifications, education, and credentials accurately.

B. Integrity: The acts of all DCS staff will reflect a dedication to the DCS Practice Model, Vision, Mission, and Values. Staff will carry out their duties and responsibilities in an objective manner in accordance with federal and state laws, rules, policies, and established procedures. Furthermore, staff will treat all children and their families, colleagues, and members of the general public in a respectful, honest, and fair manner.

C. Duty to Report Child Abuse and/or Neglect (CA/N): All DCS staff are mandated by state law to report any suspicion of child abuse and/or neglect (CA/N). A person who makes a CA/N report is protected from any civil or criminal liability that might otherwise be imposed because of such actions if the report is made in good faith.

D. Accuracy and Documentation of Work: DCS staff will complete all assignments timely. Staff members are expected to recognize training needs for both themselves and their colleagues and obtain the necessary training to improve job performance and outcomes. Obstacles to completion of assignments must be immediately discussed with a Supervisor or work unit manager so barriers can be overcome and solutions can be identified and implemented. Under no circumstances will an employee falsely document activities, actions, or decisions.

[1] FCMs do not provide legal services or give legal advice because they are not licensed to practice law and it is not within the scope of their job responsibilities.

E. Conflict of Interest: DCS staff will follow all applicable laws, policies, and rules governing the ethical obligations of state employees[2], as described in the Indiana Code of Ethics. Employees may not serve as an employee, officer, director, or consultant for any child, family, or service provider with involvement or under contract with DCS. Employees may not borrow money from or lend money to any client or service provider. Employees may not accept gifts, entertainment, or any other items/services of value from any child, family, resource family, or service provider. DCS staff will not allow private or personal interests or relationships, financial or otherwise, to conflict with or influence their professional duties and responsibilities; this includes behavior that would lead a reasonable person to believe that private or personal interest has motivated an action or decision. If a situation arises where a real or perceived personal or private conflict may exist, the staff member shall consult with staff member's Supervisor or work unit manager to resolve. Staff cannot foster or adopt children with whom they have or had a working relationship.

Equal Opportunity and Non-Discrimination: DCS staff will treat all individuals employed or served by DCS with professionalism, fairness, and respect. Staff are expected to uphold a workplace culture that values individual merit, integrity, and accountability.
DCS staff will safeguard the dignity of those we serve, recognizing that every child deserves to thrive in a safe, loving, forever home. Staff will not condone or engage in any discrimination based on race, ethnicity, national origin, color, gender, sexual orientation, age, marital status, political belief, religion, or mental or physical disability. All reports of discrimination must be reported to DCS Human Resources or the State Personnel Department (SPD).

F. Personal Conduct: DCS respects the privacy and interests of its staff and recognizes their right to conduct their personal lives free from involvement or interference from DCS. Nonetheless, staff should keep in mind that they represent DCS to the public even while off duty, and should strive to preserve the agency's reputation and represent its values. In addition, certain types of off-duty conduct may reflect poorly upon an employee's character and judgment and thereby influence the employee's status as a DCS employee.

Employees who engage in unprofessional or criminal conduct or other serious misconduct off-duty may be subject to disciplinary action by DCS. If such conduct is determined to be harmful to the DCS image, to be inconsistent with the

[2] 42 IAC 1-5 et. seq. sets forth these obligations.

agency's expectations of its staff members, to impact and/or disrupt business operations, bring the agency into disrepute or to jeopardize the agency's or employee's standing within the community, the staff member may be subject to disciplinary action, up to and including dismissal. Per the State of Indiana Employee Handbook, employees must notify their supervisors of any of the following within five (5) calendar days: "disposition of criminal charges against the employee, citation for an infraction occurring while the employee is on duty, citation for an infraction occurring off duty that impacts the employee's ability to perform assigned duties (e.g., loss/suspension of driving privileges), and arrest for any misdemeanor or felony". In addition, employees must notify their Local Office Director (LOD) or work unit manager within one (1) business day of learning that they are being assessed as an alleged perpetrator of Child Abuse and/or Neglect (CA/N). See policy 4.45 Assessment of DCS Staff Alleged Perpetrators for additional information.

G. **Personal Health**: DCS staff shall take personal responsibility for their own health. Staff shall not perform professional activities if they know that their physical or mental health may be compromised or interfere with their professional judgment or job performance. Employees are encouraged to use the state-sponsored Employee Assistance Program (EAP) if the need arises.

H. **Personal/Sexual Relationships**: DCS staff will refrain from having on-going personal and/or sexual relationships with family members or any other stakeholders involved with DCS if the relationship creates or has the potential to create a conflict of interest. Examples of such relationships include, but are not limited to, relationships with children and/or families who are or have been involved with DCS; relatives of children and/or families who are or have been involved with DCS; resource parents caring for children within the same DCS Region as the employee works; contractors or employees of partner agencies providing services within the same DCS region as the staff member works; or with any employee the staff member supervises. Examples of prohibited relationships include, but are not limited to, sexual, financial, volunteer, or business relationships. DCS staff will also refrain from nepotism, as defined in IC 4-2-6-16. If staff has a familial relationship with someone in one (1) of these group categories, it is their responsibility to notify their Supervisor. In the event a personal relationship is pre-existing, the staff member shall consult with the staff member's Supervisor or work unit manager to resolve any real, potential, or perceived conflicts.

I. **Solicitation and Selling on Agency Property:** Solicitation of staff for funds, membership, or individual commitment to outside organizations or causes within

any facility or the physical confines of any DCS office during the staff person's working hours shall be permitted only with the approval of the DCS Director or designee. Such approval shall be granted only if the activity does not disrupt the security or efficiency of the facility.

Staff shall not supplement any state salary through activities engaged in within a DCS office, such as selling items for profit, collecting commissions, owning or operating concessions, rendering service to other staff, clients, or the public. With the approval of the agency director or designee, staff may sell items for not-for-profit organizations, such as schools or the Girl Scouts, in a DCS office. In such cases, the staff person must ensure that the ordering and delivery of any items sold occurs during non-working hours and that these activities do not interfere with agency operations.

With the approval of the DCS Director or designee, staff may be allowed to post items for sale on a bulletin board, either electronic or otherwise. If such a bulletin board is approved, staff shall indicate that he/she may be contacted at home during off-duty hours. In such cases, the staff person must ensure that the posting, ordering, and delivery of any items are not done during working hours and that these activities do not interfere with agency operations.

J. Information, Records, and Documents: DCS staff will not improperly use, access, copy, or destroy DCS records. Please refer to the Information Technology Resources (ITR) User Policy and Agreement and the DCS Records Retention Schedule for further information.

DCS staff shall return all information, records, or documents of DCS, a staff person, a client, a member of the public, and/or the State when they retire, resign, or otherwise leave DCS, and shall return all information, records, or documents of DCS, a staff person, a client, a member of the public, and/or the State when ordered to do so because of suspension, dismissal, or other absence from work.

K. Property, Equipment, and Resources: DCS staff will comply with the terms and conditions of the ITR User Policy and Agreement and any other standard, rule, regulation, policy, procedure, directive, written or verbal order, agreement, responsibility, or condition of employment relating to DCS and/or State property, equipment, or resources.

L. Supervision of Employees: DCS staff with supervisory responsibilities will model the practice and skills expected to achieve improved outcomes for children and families. All staff will be engaged and recognized as key team members. All

staff will be provided with a positive work environment, which encourages professional growth and development. Staff with supervisory responsibilities will give feedback, both positive and constructive, to staff on an ongoing basis while modeling DCS values and promote a safe working environment.

M. **State Personnel Department (SPD) and DCS Policies:** DCS staff will follow all SPD and DCS policies and procedures. The SPD Standardized State Personnel Policies cover topics that include, but are not limited to: Arrests and Convictions, Discipline, Drug and Alcohol Free Workplace, Leave Time, and Workplace Harassment Prevention. See SPD Policies and Procedures for additional SPD policies. See Child Welfare Policies and DCS Administrative Policies to review the DCS policies.

II. Guidelines for Working Directly with Children, Families, and Partners

A. **Minimizing Trauma:** DCS staff will work in a manner that protects the children and families from further abuse and/or neglect in a non-discriminatory manner.

B. **Client Self-Determination:** DCS staff will ensure the child and/or family members are aware of all options available to them and the consequences of each decision. Staff will not threaten, coerce or manipulate the child and/or family members into making decisions, nor will any staff express their personal opinions or preferences in any communications within the scope of employment with DCS.

C. **Confidentiality:** DCS staff will protect the confidentiality of the child, family members, child abuse and/or neglect reporters, and all others as required by law. Per state statute, it is a Class A Misdemeanor for a public employee to knowingly and intentionally disclose information classified as confidential. Please refer to policies 2.06 Sharing Confidential Information and 2.07 Confidentiality of Social Security Numbers for further guidance regarding maintaining confidentiality. If staff have questions surrounding confidentiality, they should contact their DCS attorney or legal team for guidance. Upon a formal request for information, DCS will promptly advise the requesting party of relevant confidentiality requirements and limitations regarding the requested information.

D. **Responsibilities to Indiana Children:** DCS staff will perform all job duties in a manner that protects the best interest of the child demonstrating respect, understanding, and sensitivity to the child's diverse background. Consistent with the child's age and level of understanding, child welfare staff will explain the child's rights, decisions made and actions taken. Additionally, staff will be accessible to the child; this includes, but is not limited to, responding to questions

quickly and providing as much information on the case as appropriate, given the child's age and level of understanding. Staff will acknowledge the physical and emotional stress that the child may be facing.

E. Responsibilities to External Customers:

1. **Child's Parents and Other Family Members:** DCS staff will treat parents and other family members as valued individuals in the child's life and will demonstrate respect, understanding, sensitivity to the diverse background of all individuals. DCS will engage and team with the parent to explain clearly all actions and processes as well as the rights of both the parent and the child. DCS will refrain from bias or judgment, and treat each with genuineness, empathy, and respect. DCS will be accessible to the parent or primary caregiver by responding to questions quickly and providing appropriate information on the case.

2. **Resource Parents:** DCS will treat resource parents as valued individuals and partners in the child's life. Staff will engage resource families, and team with these families, in planning and decision-making on the case, as appropriate. Resource parents will be provided with detailed information on each child in their care. DCS will offer ongoing support and training to resource parents by responding to questions quickly and providing appropriate information on the case.

3. **Courts, County Partners, and Other Partners/Stakeholders:** DCS will conduct themselves in a professional manner while working with all external customers and partners involved in a child or family's case. DCS team members will speak honestly and with integrity at all times. Appropriate information will be provided to external customers and partners in a timely manner.

ACKNOWLEDGEMENT OF AGENCY POLICIES AND PROCEDURES

State Form 54116 (11-09)
INDIANA STATE PERSONNEL DEPARTMENT

Reset Form

Name of Agency: Indiana Department of Child Services

Policy	Initials	Policy	Initials
DCS Code of Conduct			

By my initials above and signature below, I acknowledge and agree that I am responsible for reading and complying with the above policies and procedures. I further acknowledge that my failure to adhere to these policies and procedures may result in disciplinary action, up to and including dismissal from employment.

Printed Name of Employee:	Date: *(month, day, year)*

Signature of Employee:	Date: *(month, day, year)*

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Tool: HR-3-A	Effective Date: February 1, 2024	Version: 3.0
TOOL TITLE: WORKER SAFETY PROTOCOL		
OVERVIEW: This protocol is for use by all Indiana Department of Child Services (DCS) staff when conducting any type of home visits.		

A. Prior to leaving for a home visit, a DCS employee will:

1. Assess the case record information and other information sources, as appropriate, to determine whether there are any risk factors associated with the family, home, or neighborhood. If a DCS employee is unable to safely complete the home visit, the employee should consult with the employee's supervisor to determine how to proceed. If a visit cannot be made safely, the local Law Enforcement Agency (LEA) should be contacted for assistance. Specific risks to consider when making a decision include, but are not limited to:
   a. Is there a history of violence, either reported or unreported to law enforcement, in the home?
   b. Are any household members using illegal drugs or drinking alcohol in excess?
   c. Are any household members mentally ill?
   d. Are firearms present in the home?
   e. Are there any dogs or other animals present in the home?
   f. Are there any known safety hazards in the home or on the property?
   g. Do any household members have a criminal history?

Note: If the Family Case Manager (FCM) feels that a two (2)-person response or contacting LEA is warranted, seek supervisory assistance for approval.

2. Make initial or questionable visits during normal business hours, when possible;
3. Notify a member of management by following the local office procedure (e.g., in/out board, call sheet, and Outlook Calendar). If the employee's schedule changes while in the field or the employee plans to go home after the last field visit, notify the DCS local office or a designated FCM Supervisor via e-mail, phone call, or text message after the last visit is finished;
4. Be aware of attire choices when making home visits. For example, wear shoes that allow for quick movement, if necessary. Be cautious when wearing items such as jewelry, scarves, and ties that could potentially be grabbed. Always wear DCS issued identification (ID) clipped to clothing or on a break-away lanyard; and
5. Keep the agency issued cellular phone powered on at all times while working in the field. Management should keep cellular phones powered on and with them during regular business hours. Each local office will develop a plan for after-hour management availability.

Note: Phones should be kept with the employee during all home visits.

6. Field Staff will and Legal Staff may activate the AlertMedia app prior to face-to-face interactions with clients by entering the location of the meeting and selecting the timer option or inserting the charger or headphones. In an emergency situation, the employee will activate the alarm by pulling the charger or headphones, allowing the timer to expire, or using the volume panic button by pressing "up-down-up-down" on the volume buttons. An employee may press the "Panic Button" on the AlertMedia app to signal for LEA when not in a session.

Note: After the AlertMedia Monitoring Center confirms officers are onsite, an Incident Summary will be sent via text and e-mail to the employee and the AlertMedia Notification Team (i.e., local management team and the chain of command).

B. To ensure safety when operating a vehicle, a DCS employee:

1. Must hold a valid driver's license; an independent, reliable automobile (cannot be equipped with an ignition interlock device or car breathalyzer); and appropriate automobile insurance coverage (i.e., at least state legal minimum coverage) at all times. Any employee who transports children may be subject to a Bureau of Motor Vehicles (BMV) records check to ensure the employee's driver's license is valid;
2. May not engage in the use of and/or be under the influence of substances that may impair judgment and/or driving ability while working;
3. Will ensure that all individuals (including the driver) follow applicable seat belt and child restraint seat laws; and

Note: According to IC 9-19-11-2, all children under age eight (8) must be in a child restraint seat. According to IC 9-19-10-2, all occupants of a motor vehicle must utilize seat belts.

4. Refrain from engaging in illegal, unsafe, or reckless driving practices while working.

C. When parking and exiting the vehicle, a DCS employee should:

1. Become aware of the areas in the neighborhood where help could be obtained if an emergency occurs (e.g., 24-hour stores, gas stations, restaurants, and other public facilities) prior to parking the vehicle, if the home is in an unfamiliar area;
2. Have enough gas in the car at all times;
3. Park in a well-lit area with the vehicle facing the direction to which the employee intends to leave;
4. Park in the street rather than the driveway, when possible;
5. Park with the driver's side door easily accessible;
6. Locate the client's building prior to exiting the vehicle if the residence is in an apartment complex;
7. Scan the area for potential safety risks prior to exiting the vehicle;
8. Take only the items necessary to complete the home visit. Purses or wallets should be concealed if they are left in the vehicle;
9. Keep keys in a place where they are easily accessible (e.g., coat pocket or clipped to a clipboard); and
10. Keep vehicle doors locked.

D. When approaching a home, a DCS employee will:

1. Visually inspect the outside of the home and surrounding residences to become aware of people, animals, or unfamiliar vehicles. If animals are present and unsecured, do not attempt to approach the home until someone in the home can secure the animal or assure it is not dangerous;
2. Not walk around the residence looking in windows if no one answers the door;
3. Look and listen for signs of disturbance involving or affecting people inside or outside of the residence (e.g., fighting, crying, or dog barking);
4. Take note of any smells associated with substance use or manufacturing. Follow appropriate Drug Endangered Children (DEC) Response Protocol if methamphetamine use, dealing, or manufacturing is suspected; and
5. Ask for assistance from a supervisor, LEA, or co-worker if there are safety concerns.

E. When entering a home, a DCS employee will:

1. Seek permission to enter the home from an adult living in the home prior to entering (see policy 4.08 Entry into Home or Facility);
2. Seek entrance through a door that is in plain sight of the street, when possible, and knock while standing to the side of the doorway;
3. Complete a visual inspection when the door is opened to assess any potential hazards which may be present;
4. Not enter the home if summoned into the residence by an unseen person, but rather wait for the person to present oneself;
5. Refrain from entering the residence if an adult living in the home is not present. Contact LEA if children requiring adult supervision are unattended in the home;

Note: If accompanied by LEA, do not enter the home unless or until LEA has entered and determined the residence to be safe.

6. Refrain from attempting to coerce or becoming aggressive with a client who is refusing to give access to the home or children in question. Leave the home and consult with a supervisor immediately regarding how to proceed;
7. Continue to evaluate the client's attitude, demeanor, and behavior to assess for signs of aggression, violence, substance use, or unusual or suspicious behavior throughout the home visit; and
8. Leave the home if feeling unsafe, activate the AlertMedia app (if needed), and find a safe location from which to contact the employee's supervisor.

F. While in the home, a DCS employee will:

1. Be aware of all people who are present in the home during the visit, inquiring about any unseen people believed to be in other rooms or unfamiliar people arriving during the visit;
2. Obtain permission from the client before entering any part of the home, and remain cautious and observant upon entry to any room;
3. Sit in an area near or with easy access to an exit. Do not sit near sharp objects or on wet furniture/items;
4. Remain alert and observant of the environment and the behaviors of those present;

5. Note any unusual smells, such as gas, electrical, or fire hazards, as well as those which may be associated with the manufacturing of substances (follow appropriate DEC Response Protocol if warranted);
6. Use Universal Precautions at all times (see Universal Precautions); and
7. In an emergency situation and/or if there is a perceived safety risk, if the employee has AlertMedia, activate the alarm on the AlertMedia app by pulling the charger or headphones, allowing the timer to expire, or using the volume panic button by pressing "up-down-up-down" on the volume buttons and leave the home immediately. An employee may press the "Panic Button" on the AlertMedia app to signal for LEA when not in a session. Once activated, the AlertMedia app will notify LEA (see the Alert Media Intro Video for further guidance).

Note: After the AlertMedia Monitoring Center confirms officers are onsite, an Incident Summary will be sent via text and e-mail to the employee and the AlertMedia Notification Team (i.e., local management team and the chain of command).

G. When interacting with an agitated or angry individual, a DCS employee should:

1. Attempt to remain calm and be aware of tone of voice;
2. Keep a safe distance and stand to the side of the individual, instead of directly in front of the person;
3. Show respect and sincerity;
4. Refrain from telling the individual what to do or how to handle a situation; and
5. Remove oneself from the situation as soon as possible if feeling threatened, and activate the AlertMedia alarm by pulling the charger or headphones or using the volume panic button by pressing "up-down-up-down" on the volume buttons.

H. When leaving the home, a DCS employee should:

1. Have car keys out and ready upon approaching the vehicle;
2. Observe any people or activities taking place in relative proximity to the residence, the exit route, or the vehicle;

Note: Leave the car and contact someone for alternative transportation, if unable to return to or enter the vehicle without risk of harm.

3. Look under the vehicle as you approach and observe the back seat before entering the vehicle;
4. Leave the area immediately. Do not remain outside the residence or in the vehicle to make phone calls or take notes; these activities should be completed when a safe or familiar destination is reached;
5. Always wash hands or use an alcohol-based hand sanitizer after completing a home visit; and
6. Write notes about everything that happened during the visit as soon as possible.

I. When in the office, a DCS employee will:

1. Ensure designated office staff are aware of clients who are in the building, the purpose of their visit, and the worker with whom they are meeting at all times;

2. Arrange office or meeting space in order to have easy and unrestricted access to an exit door. Do not have paperweights, scissors, or other items that could be used as a weapon available in rooms used for meetings with clients;
3. Observe the client's attitude, demeanor, and behavior to assess for signs of aggression, violence, substance use, or unusual or suspicious behavior. End the visit or seek assistance from other employees if necessary to de-escalate a situation (see the De-escalation Tips on the Safety and Emergency Operations SharePoint);
4. Keep clients' waiting time to a minimum;
5. Close all doors after entering/exiting the office (do not prop open doors);
6. Ensure at least one (1) other employee is in the office or is aware that you are in the office during meetings; and
7. Refrain from opening suspicious packages or those with no return address. Report these items to a supervisor, Local Office Director (LOD), or Deputy Director immediately.

J. Employees who routinely make home visits may want to consider keeping the following items in their vehicles:

1. A second (personal) cellular phone with 911 programmed or on speed dial;

Note: The agency issued cellular phone should be on the employee with the AlertMedia app activated.

2. A change of clothing;
3. Clean towels for clean-up or decontamination;
4. Latex, nitrile, or surgical gloves for handling children who are injured or ill;
5. Disinfectant hand wipes;
6. Plastic trash bags for covering car seats and floorboards and for carrying contaminated items;
7. Hand sanitizer;
8. Blanket; and
9. Backpack or bag child could use in case of emergency removal (many offices have received these as donations).

K. A DCS employee will follow the special considerations below for cases where domestic violence is suspected or identified:

1. Leave the home and contact LEA if there is an active protective order or no contact order and the alleged domestic violence offender is in or is suspected to be in the victim's home during the visit;
2. Do not meet with the alleged domestic violence offender alone in a home. Take a co-worker, supervisor, or LEA to the meeting or request that the alleged domestic violence offender come to the DCS local office to meet;
3. Notify co-workers and a supervisor when an alleged domestic violence offender will be visiting the office. Try to have a building security officer nearby (if available) or request that a co-worker sit in on the interview;
4. Ensure there are accessible exits when meeting with the alleged domestic violence offender;

5. Inform the alleged victim if the alleged domestic violence offender's anger has escalated during an interview or visit. This behavior may indicate heightened risk for the safety of the alleged victim and child; and
6. Be aware that certain situations may threaten the alleged domestic violence offender's power and control and may cause him or her to react violently toward DCS employees. The employee should work with the employee's supervisor to determine how to handle these situations, should they arise. Examples include, but are not limited to:
    a. The non-offending parent is preparing to leave or has left the relationship,
    b. Receipt by the alleged domestic violence offender of agency documentation with allegations of child abuse and/or neglect (CA/N) or information about how DCS will continue to be involved with the family,
    c. Allegations made directly to the alleged domestic violence offender regarding domestic violence or CA/N,
    d. Requests for information regarding the location of the alleged victim and/or child,
    e. Removal of the child from the home,
    f. Filing or finalizing Termination of Parental Rights (TPR), and
    g. Release of the alleged domestic violence offender from a period of incarceration.

REFERENCES

A. IC 9-19-10-2: Use of safety belt by motor vehicle occupants; safety belt standards
B. IC 9-19-11-2: Child less than eight years of age; child restraint system; penalty; medical exceptions; child restraint system account
C. 4.08 Entry into Home or Facility
D. AlertMedia Resources - available on the Safety and Emergency Operations SharePoint
E. De-escalation Tips - available on the Safety and Emergency Operations SharePoint
F. Drug Endangered Children (DEC) Response Protocol
G. State of Indiana Employee Handbook
H. Universal Precautions

DATE: January 17, 2024

Aaron Atwell, Chief of Staff
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-1	Effective Date: June 1, 2023	Version: 5.0
POLICY TITLE: CELLULAR DEVICES		
OVERVIEW: The Indiana Department of Child Services (DCS) will issue cellular devices to improve employee efficiency and effectiveness and/or provide for the safety of State employees. Personal use of state-owned cellular devices shall be limited to incidental and/or emergency use.		

I. DEFINITIONS

A. Personal use: Any use that is not required to accomplish State business.
B. State property: Materials, supplies, equipment, funds, and facilities owned by the State of Indiana.

II. REFERENCES

A. GA-4 Electronic Equipment Issuance and Return
B. HR-3-7 Limited Personal Use of State Property/Resources
C. HR-3-8 Worker Safety
D. IC 9-21-8-59: Use of telecommunications device while operating a moving motor vehicle
E. International Travel- SEC-155
F. State of Indiana Employee Handbook
G. Tool HR-3-1 Worker Safety Protocol

III. STATEMENTS OF PURPOSE

A. State-owned cellular devices are to be used to increase safety, efficiency, and effectiveness of employees. Employees are to use these cellular devices to conduct State business and use them appropriately, responsibly, and ethically.

   Note: Employees are not to take their state-issued cellular devices with them when traveling internationally. If traveling internationally for State business, employees shall request a reusable iPhone needed for official international travel (see the International Travel- SEC-155). Employees will return the reusable iPhone to IOT within 24 business hours of their return to Indiana.

B. Cellular devices shall be issued only to employees with a demonstrated need for these types of communication. Requesting cellular equipment (e.g., new service, upgrades, or any cellular related communication) must be initiated by authorized personnel by submitting a request to DCSITSupport-Services@dcs.in.gov.
C. For personal safety reasons, all employees who conduct in-home visits (e.g., assessment and permanency case management) must carry a cellular phone that is turned on during the entire home visit (see HR-3-8 Worker Safety and Tool HR-3-1 Worker Safety Protocol for additional information).
D. Use of personal cellular devices for State business is discouraged because, except in limited circumstances, employees will not be reimbursed for business calls made on personal phones. Exceptions may only be granted by the DCS Director or designee.

In addition, the use of personal cellular devices may be subject to DCS' confidentiality policies and disclosure to the agency.

E. Employees shall limit use of state-owned cellular devices to what is reasonably necessary to conduct state business. All cellular devices are monitored for use. Any device that is over its allocated use will be reviewed by DCS Information Technology (IT) Support. All reported misuse of cellular devices will be directed to the employee's Deputy Director or Local Office Director (LOD) for further investigation and possible discipline, up to and including termination.

F. Employees shall follow HR-3-7 Limited Personal Use of State Property/Resources as it applies to the personal use of state-owned cellular devices.

G. Cellular devices are the property of the state of Indiana and must be treated, used, and safeguarded as such. If an employee damages or loses a state-owned cellular device, the employee must notify the employee's immediate supervisor and DCS IT Support (at DCSITSupport-Services@dcs.in.gov) immediately. The employee will be responsible for all costs associated with the replacement or recovery of State property that is lost or damaged due to the employee's negligence (see policy GA-4 Electronic Equipment Issuance and Return).

   Note: If theft is suspected, the employee should notify the police and make a police report. When DCS IT Support is notified, a copy of the police report should be submitted and requests for replacement should be submitted to DCSITSupport-Services@dcs.in.gov.

H. An employee will return state-issued cellular devices to the employee's Deputy Director, LOD, or designee when the employee no longer demonstrates a need for the device or when employment ceases with DCS.

I. Employees shall follow all state and local laws and DCS or State Personnel Department (SPD) Standardized policies regarding the use of cellular devices while operating a motor vehicle. Employees shall use their state-issued cellular phone in accordance with the State of Indiana Employee Handbook.

J. Employees are not to download or stream anything that is not work related to state-owned cellular devices (e.g., ringtones, applications, games, personal pictures).

K. State-owned cellular devices are not to be used to play games or send or receive excessive personal text messages. In addition, employees are prohibited from using state-owned cellular devices for the purpose of illegal transactions, harassment, or obscene behavior, in accordance with other existing policies.

IV. PROCEDURE

A. Authorizing and Ordering

1. An employee must request approval from the employee's Deputy Director or LOD to receive a cellular device. The employee must demonstrate a need for the cellular device.
2. The Deputy Director or LOD will approve or deny the request for the cellular device. If approved, the Deputy Director or LOD and the employee will complete the appropriate sections of the Cellular Telephone Authorization and User

Agreement (SF 54331). The Deputy Director or LOD will submit this form along with a request for the cellular device to DCSITSupport-Services@dcs.in.gov.
3. The employee will update the Electronic Equipment Inventory Checklist (SF 54332) upon receipt of the cellular device.

B. Personal Use
1. Personal use of state-owned cellular devices is subject to HR-3-7 Limited Personal Use of State Property/Resources.
2. All cellular devices are monitored for use. All reported misuse of cellular devices will be directed to the employee's Deputy Director or LOD for further investigation.

C. Monitoring Contracts and Equipment
1. All cellular devices are monitored for use.
2. Monthly itemized bills are sent to the state, reviewed by DCS IT Support, and may be requested by management.
3. The employee's immediate supervisor will be notified of any misuse of cellular devices. Misuse of cellular devices may result in revocation of the privilege to use cellular devices and disciplinary action, up to and including termination of employment.
4. The cellular device will be subject to deactivation if it has not been used for 60 days.

V. FORMS
A. Cellular Telephone Authorization and User Agreement (SF 54331)
B. Electronic Equipment Inventory Checklist (SF 54332)

DATE: May 2, 2023

Anushree Bag, Chief Information Officer
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-2	Effective Date: March 1, 2023	Version: 3.0
POLICY TITLE: INTERNSHIPS AND PRACTICUM		
OVERVIEW: Internships and practicums are structured job shadowing programs for college students interested in learning more about the Indiana Department of Child Services (DCS). Due to the nature of DCS work, internships and practicums are only available to students who have completed at least one (1) year of post-secondary education and are actively pursuing an undergraduate or graduate degree.		

I. DEFINITIONS

A. Internship: A structured job shadowing experience that serves as a bridge between classroom studies and professional work.
B. Practicum: A school or college course in a specialized field of study that is designed to give students supervised practical application of previously studied theory.

II. REFERENCES

N/A

III. STATEMENTS OF PURPOSE

A. Internship and practicum experiences are only available to students who have completed at least one (1) year of post-secondary education and are actively pursuing an undergraduate or graduate degree.
B. Internships/practicums must not have an adverse effect on DCS operations. The educational needs of the student must be met without compromising the business needs of the work unit.
C. A learning contract must be created by the internship or practicum student and the assigned supervisor.

   Note: If the student is to receive educational credit, the student's academic advisor should also be invited to participate in the development of the learning contract.

D. The program manager or Local Office Director (LOD) has the authority to approve or deny all internship and practicum requests.
E. Internship and practicum students are prohibited from making any decision that may affect the safety and/or well-being of children. Examples of prohibited activities include, but are not limited to:
   1. Making decisions regarding:
      a. The removal of a child from a home,
      b. The placement of a child, and
      c. Termination of Parental Rights (TPR).

   2. Providing reports to the court;
   3. Conducting assessments of families and children, including home studies; and

4. Transporting a child in either a personal or state-owned vehicle.

F. Internship and practicum students shall be educated on the DCS vision, mission, and values; policies; procedures; and Practice Model. Additionally, internship and practicum students must agree in writing that they understand and will follow all DCS policies, particularly those relating to confidentiality, ethics, and personal safety.
G. A prospective internship or practicum student must pass applicable background checks, including a Criminal History check, prior to the start of the internship or practicum.

IV. PROCEDURE

A. The internship or practicum student will:
   1. Work under the supervision of an assigned DCS supervisor;
   2. Create and sign a learning contract with the internship or practicum student's assigned supervisor. The contract must include the following:
      a. Clearly stated duties to be completed by the internship or practicum student;
      b. Anticipated work schedule; and
      c. The desired outcomes of the internship.

   3. Have no independent authority in making decisions that affect the safety and/or well-being of children; and
   4. Participate in tasks and projects as instructed by the assigned DCS supervisor.

B. The program manager or LOD will:
   1. Establish procedures for handling internship and practicum students including, but not limited to:
      a. How to interview potential internship and practicum students;
      b. Assign supervisors to provide supervision to internship and practicum students; and
      c. Assess progress of internship and practicum students.

   2. Assign a supervisor who will have the primary responsibility for overseeing the internship or practicum student's work.

   Note: The internship or practicum student should have the opportunity to meet and be encouraged to consult with other supervisors and experienced workers.

C. The assigned DCS supervisor will work with the internship or practicum student to create and sign the learning contract.

DATE: 1/26/23

Eric Miller, Chief of Staff
LaTrece Thompson, Deputy Director of Staff Development
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-3	Effective Date: June 1, 2023	Version: 4.0
POLICY TITLE: LANGUAGE SERVICES		
OVERVIEW: As an agency that receives funds from the United States Department of Health & Human Services (HHS), the Department of Child Services (DCS) is responsible for providing effective language assistance free of charge to individuals accessing DCS programs and services with Limited English Proficiency (LEP). DCS is committed to providing services and programs to all persons, including those with LEP. Unreasonable delays in service delivery due to a person's LEP are unacceptable.		

I. DEFINITIONS

A. Eligible Population: All individuals who may be served or are likely to be directly affected by a DCS program or activity.
B. Interpretation: Language services involving **oral** interpretation either in person or via telephone or other electronic means.
C. Persons with Limited English Proficiency (LEP): Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English resulting in an inability to effectively communicate.
D. Translation: Language services involving **written** translation.
E. Unwritten Language: A language that is not recorded in writing.
F. Vital Written Documents: Documents or portions of documents of high importance and potential consequence to the LEP person with respect to a DCS program, activity, or service.

II. REFERENCES

- IC 34-45-1-3: Interpreters; entitlement
- IC 34-45-1-4: Interpreters; appointment and qualifications
- "Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons" 67 F.R, 4968 (August 8, 2003)
- Section 601 of Title VI of the 1964 Civil Rights Act, 42 U.S.C. 2000d
- United States Executive Order 13166 Improving Access to Services for Persons with Limited English Proficiency

III. STATEMENTS OF PURPOSE

A. DCS is committed to taking reasonable steps, in accordance with the below mentioned guidelines, to provide meaningful access to DCS programs and services for individuals with LEP.
B. DCS will balance the following factors to determine the scope of services it will offer persons with LEP:
    1. The proportion of persons with LEP to be served by DCS programs and services,

2. The frequency with which persons with LEP come in contact with DCS programs and services,
3. The nature and importance of the particular DCS program, activity, or service to the person with LEP's life, and
4. The available resources and cost to DCS for providing such meaningful access.

Note: If there is one (1) person with a disability related to communication, DCS has a duty to reasonably modify our services and programs for them.

C. DCS will have a plan for obtaining language services for persons with LEP, in accordance with the above-mentioned guidelines.
D. DCS contracts for interpreters and provides these services when necessary. See the DCS International and Cultural Affairs (ICA) Language Access page for interpreter services available and send questions to DCS International and Cultural Affairs.
E. If language services are offered and the person with LEP declines such services and chooses to use a friend, family member, or other informal method, DCS will respect the individual's desire except in situations where there may be a conflict of interest (e.g., allegations of abuse or human trafficking), where the nature of the service is complex, or where there are other issues of competency or confidentiality. Under such circumstances, an independent interpreter will be utilized. Otherwise, DCS will respect the person with LEP's choice of interpreter (if determined to be appropriate). See Practice Guidance for additional information.

Note: DCS is not responsible for providing language services for other agencies (e.g., law enforcement or providers). DCS' responsibility to provide language services does not extend to providing language services in court proceedings (see IC 34-45-1-3).

F. Persons with LEP shall not generally be required to provide their own interpreter or translator when accessing DCS services. In emergency circumstances that are not reasonably foreseeable, DCS may rely on friends or family members of the LEP person as interpreters or translators.
G. DCS will provide vital written documents to persons with LEP eligible to be served by DCS to the extent possible and in accordance with the following guidelines:
    1. DCS will provide written translation for LEP language groups that constitute five (5) percent of DCS' eligible population or 1,000 individuals, whichever is less,
    2. If a language group which constitutes five (5) percent of the DCS' eligible population is composed of fewer than 50 people, DCS may provide written notice in the primary language of the LEP group of the right to receive competent oral interpretation of those written materials free of cost, and
    3. If the LEP individual's language is an unwritten language, DCS shall take steps to ensure that the document is translated orally or by another mode of communication normally used by the person with LEP.

Note: If there is one (1) person with a disability related to communication, there is no limit to the services and programs DCS will provide based on the number of people with that disability who encounter DCS.

IV. PROCEDURE

A. If DCS provides the applicable language services, the DCS employee will offer them free of charge to the client. If the person with LEP accepts these services, the employee will contact one of the contracted providers to fulfill the request (see the DCS International and Cultural Affairs (ICA) Language Access page for information regarding available providers).

   Note: In a circumstance where the contracted providers are unable to fulfill the request, the employee can use a different interpreter/translator agency/individual (non-contracted). In order to ensure payment of the service, the DCS employee must send a justification within 24 hours to the DCS International and Cultural Affairs, which includes:
   1. Date of service;
   2. Name of the interpreter provider;
   3. Assessment/case identification number;
   4. Language; and
   5. The employee's name.

B. If a person with LEP declines the use of language services offered by DCS and requests the use of a friend, family member, or informal support, and it is determined that the requested person is competent and appropriate, the employee will utilize the Access to Language Services Acknowledgement (SF 55546) to document that the services were declined. However, at its discretion, DCS may require that a trained interpreter or translator be present to ensure that the interpretation and translation is accurate.

V. FORMS AND OTHER DOCUMENTS

- Access to Language Services Acknowledgement (SF 55546)
- Access to Language Services Acknowledgement (Burmese Version- SF 55575)
- Access to Language Services Acknowledgement (Spanish Version- SF 55576)

VI. PRACTICE GUIDANCE

A. Due to the complex nature of DCS involvement, family members or friends may not be competent to provide quality and accurate language services. Issues of confidentiality, privacy, or conflict of interest may also arise. Informal interpreters and translators may also have a personal connection to the person with LEP or an undisclosed conflict of interest.

B. Extra caution should be used when the person with LEP chooses a minor to act as the interpreter or translator. While the decision of the person with LEP should be respected, there may be additional issues of competency, confidentiality, or conflict of interest when the choice involves using a child as an interpreter. DCS employees should use critical thinking skills to determine if it is in the child's best interest to act as the interpreter or translator.

   Examples:

1. Appropriate use of a minor child as an interpreter or translator: During the first contact with the family, the minor serves as the interpreter to schedule an appointment with the family when a contracted interpretation provider can be present.
2. Inappropriate use of a minor child as an interpreter or translator:
   a. An alleged perpetrator has requested the minor victim or a minor sibling of the victim to serve as the interpreter or translator, or
   b. Questions that need to be asked of the family may cause trauma or emotional distress to the child (e.g., domestic violence situations, criminal history, and paternity).

DATE: May 12, 2023

Harmony Gist, Deputy Director of Strategic Solutions and Agency Transformation
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-4	Effective Date: August 1, 2023	Version: 4.0
POLICY TITLE: ELECTRONIC EQUIPMENT ISSUANCE AND RETURN		
OVERVIEW: The Department of Child Services (DCS) issues electronic equipment to its employees and contractors to assist them in completing their assigned job duties. Employees or contractors who violate this policy are subject to disciplinary action by DCS. It is essential that DCS employees and contractors return all State issued equipment.		

I. DEFINITIONS

State Property: Materials, supplies, equipment, funds, and facilities owned by the State of Indiana.

II. REFERENCES

HR-3-7 Limited Personal Use of State Property/Resources

III. STATEMENTS OF PURPOSE

A. The Electronic Equipment Inventory Checklist should be utilized by the contractor's point of contact or the employee's direct supervisor or designee when issuing electronic equipment to DCS staff or contractors. The signed original must be maintained in the employee's personnel file or contractor's file.

Note: The Electronic Equipment Inventory Checklist must be updated any time an issued item has been lost, stolen, broken, or reissued. The contractor's point of contact or the employee's immediate supervisor or designee must update the original Electronic Equipment Inventory Checklist by having the employee sign and date any issuance of equipment (see policy HR-3-7 Limited Personal Use of State Property/Resources).

B. State issued electronic equipment is to be returned when an employee leaves DCS employment or a contractor's contract is terminated. The following is a list of electronic equipment that should be returned, if applicable:
   1. Computer (i.e., laptop, desktop, and tablet);
   2. Power cord for computer;
   3. Docking station;
   4. Power cord for docking station;
   5. Travel charger;
   6. Laptop/tablet bag;
   7. Tablet case;
   8. Stylus;
   9. Stylus charger;
   10. Cellular phone;
   11. Cellular phone charger;
   12. Cellular phone car charger; and
   13. Cellular phone case.

C. The contractor's point of contact or the employee's supervisor or designee shall use the Electronic Equipment Inventory Checklist to verify all appropriate equipment mentioned in (B) above has been returned by the employee or contractor.

Note: For field staff, the Local Office Director (LOD) or Division Manager (DM) will be notified if the employee fails to return equipment. For other DCS staff or contractors, the Deputy Director or equivalent within the division (or designee) will be notified if the employee or contractor fails to return equipment.

D. Equipment assigned is to be used only by the employee or contractor to which it is assigned.
E. Computers must be returned and not be stored on-site waiting for the next employee to begin employment or contractor to begin their services.

IV. PROCEDURE

A. At the issuance of electronic equipment:
   1. The employee or contractor must complete the State of Indiana Office of Technology Information Resources Use Agreement within PeopleSoft.
   2. The employee or contractor must sign and date the Electronic Equipment Inventory Checklist indicating the receipt of assigned equipment. The contractor's point of contact or the employee's supervisor or designee will issue equipment and keep the original Electronic Equipment Inventory Checklist in the employee's or contractor's file. If the employee or contractor receives additional electronic equipment upon arrival to the assigned office, the contractor's point of contact or the employee's supervisor or designee will ensure the Electronic Equipment Inventory Checklist is updated and signed. Additional electronic equipment issued after the initial issuance will be documented in the "Equipment Replacement" section of the Electronic Equipment Inventory Checklist.

B. For employees leaving DCS employment or contractors whose contract is terminating:
   1. The employee or contractor will return all State property to the contractor's point of contact or the employee's supervisor or designee. The employee or contractor will be responsible for all costs associated with the replacement or recovery of State property that is lost or damaged due to the employee's or contractor's negligence or equipment that is not returned by the employee or contractor.
   2. The contractor's point of contact or the employee's immediate supervisor or designee will utilize the most recent Electronic Equipment Inventory Checklist, located in the employee's personnel file or contractor's file, to ensure that each item is returned.

   Note: In addition to the items outlined on the Electronic Equipment Inventory Checklist, the contractor's point of contact or the employee's immediate supervisor or designee will also obtain the employee's or contractor's State-Issued Access Card (i.e., identification [ID] badge).

3. To return the computer, the contractor's point of contact or the employee's supervisor or designee will go to https://vsm.iot.in.gov/vsm/portal.aspx and select the "DCS- Computer/Tablet Return" icon. All items provided at the issuance of the computer should be returned when the computer is returned:
    a. Computer (i.e., laptop, desktop, and tablet);
    b. Power cord for computer;
    c. Docking station;
    d. Power cord for docking station;
    e. Travel charger;
    f. Laptop/tablet bag;
    g. Tablet case;
    h. Stylus;
    i. Stylus charger;
    j. Cellular phone;
    k. Cellular phone charger;
    l. Cellular phone car charger; and
    m. Cellular phone case.

Note: Provide an explanation on the Electronic Equipment Inventory Checklist if any item is missing.

C. For employees who transfer to another DCS position:
1. The employee will take all laptop equipment indicated on the most recent Electronic Equipment Inventory Checklist, along with the docking station to the new DCS office.
2. The equipment issued by the DCS office (e.g., monitor, mouse, keyboard, cellular phone equipment, and Cisco phone) will remain in that office unless DCS IT transfers the asset to another location.
3. The employee or contractor will be responsible for all costs associated with the replacement or recovery of State property that is lost or damaged due to the employee's or contractor's negligence or is not returned by the employee or contractor.
4. The Electronic Equipment Inventory Checklist will be provided to the new DCS office in the employee's or contractor's personnel file.

D. For employees or contractors whose laptop/tablet or other electronic equipment is lost or stolen, they shall immediately notify the:
1. Contractor's point of contact or the employee's supervisor or designee,
2. Indiana State Police (ISP) by contacting their Operations Desk at (317) 232-8250 or email at ISPOperationsCenter@isp.IN.gov,
3. Office of Inspector General (OIG) by calling (317) 232-3850 or email at info@ig.IN.gov, and
4. Indiana Office of Technology (IOT) Helpdesk to report a lost or stolen laptop/tablet by going to https://vsm.iot.in.gov/vsm/portal.aspx and selecting the

"Report a Lost/Stolen Computer" icon. Complete the form and attach the police report.

V. FORMS AND OTHER DOCUMENTS

A. State of Indiana Office of Technology Information Resources Use Agreement
B. Electronic Equipment Inventory Checklist

Date: July 13, 2023

Aaron Atwell, Chief of Staff
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-6	Effective Date: May 1, 2021	Version: 4.0
POLICY TITLE: CREATING ADMINISTRATIVE LETTERS		
OVERVIEW: The Department of Child Services (DCS) Policy Unit will be the contact for the development of all Administrative Letters. A Policy Analyst will draft the Administrative Letter with input from the requestor.		

I. DEFINITIONS

N/A

II. REFERENCES

N/A

III. STATEMENTS OF PURPOSE

A. The Policy Unit will be the contact for the development of all Administrative Letters.
B. The requestor will complete the Recommendation for Development or Revision of DCS Policy form and submit to the Policy Unit.
C. After the Policy Unit receives a request, a Policy Analyst will draft the Administrative Letter with the input from the requestor and others, as needed.

IV. PROCEDURE

A. To create an Administrative Letter, the requestor will e-mail the DCS Policy box and include a general overview and any documents pertinent to the development of the letter in the Recommendation for Development or Revision of DCS Policy form.
B. The Policy Manager will assign an analyst to draft the letter with input from the requestor and others, as needed.
C. After the Administrative Letter is drafted, the following people or their designees must review and verify their approval:
    1. Deputy Director of the requesting division, and
    2. Each Deputy Director whose division is directly impacted.

D. The Administrative Letter will be sent to the Agency Director or designee for final approval and signature.
E. The Policy Unit will assign the next sequence number, and this number will be inserted under the subject heading.
F. The Policy Unit will post the final version of the Administrative Letter on the DCS Internet Site in Child Welfare Policies under Policy Changes Implemented via Administrative Letters.
G. The Policy Unit will collaborate with the Deputy Director of the requesting division to plan for distribution of the Administrative Letter to all DCS Staff.

V. FORMS

Recommendation for Development or Revision of Department of Child Services (DCS) Policy (SF 57053)

VI. PRACTICE GUIDANCE

Administrative Letters are official policy in letter form. Policies are often implemented through an Administrative Letter when the effective date for the policy is time sensitive and does not allow for the complete policy development process. Pertinent information from Administrative Letters will then be incorporated into existing policy documents as time permits.

Date: April 7, 2021
Terry Stigdon, Director
Department of Child Services

A signed copy is on file.

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-8	Effective Date: February 1, 2023	Version: 3.0
POLICY TITLE: EMPLOYEE OUTSIDE INTERNSHIPS AND PRACTICUM		
OVERVIEW: The Indiana Department of Child Services (DCS) encourages and supports its staff to improve their education and employment status, which may include participating in outside internships or practicums in the employee's approved field of study. While completing an internship or practicum outside of DCS, it remains necessary to ensure the responsibilities to the children and families served by DCS are fulfilled. Internships or practicum must not conflict with DCS employment.		

I. DEFINITIONS

A. Client: An individual who receives advice, care, treatment, or services which are managed by an individual or agency with the expectation that the communication will be held in confidence.
B. Conflict Resolution: An alternative method to participate in an internship or practicum which prevents ethical conflicts.
C. Ethics Officer: A DCS employee who helps to foster positive ethical values and standards by aligning the practice, mission, vision, and values of DCS with ethics as established by the State of Indiana.
D. Outside Internship: A structured job shadowing that serves as a bridge between classroom studies and professional work.
E. Outside Practicum: A course of study designed for the supervision of practical application of a previously studied theory.

II. REFERENCES

A. DCS Code of Conduct
B. HR-3-2 Ethics
C. HR-3-5 Supplemental Employment
D. HR-3-7 Limited Personal Use of State Property and Resources
E. HR-3-9 Internal Affairs
F. IC 4-2-6: Ethics and Conflicts of Interest
G. 42 IAC 1: Indiana Code of Ethics

III. STATEMENTS OF PURPOSE

A. DCS employees must request approval from their direct manager or supervisor or designee by utilizing the Application for Employee Outside Internship/Practicum (SF 54333) prior to any involvement in an internship or practicum.

Note: Child welfare employees cannot work with clients during an internship or practicum who are known to be on their DCS caseload.

B. All internships or practicum must be authorized by the employee's direct manager or supervisor or designee and the DCS Ethics Officer or designee, through submission

and approval of the Application for Employee Outside Internship/Practicum (SF 54333).

IV. PROCEDURE

A. DCS employees must request approval from their direct manager or supervisor or designee prior to beginning an internship or practicum and complete Section A of the following forms:
   1. Application for Employee Outside Internship/Practicum (SF 54333); and
   2. Ethics Conflict Resolution Internship or Practicum Agency Agreement (SF 54329).

Note: The DCS employee must ensure the Executive Director of the internship or practicum agency completes Section B of the Ethics Conflict Resolution Internship or Practicum Agency Agreement (SF 54329).

B. The employee's direct manager or supervisor or designee must:
   1. Review the Application for Employee Outside Internship/Practicum (SF 54333) and the Ethics Conflict Resolution Internship or Practicum Agency Agreement (SF 54329) to determine if a conflict with the employee's work schedule will exist with the proposed internship or practicum;
   2. Seek approval from the Regional Manager (RM) for proposed schedule changes;
   3. Complete:
      a. Part B of the Application for Employee Outside Internship/Practicum (SF 54333), and
      b. Part C of the Ethics Conflict Resolution Internship or Practicum Agency Agreement (SF 54329).

   4. Inform the DCS employee within five (5) business days of the determination to approve or deny the proposed internship or practicum:
      a. The request to participate in the internship or practicum may be denied by the direct manager or supervisor or designee if it is determined that participation in the requested internship or practicum will interfere with the employee's work schedule, or
      b. The request to participate in the internship or practicum may be approved by the direct manager or supervisor or designee if it is determined that participation in the requested internship or practicum does not cause an interference in the employee's work schedule, and
      c. Forward the Application for Employee Outside Internship/Practicum (SF 54333) to the DCS Ethics Officer to provide final approval or denial of the request for participation in the internship or practicum.

C. The DCS Ethics Officer or designee will:
   1. Review the Application for Employee Outside Internship/Practicum (SF 54333) to determine if the requested internship/practicum will result in a conflict of interest;

2. Complete Part C of the Application for Employee Outside Internship/Practicum (SF 54333) to provide final approval or denial of the request for participation in the internship or practicum;
3. Send a copy of the approved/denied Application for Employee Outside Internship/Practicum (SF 54333) to the Deputy Director of Staff Development for their records with five (5) business days; and
4. Send the approved/denied Application for Employee Outside Internship/Practicum (SF 54333) back to the requesting employee and the employee's direct manager or supervisor or designee notifying them of the final decision.

D. The direct manager or supervisor or designee will complete the following upon receipt of the completed Application for Employee Outside Internship/Practicum (SF 54333) and the Ethics Conflict Resolution Internship or Practicum Agency Agreement (SF 54329):
   1. Place the completed forms in the employee's personnel file;
   2. Contact the internship or practicum agency Executive Director or designee and discuss appropriate DCS procedures that must be followed in the event of a potential conflict of interest;
   3. Meet with the employee, as needed, to discuss concerns regarding conflicts of interest; and
   4. Make copies of all forms and ensure they are placed in the employee's personnel file.

F. All individuals involved in the internship or practicum must agree that confidentiality is of the utmost importance. If the DCS employee encounters anyone with whom the DCS employee has any information from employment with DCS, the employee will:
   1. Be removed from the situation immediately;
   2. Not be required to disclose any information; and
   3. Report the situation to the DCS employee's direct manager or supervisor or designee within 24 business hours and follow all recommendations of the direct manager or supervisor or designee.

V. FORMS

A. Application for Employee Outside Internship/Practicum (SF 54333)
B. Conflict Resolution Internship or Practicum Agency Agreement (SF 54329)

DATE: January 17, 2023

LaTrece Thompson, Deputy Director of Staff Development
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-9	Effective Date: February 1, 2023	Version: 4.0
POLICY TITLE: BSW SCHOLARS IV-E PRACTICUM		
OVERVIEW: The Bachelor of Social Work (BSW) practicum provides educationally directed practice experience under the direct supervision of an approved Agency-Based Field Instructor or Off-Site Field Instructor, which prepares students for employment with the Indiana Department of Child Services (DCS) as a Family Case Manager (FCM). The practicum provides opportunities for applying classroom concepts and principles, learning the values and ethics of the social work profession, and developing skills necessary for competence in the social work profession.		

I. DEFINITIONS

A. Agency-Based Field Instructor: This individual is a DCS employee who provides weekly field instruction and practice supervision to the Scholar at the Scholar's placement site; assists with planning and approving of the learning activities; and evaluates the student's performance and level of competency on behaviors related to the planned learning activities. This individual must have a BSW Degree with two (2) or more years of professional experience or a Master of Social Work Degree to serve in this role and meet the university criteria to serve in this capacity.

B. Field Coordinator: The person at the Scholar's university who works with the Scholar to locate and approve an appropriate field placement. The Field Coordinator is the academic institution's point of contact for all matters related to the practicum.

C. Field Liaison: This individual is the practicum course instructor of record who serves as the point of contact between DCS and the university when issues arise in the field. The Field Liaison provides consultation to the Agency-Based Field Instructor and the Scholar to ensure integration between classroom knowledge and field practice. The Field Liaison oversees the progression of learning throughout the practicum, reviews and approves planned learning activities developed by the Scholar and Agency-Based Field Instructor, plans and facilitates routine seminars, and plans and facilitates course evaluations in conjunction with the Scholar and Agency-Based Field Instructor to assign the course grade. The Field Liaison also addresses performance concerns and is the academic institution's point of contact for the practicum course.

D. Off-Site Field Instructor: This individual provides educational supervision to the Scholar when there is not an Agency-Based Field Instructor available.

E. Practicum: Educationally-directed practice experience under the direct supervision of an approved Agency-Based Field Instructor or Off-Site Field Instructor, as required by the School of Social Work.

F. Scholar: A student that has been selected to participate in the Title IV-E Scholars program.

II. REFERENCES

- Council on Social Work Education (CSWE)
- DCS Administrative Policies
- DCS Child Welfare Policies

- DCS Code of Conduct
- National Association of Social Workers (NASW) Code of Ethics

III. STATEMENTS OF PURPOSE

A. To be accepted into the practicum program, Scholars must:
   1. Be enrolled in the Title IV-E BSW program;
   2. Pass applicable background checks, completed by DCS Human Resources (HR). These background checks, which must be passed by DCS employees, include a Limited Criminal History Check, Child Protective Services (CPS)/Child Protection Index (CPI) Check, Federal Bureau of Investigation (FBI) Fingerprinting, and drug test prior to the start of the practicum; and
   3. Sign the DCS Volunteer Confidentiality Agreement.

B. DCS staff will mentor the Scholars, treat them as co-workers in training, and ensure the Scholars' educational needs are met without compromising the business needs of the work unit.
C. All practicum activities performed must not interfere with DCS operations.
D. Scholars are encouraged to observe, make suggestions, and participate in the decision-making process; however, Scholars do not make decisions relating to DCS casework. Scholars may not:
   1. Have cases assigned to them in Casebook,
   2. Be left alone with children, or
   3. Transport children.

E. Joint planning between the Social Work Program, the Scholar, and the DCS office is required to identify learning activities that are available at DCS that satisfy the practicum course requirements and Council on Social Work Education (CSWE) competencies.
F. Practicum planning should begin when the Scholar begins the social work program. A meeting must be scheduled and include the:
   1. Scholar; and
   2. Field Coordinator assigned to work with the IV-E Scholar.

G. The Scholar's practicum assignments must satisfy CSWE competencies and be supported by the Social Work Program's curriculum and assessment process.
H. Upon graduation and being offered employment by DCS, new hires must complete on the job training prior to receiving full access to Casebook.

IV. PROCEDURE

A. The Scholar will:
   1. Submit practicum tasks to the School of Social Work for approval;
   2. Work under the supervision of an Agency-Based Field Instructor or Off-Site Field Instructor;
   3. Participate in practicum activities in a way that does not adversely impact DCS operations; and

4. Discuss the following with the Field Coordinator during the practicum planning meeting:
    a. Learning activities needed to satisfy the practicum course requirements and CSWE competencies, and
    b. The DCS office's ability to support the course work and practicum activities the Scholar needs to complete to meet the Social Work Program's requirements.

B. The DCS Agency-Based Field Instructor or Off-Site Field Instructor will:
1. Ensure that all activities in the practicum are clearly presented as learning opportunities for the Scholar;
2. Ensure the Scholar learns and utilizes the DCS Practice Model;
3. Collaborate with the Scholar's Field Liaison to provide feedback to the Scholar;
4. Communicate with the Scholar as follows:
    a. Provide supervision to the Scholar for a minimum of one (1) hour per week to review and provide feedback on work performed and discuss the delineation of roles. This meeting may occur virtually or face-to-face,
    b. Model professional behavior that is consistent with the National Association of Social Workers (NASW) Code of Ethics,
    c. Tailor learning tasks and activities to the Scholar's learning needs and ensure those tasks comply with the Scholar's learning needs, CSWE competencies, and the DCS Code of Conduct,
    d. Assist the Scholar in understanding DCS Administrative Policies and DCS Child Welfare Policies,
    e. Facilitate the Scholar's understanding and adherence to responsible and ethical conduct,
    f. Document any concerns related to the Scholar's work and share those concerns with the Field Liaison and Field Coordinator,
    g. Attend and participate in the field orientation and in periodic trainings with other Field Instructors organized by the BSW Program, and
    h. Assess the Scholar's progress in achieving competency by evaluating and rating the learning activity outcomes of the Scholar's learning plan.

V. FORMS

DCS Volunteer Confidentiality Agreement

DATE: January 17, 2023

LaTrece Thompson, Deputy Director of Staff Development
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-10	Effective Date: May 1, 2023	Version: 6.0
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 the employee's direct 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) and webinars.

II. REFERENCES

State of Indiana Job Code Listing

III. STATEMENTS OF PURPOSE

A. All DCS employees are required to complete internal trainings annually.

   Note: The required new hire trainings for Family Case Managers (FCMs), FCM Supervisors, and Legal Staff will exceed the annual internal training requirement.

B. Part-time DCS employees must complete half of the hours required for full-time employees for their respective job classification, as outlined below (e.g., part-time FCMs must complete 12 hours of training and part-time Administrative Support Staff must complete four [4] hours of training).

   Note: See the "Job Family" column on the State of Indiana Job Code Listing for the job classification.

C. All full-time **FCMs** must complete no less than 24 hours of internal training annually.
D. All **FCM Supervisors, LODs, Division Managers (DMs), and Regional Managers (RMs)** must complete no less than 32 hours of internal training.
E. The **Executive Staff**, which consists of all E Level Staff as well as the Chief of Staff; General Counsel; Information Technology (IT) Director; Deputy IT Director; Deputy Directors; Assistant Deputy Directors; Legislative Director; Deputy General Counsels; and Division, Department, and Assistant Directors; must complete no less than 32 hours of internal training.
F. All full-time **Legal Staff** must complete no less than 32 hours of internal training.
G. Full-time **Professional, Administrative, and Technological (PAT Level) Staff** must complete no less than 24 hours of internal training.

H. Full-time **IT Staff** must complete no less than 24 hours of internal training.
I. Full-time **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.
J. Full-time **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.
K. Any employee enrolled in an accredited graduate program related to their job classification (e.g., Master of Social Work and Master's Program in Counseling) is exempt from an 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.

L. Each employee is responsible for monitoring and/or managing registration status including dropping, adding, and waitlisting for internal trainings.
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.

    Note: Management staff should use discretion when determining the appropriate number of training hours during the first calendar year of the new employee's employment.

N. 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.
O. Monitoring of annual internal training hours is the responsibility of the employee and the employee's direct supervisor. The DCS Internal Training Log (SF 56006) will be used to document all internal training hours.
P. Any developed training curriculum must be submitted by e-mail to the Deputy Director of Staff Development for approval and determination of training credit hours.

IV. PROCEDURE

A. The mandatory training hour requirement for full-time **FCMs** 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.

B. The mandatory training hour requirement for **FCM Supervisors, LODs, DMs, and RMs** 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.

C. The mandatory training hour requirement for **Executive Staff** 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. The mandatory training hour requirement for full-time **Legal Staff** 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.

E. The mandatory training hour requirement for full-time **PAT Level Staff** 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. The mandatory training hour requirement for full-time **Information Technology Staff** 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. The mandatory training hour requirement for full-time **CSB level PAT/SAMPAT Staff** 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. The mandatory training hour requirement for full-time **Administrative Support Staff, non-supervisory level Financial Staff, and CSB level PAT/COMOT Staff** 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. Once the employee has registered for the training and successfully completed the training, the internal training hours will appear on the employee's Learning Transcript.
J. Each employee should document and/or confirm completed training hours by using:
   1. Success Factors or other Learning Management System and the Record of Training DCS Employee (SF 54819) form; and
   2. The DCS Internal Training Log (SF 56006).

K. Each employee will submit the DCS Internal Training Log (SF 56006) to the employee's direct supervisor.
L. 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.
M. 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)

APPROVED: March 23, 2023

LaTrece Thompson, Deputy Director of Staff Development
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-11	Effective Date: November 1, 2019	Version: 3.0
POLICY TITLE: EXTERNAL TRAINING		
OVERVIEW: The Indiana Department of Child Services (DCS) encourages staff members to enhance their professional development. DCS supports employees who seek additional job-related educational opportunities in addition to the educational opportunities that are offered internally. DCS employees are required to seek approval of any job-related external training that is not offered by DCS internally.		

I. DEFINITIONS

External Training: Any job-related training that is held outside of the Indiana Child Welfare Education and Training Partnership.

II. REFERENCES

None

III. STATEMENTS OF PURPOSE

A. DCS employees, who seek additional job-related educational opportunities to improve their skills, enhance their professional development, and better serve the families and children of Indiana, are permitted to participate in such external trainings.

B. DCS employees seeking to participate in job related external trainings must request approval through the chain of management (i.e., going to their direct supervisor). Final approval must be granted by the Local Office Director (LOD) or division's Deputy Director.

C. At each level of supervisory review, the following criteria may be considered when determining whether to approve or deny the request for external training:
   1. The relevance of the training to the employee's current DCS position;
   2. The ability of the employee to be away from his or her regularly established DCS responsibilities for an extended period of time;
   3. The ability of DCS to financially support the cost; and
   4. The ability and willingness of the employee attending the external training to share the information from the training with others in his or her area, division, and/or DCS local office.

Note: A DCS employee's request for external training may be denied at any level. If approved, the employee will participate in the external training using work time and complete the Record of Training DCS Employee (SF 54819) to document the employee's completion of the training.

IV. PROCEDURE

A. When making a request for external training, the **DCS employee will**:
   1. Complete a written request with the following information included:
      a. The name of the requested external training, as well as an agenda or other information related to the topics covered in the training;

b. The date, time, and location of the requested external training;
c. The cost (if any) of the external training including registration and travel;
d. The relevance of the training to the DCS employee's current position, and
e. A proposed plan of distribution of information to his or her coworkers.

2. Submit the written request to his or her direct supervisor for recommendation of approval or denial.

B. When a request for external training has been received, the **supervisor will**:
1. Approve or deny within two (2) business days based on the above criteria listed in section "A", a-e; and
2. Forward on to the LOD or the division's Deputy Director if the decision is to approve; or
3. Inform the DCS employee requesting the training of the denial and the reason for denial if the decision is to deny.

C. When the LOD or the division's Deputy Director receives the request for approval, the decision to approve or deny the request will be made within one (1) week. The LOD or division's Deputy Director will notify the requesting manager of the final decision.
D. The final decision will be sent back through the chain of supervising managers to the DCS employee making the request for external training to inform the employee of the final decision.
E. The employee will complete the following if the employee has received final approval to participate in the external training:
1. Follow the travel rules and regulations in accordance with DCS Employee Travel;
2. Register for the external training;

Note: The DCS Travel Department will not complete registration requirements for DCS employees. Additionally, it is important to consider the registration deadline and that lower registration fees are sometimes offered for early registration.

3. Attend the external training using work time; and
4. Submit the completed Record of Training DCS Employee (SF 54819) to his or her supervisor to document completion of the training.

V. FORMS

1. Request for Conference/Training/Out of State Travel (SF 55709)
2. Record of Training DCS Employee (SF 54819)

APPROVED: 10/1/19

Signed by:
LaTrece Thompson, Director's Designee
Deputy Director of Staff Development, Indiana Department of Child Services

A signed copy is on file.

INDIANA DEPARTMENT OF CHILD SERVICES ADMINSTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-12	Effective Date: May 1, 2023	Version: 2.0
POLICY TITLE: ACADEMIC STUDENTS EXPECTATIONS		
OVERVIEW: Employees of the Indiana Department of Child Services (DCS) who are also Academic Students periodically have competing priorities related to their work and school-responsibilities. This dilemma poses difficulty for the agency as employees are expected to fulfill their job expectations, including attendance to required training, court hearings, and work-related appointments. This policy provides guidelines to support both the agency and the employee with meeting these priorities.		

I. DEFINITION

Academic Student**-** A DCS employee who is enrolled in one (1) or more academic course, and the academic schedule is approved by the employee's supervisor and considered to be appropriate for this policy.

II. STATEMENTS OF PURPOSE

A. Academic Students must work with their supervisor to obtain approval of their academic schedule and ensure all work-related responsibilities and obligations are fulfilled during the time they are enrolled in school.
B. DCS local offices are encouraged to be flexible, within outlined policy guidelines, when working with Academic Students to fulfill both their classroom and work-related responsibilities.
C. Academic Students will ensure class attendance does not conflict with work-related appointments.

III. PROCEDURE

At the commencement of all courses, the Academic Student will review the class schedule to determine if there are any work responsibilities that will conflict with class attendance. These responsibilities may include, but are not limited to:

A. Completion of training. This includes trainings that require mandatory attendance and trainings that may be attended at other times. To address potential conflicts with training, the Academic Student will:
    1. Immediately contact the Academic Student's supervisor alerting them of a conflict upon learning that a mandatory training occurs during the same time as an academic class; and
    2. Request the supervisor's permission to be allowed to miss a portion of the training, which will be made-up at a later time, or to attend the entire training at another time; and
    3. Complete the training at a later date after receiving permission from the Academic Student's supervisor; or

    Note: If the training may be completed at a later date, the Academic Student's supervisor will provide written permission to miss the training so that it can be provided to the trainers.

4. Attempt to negotiate with the class instructor about missing a portion or all of a class if the training may not be completed at a later date.

B. Attendance at court. If a conflict arises with a scheduled court hearing, the Academic Student will:
   1. Request that the DCS local office attorney provide the Academic Student with a subpoena for the Academic Student's appearance in court.

      Note: Subpoenas issued for this purpose should be issued with the identifying names of the parties redacted down to initials so that confidentiality of families and children is maintained.

   2. Provide a copy of a subpoena to the class instructor if the Academic Student has been served a subpoena; and
   3. Make reasonable attempts to have the hearing rescheduled if the instructor will not allow the Academic Student to miss class, and discuss the issue with the DCS Staff Attorney or request that the Academic Student's supervisor or a peer attend court on the Academic Student's behalf if the Academic Student has not been served a subpoena. Academic Students must attend Fact Finding hearings and Termination trials in which the Academic Student is expected to provide testimony.

      Note: Notify the class instructor and attend the hearing if the rescheduling of the hearing is detrimental to the child or family and the Academic Student's supervisor or a peer is unable to attend court or if attendance at the hearing by someone other than the Academic Student may have a detrimental impact on the child or family.

C. Work-related appointments (e.g., contact with the family or child). If a conflict arises with work-related appointments, the Academic Student will:
   1. Complete the Academic Student's work-related duties. For example, if a competing priority arises and the Academic Student is in the midst of a DCS assessment, the Academic Student will remain on the scene to ensure child safety and continue the assessment until back up arrives; and
   2. Judiciously schedule ongoing work-related appointments that will not conflict with class attendance.

DATE: March 24, 2023

Eric Miller, Chief of Staff
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-14	Effective Date: February 1, 2023	Version: 2.0
POLICY TITLE: MSW IV-E SCHOLARS EMPLOYMENT-BASED PRACTICUM		
OVERVIEW: The Indiana Department of Child Services (DCS) encourages and supports its staff to improve their education and employment status. It is important to exercise joint planning between the Title IV-E Academic Institution's Social Work Program (Social Work Program), the student, and DCS when a staff member participates in an employment-based practicum. While education and furthering employment status is important, it is necessary to ensure employees are fulfilling their responsibility to clients served by DCS. The employment-based practicum must not conflict with DCS employment.		

I. DEFINITIONS

A. Agency-Based Field Instructor: This individual is a DCS employee who provides weekly field instruction and practice supervision to the Scholar at the Scholar's placement site; assists with planning and approving of the learning activities; and evaluates the student's performance and level of competency on behaviors related to the planned learning activities. This person must have a Master of Social Work (MSW) Degree with two (2) or more years of professional experience to serve in this role and meet the university criteria to serve in this capacity.

B. Field Coordinator: The person at the Scholar's university who works with the Scholar to locate and approve an appropriate field placement.

C. Field Liaison: This individual is the practicum course instructor of record who serves as the point of contact between DCS and the university when issues arise in the field. The Field Liaison provides consultation to Agency-Based Field Instructors and the student to ensure integration between classroom knowledge and field practice. The Field Liaison oversees the progression of learning throughout the practicum, reviews and approves planned learning activities developed by the Scholar and Agency-Based Field Instructor, plans and facilitates routine seminars, and plans and facilitates course evaluations in conjunction with the student and Agency-Based Field Instructor to assign the course grade. The Field Liaison also addresses performance concerns and is the academic institutions point of contact.

D. Off-Site Field Instructor: This individual provides educational supervision to the Scholar when there is not an Agency-Based Field Instructor available.

E. Practicum: Educationally directed practice experience under the direct supervision of an approved Agency-Based Field Instructor or Off-Site Field Instructor, as required by the School of Social Work.

F. Scholar: This individual is a DCS employee and a student who has been selected to participate in the Title IV-E Scholars program.

II. REFERENCES

- Council on Social Work Education (CSWE)
- DCS Administrative Policies
- DCS Child Welfare Policies

- DCS Code of Conduct
- MSW Scholars Application Process
- National Association of Social Workers (NASW) Code of Ethics

III.STATEMENTS OF PURPOSE

A. To qualify for the MSW Title IV-E Scholars Program, a DCS employee must:
   1. Be employed by DCS for a minimum of two (2) years;
   2. Have satisfactory performance appraisals; and
   3. Be accepted into a participating part-time evening MSW Program (see MSW Scholars Application Process).

B. DCS staff will mentor the Scholar participating in an employment-based practicum and ensure the Scholar's educational needs are met without compromising the business needs of the work unit.
C. All practicum activities performed must not interfere with DCS operations.
D. Scholars are encouraged to observe, make suggestions, and participate in the decision-making process.
E. Joint planning between the Social Work Program, the Scholar, and the Scholar's supervisor is required when:
   1. A Scholar requests to complete an employment-based practicum with the Social Work Program in the practicum planning process, and
   2. Learning activities are available at DCS that also satisfy the practicum course requirements and Council on Social Work Education (CSWE) competencies.

F. Practicum planning should begin when the Scholar begins the Social Work Program. A meeting must be scheduled and include the:
   1. Scholar; and
   2. Field Coordinator, once assigned to work with the Scholar.

G. Employment-based practicum planning must occur prior to the approval of the employment-based practicum process with the Social Work Program. A meeting must be held and include the:
   1. Scholar;
   2. Scholar's Supervisor;
   3. DCS Local Office Director (LOD), Regional Manager (RM), or Deputy Director; and
   4. Field Coordinator assigned to work with the IV-E Scholar.

H. The Scholar's practicum assignments must satisfy CSWE competencies and be supported by the Social Work Program's curriculum and assessment process.

IV. PROCEDURE

A. The Scholar will follow the procedures as outlined by the School of Social Work MSW Program.
B. The Scholar will:
   1. Submit practicum tasks to the School of Social Work for approval;

2. Work under the supervision of an Agency-Based Field Instructor or Off-Site Field Instructor;
3. Perform practicum activities that do not adversely impact DCS operations;
4. Discuss the following with the Field Coordinator during the practicum planning meeting:
    a. The Scholar's desire to complete an employment-based practicum,
    b. Learning activities needed to satisfy the practicum course requirements and CSWE competencies, and
    c. The DCS office's ability to support the course work and practicum activities the Scholar needs to complete to meet the Social Work Program's requirements.

5. Discuss the following with the Scholar's Supervisor, LOD or RM, and the Field Coordinator during the employment-based practicum planning meeting:
    a. Projects and activities available to the Scholar that will be the focus of the practicum,
    b. Potential scheduling issues, and
    c. Any DCS operation issues that may impact the Scholar's ability to meet the practicum requirements.

C. The DCS Agency-Based Field Instructor or Off-Site Field Instructor will:
1. Ensure practicum activities are clearly presented as learning opportunities for the Scholar;
2. Ensure the Scholar is able to demonstrate the Scholar's knowledge of and ability to implement the Practice Model in the practicum activities;
3. Collaborate with the Scholar's Supervisor to provide feedback to the Scholar;
4. Communicate with the Scholar as follows:
    a. Provide supervision to the Scholar for a minimum of one (1) hour per week to review and provide feedback on work performed and discuss the delineation of roles. This meeting may occur virtually or face-to-face,
    b. Model professional behavior that is consistent with the National Association of Social Workers (NASW) Code of Ethics,
    c. Tailor learning tasks and activities to the Scholar's learning needs and ensure those tasks comply with the Scholar's learning needs, CSWE competencies, and the DCS Code of Conduct,
    d. Ensure the Scholar understands DCS Administrative Policies and DCS Child Welfare Policies,
    e. Facilitate the Scholar's understanding and adherence to responsible and ethical conduct,
    f. Document any concerns related to the Scholar's practicum and share those concerns with the Field Liaison and Field Coordinator,
    g. Attend and participate in the field orientation and in periodic trainings with other Field Instructors organized by the Social Work Program, and
    h. Assess the Scholar's progress in achieving competency by evaluating and rating the learning activity outcomes of the Scholar's learning plan.

DATE: January 17, 2023

LaTrece Thompson, Deputy Director of Staff Development
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-17	Effective Date: December 1, 2021	Version: 4.0
POLICY TITLE: CRITICAL INCIDENT RESPONSE		
OVERVIEW: The Indiana Department of Child Services (DCS) will utilize aspects of Critical Incident Stress Management (CISM) or psychological first aid to provide supportive interventions to employees when work-related critical or high stress incidents occur.		

I. DEFINITIONS

A. Critical Incident Stress Management (CISM): An intervention developed specifically for processing traumatic events. CISM is a formal, highly structured, and professionally recognized process for helping those involved in a critical incident to share their experiences, vent emotions, learn about stress reactions and symptoms, and receive referrals for further assistance, if necessary. It is not psychotherapy. It is a confidential, voluntary, and educational process, sometimes called "psychological first aid" (https://www.icisf.org/).

B. Psychological First Aid: The National Traumatic Stress Network (https://www.nctsn.org) defines psychological first aid as "an evidence-informed modular approach to help children, adolescents, adults, and families in the immediate aftermath of disaster and terrorism".

II. REFERENCES

Critical Incident Protocol

III. STATEMENTS OF PURPOSE

A. DCS will provide supportive interventions to employees when work-related critical or high stress incidents occur.

B. The DCS Critical Incident Response Team (CIRT) is comprised of Family Case Managers (FCMs), FCM Supervisors, Local Office Directors (LODs), Division Managers (DMs), and Regional Managers (RMs) from across the state, as well as, Central Office employees (including Child Support Bureau [CSB] staff) trained in CISM responses or psychological first aid.

C. Only trained DCS staff will respond to critical incidents.

D. Any DCS staff may request a CIRT response by completing a CIRT Request.

E. A response may be appropriate for incidents including, but not limited to:

1. The fatality of a child involved with DCS, including a Child in Need of Services (CHINS) or Informal Adjustment (IA) case, or during the course of an assessment;
2. A child fatality assessment;
3. Threat of harm or actual harm to an employee, during and/or related to the employee's performance of DCS duties;
4. Any assessment or case receiving a high degree of media scrutiny aimed at a particular office or employee(s);
5. The death of a co-worker;
6. A parental death on an assessment/case; and/or

7. Any other work-related critical incident resulting in an increased stress response.

F. Any DCS Staff may make a CIRT request on behalf of the employee by completing a CIRT Request. It is recommended that the request is made within 24 hours of the incident.
G. The CIRT Liaison will determine if the request is appropriate and, if appropriate, initiate the CIRT response by contacting the CIRT to secure responders and schedule the response.
H. The response is a confidential service. As with any confidential service, if issues of safety to the employee, a child, or any other person come to the attention of the responder, the responder has a duty to inform appropriate parties.

IV. PROCEDURE

A. Requesting a CIRT response:
   1. DCS staff or an employee's colleague, Supervisor, LOD, DM, RM, or Deputy Director, on behalf of the employee, may request a CIRT response by completing a CIRT Request (it is recommended that the request is made within 24 hours of the incident).
   2. The CIRT Liaison will determine if the request is appropriate by contacting the requestor within one (1) business day of the request to evaluate the appropriateness of a CIRT response.

      Note: If there is a concern about the appropriateness of a CIRT response, the concern should be reviewed by the Deputy Director of the requesting division and the Safe Systems Director and referred to Human Resources (HR), if the request is determined to be an HR matter.

   3. The CIRT Liaison will schedule the response, if the request is appropriate, and contact the CIRT to secure responders.

      Note: If the requestor is not a Supervisor or above, the CIRT Liaison will contact the appropriate management team member so arrangements may be made for the employee/employees to attend.

B. Response of the CIRT:
   1. If a CIRT response is appropriate, an individual or team of individuals who have been trained and certified in CISM or psychological first aid will respond. The need for, and appropriateness of a CIRT intervention, is based on how individuals are coping with the critical incident, not solely on the incident itself.
   2. Following an intervention, the CIRT Liaison will follow-up with the requestor, and when appropriate a member of the management team, to discuss and make a collaborative decision regarding whether further intervention is needed.

V. FORMS AND OTHER DOCUMENTS

A. Critical Incident Protocol- available from the International Critical Incident Stress Foundation, Inc. training.
B. CIRT Request

Date: November 3, 2021
Heather Kestian, Deputy Director of Strategic Solutions and Agency Transformation
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-18	Effective Date: March 1, 2023	Version: 2.0
POLICY TITLE: CONTRACT MODIFICATIONS		
OVERVIEW: The Indiana Department of Child Services (DCS) reserves the right, in its contracts, to make unilateral changes in the services, prices, and/or rates within the scope of the contract for the procurement of social services obtained with Title IV-B or Title IV-E funds for services related to the prevention of child abuse and neglect, child welfare services, foster care, successful adulthood services, or adoption services. Such contract changes will be effected by a modification letter issued by DCS, delivered to the contractor, and made available for public inspection.		

I. DEFINITIONS

Modification letter: A letter signed and issued by the Director of DCS (Director) or designee, which details the unilateral changes in the work (services, prices, and/or rates) within the scope of a contract for the procurement of social services and is made available for public inspection.

II. REFERENCES

A. IC 5-14-1.5: Public Meetings (Open Door Law)
B. IC 5-14-3: Access to Public Records
C. IC 5-22-1-3: Excluded items; exceptions
D. IC 5-22-20-1: Policies or rules for inclusion of clauses or contract provisions
E. IC 5-22-20-2: Adjustments in price; computation

III. STATEMENTS OF PURPOSE

A. Due to the broad scope of social services for which DCS contracts, DCS requires the flexibility to make changes in the work within the scope of its contracts for social services in order to best meet the time sensitive needs of the children and families it serves.
B. A contract for social services entered into by DCS may include a provision giving DCS the unilateral right to order, in writing, changes in the work within the scope of the contract. This includes adjustments in services, prices, and/or rates.
C. A modification letter detailing changes in the work within the scope of the contract will be issued by DCS and made available for public inspection in compliance with IC 5-14-1.5.

IV. PROCEDURE

A. DCS Legal will draft a modification letter that details the changes in the work within the scope of the contract for social services.
B. The Director or designee will sign the modification letter.
C. The modification letter will be delivered to the contracting party pursuant to the notice provision set forth in the contract.
D. A modification letter issued by DCS will be made available for public inspection in compliance with IC 5-14-1.5.

V. FORMS AND OTHER DOCUMENTS

N/A

DATE: January 27, 2023

Terry Stigdon, Director
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-19	Effective Date: May 1, 2021	Version: 1.0
POLICY TITLE: PROCUREMENT		
OVERVIEW: The Department of Child Services (DCS) must ensure that it spends State funds in a manner that achieves its mission of serving Indiana's families and protecting its children by obtaining value for its clients while also ensuring the accountability and sound fiscal practices expected of any high performing government agency.		

I. DEFINITIONS

A. Bidder: A person or entity that is registered with the State of Indiana to receive information regarding active solicitations.
B. Contractor or Vendor: An entity that holds an active contract with the State.
C. Procurement: Refers to all aspects of the sourcing activities, including drafting and issuing the solicitation, evaluation of responses, selection of successful respondents, the negotiation of contracts, and the actual purchasing of goods or services.
D. Provider: A term used by DCS to describe a vendor which provides services to the children and families DCS serves.
E. Purchasing: The technical or administrative process of how goods and services are ordered.
F. Respondent: A person or entity that is participating in a procurement process but may or may not currently do business with the State.
G. Systems Team: A term used for procurement purposes to collectively refer to all teams in the DCS Information Technology (IT) division.

II. REFERENCES

A. IC 5-22-1-3: Activities Excluded from Scope of Article
B. IC 5-22-2-32: "Solicitation"
C. IC 5-22-4-1: Purchasing Agencies for Agencies of Executive Branch
D. Delegation of Purchasing Authority Program (DPAP)
E. Department of Child Services Procurement Manual

III. STATEMENTS OF PURPOSE

A. DCS has two (2) distinct paths for procurements. Depending on the nature of what is being purchased, the law may afford DCS a choice of whether it wishes to conduct procurements independently or with the involvement of the Indiana Department of Administration (IDOA), which is the State's centralized procurement authority. When the funds of the contract are obtained from federal sources (which are the sources of funding for many DCS contracts), DCS is not required to run that procurement through IDOA. However, IDOA is willing to perform its central procurement role should DCS choose to use its services.
B. Complete the steps for the procurement process, as outlined in the Department of Child Services Procurement Manual.

C. The DCS procurement process requires participation, input, and collaboration across the identified program team, Administrative Services-Contracts and Procurement (ASC&P) Team, Systems Team, Legal Team, and Fiscal Team. These teams combined form a "Procurement Team". Each team provides critical functional area expertise as described below:
   1. The identified program team is responsible for the identification and assessment of needs Statewide (i.e., they identify when DCS needs to purchase goods or services). If a need is determined viable, the identified program team will act as the subject matter experts of the "Procurement Team" for the solicitation cycle and are responsible for the initiation, documentation, and evaluation of the procurement;
   2. The ASC&P Team oversees the creation, management, and utilization of DCS contracts and the Department's purchasing of goods and services, either independently or through IDOA;
   3. The Legal Team provides legal counsel to DCS;
   4. The Systems Team is responsible for the maintenance, operation, and user interaction with DCS electronic platforms such as the case management system and connectivity to statewide systems such as PeopleSoft Supply Chain Management (SCM); and
   5. The Fiscal Team is responsible for the financial management of DCS.

IV. PROCEDURE

A. DCS is required to follow the procurement protocol and procedures prepared by IDOA outlined below:
   1. Requests for Quotation (RFQs) of less than $2,500:
      a. Are solicited by DCS,
      b. DCS may contact bidders by phone or in writing,
      c. DCS must select at least three (3) known bidders to contact concerning the RFQ,
      d. IDOA asks that DCS allow the solicitation to remain open for at least seven (7) days whenever possible,
      e. DCS reviews the quotations and makes an award after quotations are received by the bidders and they have responded,
      f. A purchase order (PO) is issued upon an award, and
      g. DCS will make payment for POs within this dollar amount by claim voucher.

   2. RFQs of more than $2,500 but less than $75,000:
      a. Are solicited by DCS,
      b. DCS determines the need and writes the specifications and then selects at least three (3) known bidders to send the RFQ along with the specifications,
      c. DCS must allow the solicitation to remain open for at least seven (7) days whenever possible,
      d. DCS reviews the quotations from the bidders, and then DCS awards the quote and creates the PO up to their authority,

e. DCS sends the request with all necessary paperwork to ASC&P for processing if the solicitation is above their authority. An ASC&P Purchasing Administrator reviews the quotations and makes an award,
f. A PO is issued upon an award, and
g. DCS will make payment for the PO created by a claim voucher of up to $75,000. If the PO is above the delegation, the funds will be encumbered with the Auditor of State by ASC&P.

3. Negotiated bids under $75,000:
   a. Are used in instances where pricing is the only consideration,
   b. Are a form of sealed bidding in which written discussions may be conducted with bidders after submission in order to obtain a lower price for the State, provided such discussions are conducted uniformly, and
   c. The lowest cost respondent is awarded the contract after the final round of discussions.

B. The identified program team is responsible for the following procurement related activities and processes:
   1. Identification and assessment of need;
   2. Collaboration with the ASC&P Team to create the suite of necessary procurement documents (e.g., specifications, terms and conditions, and evaluation documents);
   3. Creation of the Request for Proposal (RFP) event and documentation in the case management system (details provided by the identified program team);
   4. Facilitation of the evaluation and awardee selection steps in the procurement process; and
   5. Creation and maintenance of Service Codes in the DCS system.

C. The ASC&P Team is responsible for the following procurement related activities and processes:
   1. Facilitation of the entire procurement process including pre-proposal conferences, vendor outreach, and protest periods;
   2. Facilitation of the collaborative process and approvals for procurement templates and forms;
   3. Development of procurement templates;
   4. Creation of bidder profiles and assisting vendors with various registration requirements;
   5. Assistance to the vendor/provider community with: Auditor of State status, W-9's, Department of Revenue (DOR) and Department of Workforce Development (DWD) clearance issues, and direct deposits;
   6. Creation of contracts in the DCS system and the PeopleSoft SCM system;
   7. Execution in the system of contract amendments, extensions, and renewals;
   8. Creation and modification of requisitions and purchase orders;
   9. Processing of invoices; and
   10. Creation of requisitions, sourcing events, purchase orders, and modifications in the PeopleSoft Financials system.

D. The Legal Team is responsible for the following procurement related activities and processes:
   1. Creation of sample contracts to be included in the initial solicitation document suite;
   2. Negotiation of terms during the contract award process;
   3. Resolution of vendor performance issues during the term of the contract;
   4. Consult with the Office of the Attorney General as needed;
   5. Participation in an advisory role in the event of a protest; and
   6. Participation in an advisory role in the creation of vendor communications.

E. The Systems Team is responsible for the following procurement related activities and processes:
   1. Creation of certain solicitation events and documents in the case management system (details provided by the identified program team);
   2. Assistance to the identified program team with the creation of contracts in the case management system; and
   3. Creation of bulk contracts and templates in the case management system.

F. The Fiscal Team is responsible for the following procurement related activities and processes:
   1. Conducting a budget feasibility study during the needs assessment phase;
   2. Assisting the identified program team with demand forecasting;
   3. Conducting periodic contract audits relative to payments;
   4. Conducting periodic trend analysis for key categories;
   5. Reviewing and approving the final negotiated contract budgets;
   6. Reviewing and approving contract amendments; and
   7. Engaging in rate setting for contracts.

V. FORMS AND OTHER DOCUMENTS

N/A

APPROVED: April 7, 2021
Aaron Atwell, Chief Financial Officer (CFO)
Department of Child Services

A signed copy is on file.

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-20	Effective Date: May 1, 2021	Version: 1.0
POLICY TITLE: PROCUREMENT BID PROTESTS		
OVERVIEW: This policy applies to all protests concerning any of the following solicitations conducted or facilitated by the Indiana Department of Child Services (DCS): Requests for Proposals (RFP), Request for Funds (RFF), Request for Quotes (RFQ), Request for Services (RFS) (if an Award Recommendation Letter results), and Negotiated Bid or Bids. The purpose of this policy is to establish a consistent, equitable process for receiving, reviewing, and responding to protests from Bidders and unsuccessful Respondents involved in the DCS procurement process. The remedies provided by this policy apply only to individuals or entities that directly participated in the solicitation process, specifically Bidders or Respondents. Any solicitation not specifically mentioned in this policy is not subject to protest or appeal. Solicitations conducted or facilitated by the Indiana Department of Administration (IDOA) may follow a different process.		

I. DEFINITIONS

A. Award Recommendation Letter: The written notification from DCS of the results of the solicitation and recommendation regarding the proposed selected Bidder or Respondent.
B. Award Recommendation Protest: A written request from a bid respondent that was not awarded under the bid to review and potentially overturn the award decision of the bid.
C. Bid: All the solicitation types (i.e., RFP, RFF, RFQ, RFS, RFI, and Negotiated Bids).
D. Bidder: A person or entity that is registered with the State of Indiana to receive information regarding active solicitations.
E. Close of business: 4:30 p.m. Eastern Time (ET) Monday through Friday. This term excludes weekend days and State holidays.
F. Respondent: A person or entity that is participating in a procurement process but may or may not currently do business with the State.
G. Specification Protest: A written request of a potential bidder that the documented requirements within a bid, which are to be satisfied by material, design, product, or service under the bid, are believed to be ambiguous or biased toward a particular product, service, or potential respondent.

II. REFERENCES

A. IC 5-22-1-3: Activities Excluded from Scope of Article
B. IC 5-22-2-32: "Solicitation"
C. Delegation of Purchasing Authority Program (DPAP)
D. Department of Child Services Procurement Manual

III. STATEMENTS OF PURPOSE

A. After DCS releases the bid, but prior to the bid due date, a Bidder may submit a written letter of protest on the grounds the bid specifications are:
   1. Inadequate;

2. Unduly restrictive; or
3. Ambiguous.

B. After the Award Recommendation Letter has been issued, an unsuccessful Bidder or Respondent may submit a written letter of protest. The written letter of protest must set forth at least one (1) of the following bases for the protest:
   1. Arbitrary, capricious, an abuse of discretion, or otherwise not in accordance with law;
   2. Contrary to constitutional right, power, privilege, or immunity;
   3. In excess of statutory jurisdiction, authority, limitations, or short of statutory right;
   4. Without observance of procedure required by law; or
   5. Unsupported by substantial evidence that may include, but is not limited to:
      a. A technical or mathematical mistake or error occurred during the evaluation process,
      b. There is reason to believe the bids may not have been independently arrived at in open competition, may have been collusive, or may have been submitted in bad faith, or
      c. A Respondent was not accorded fair and equal treatment with respect to any opportunity for discussion and revision of bids.

C. The protest letter should allege facts deemed to support the category or categories claimed.

IV. PROCEDURE

A. The burden of demonstrating the invalidity of the bid specification or the Award Recommendation Letter is on the Bidder or Respondent asserting the invalidity.
B. DCS must receive the letter of protest for a Specification Protest at least 10 business days prior to the due date for the bid response.
C. DCS must receive the letter of protest for an Award Recommendation Protest no later than close of business on the fifth business day after the later of either:
   1. The date of the Award Recommendation Letter; or
   2. The date of issuance of the Award Recommendation Letter.

D. A letter of protest must meet the following requirements. Letters of protest that do not meet all five (5) of the below requirements will be rejected by written notification of DCS:
   1. Indicate the solicitation number;
   2. Indicate, with specificity, the grounds for relief;
   3. Be received within the time requirements outlined above;
   4. Include a return address and contact information of the Bidder or Respondent;
   5. Be submitted via email to DCSProtest@dcs.in.gov or by mail to:
      Vendor Complaint/Protest Coordinator
      402 West Washington Street, W392
      Indianapolis, Indiana 46204

E. After receipt of a letter of protest:
   1. DCS' Protest Coordinator will acknowledge receipt of a letter of protest, via email and/or written letter, within five (5) business days;
   2. The Protest Coordinator will respond, in writing, to a letter of protest in a timely manner; and
   3. The contract execution will be delayed until final determination of the protest has been made.

F. DCS' decision in response to the letter of protest shall be final and conclusive, unless an appeal is submitted and received within five (5) business days by DCS' Deputy Chief Financial Officer (CFO).

G. A Bidder or Respondent may submit a request for appeal to the Deputy CFO if the Bidder or Respondent receives an adverse determination. The letter of appeal must meet the following requirements:
   1. The appeal must be in writing;
   2. The appeal may not state grounds for relief which were not raised in the letter of protest;
   3. Appeals must be received by close of business within five (5) business days of the date of DCS' response to the letter of protest; and
   4. Appeals must be submitted via email to DCSProtest@dcs.in.gov or by mail to:
      Vendor Complaint/Protest Coordinator
      402 West Washington Street, W392
      Indianapolis, Indiana 46204

H. The Deputy CFO's determination will be made as soon as is reasonably possible after receipt and review. The Deputy CFO's decision in response to the appeal shall be final and conclusive, subject to such judicial review as may be available to a party withstanding in the matter.

V. FORMS AND OTHER DOCUMENTS

N/A

APPROVED: April 7, 2021

Aaron Atwell, Chief Financial Officer (CFO)
Department of Child Services
A signed copy is on file.

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-21	Effective Date: February 1, 2022	Version: 1.0
POLICY TITLE: FIXED ASSET MANAGEMENT		
OVERVIEW: The Department of Child Services (DCS) has established this policy and administrative procedures as guidelines for the management of DCS' fixed assets (including the receiving, movement, and use of DCS' assets) and to ensure adherence to State Board of Accounts (SBOA) policy and procedures.		

I. DEFINITIONS

A. Audit: A physical count of assets to verify the accuracy of the perpetual count, the accuracy of the Agency Asset Management documents, and consistency of the procedures.
B. Chief Financial Officer (CFO): The Executive Director of the Administrative Services Divisions responsible for oversight of agency assets.
C. Custodian: The DCS employee who is responsible for a fixed asset.
D. Disposition Agent: The Administrative Services position designated by the CFO to manage the process of surplus equipment and fixed assets.
E. Equipment: Any item that was purchased by any method, transferred from an agency, or donated from the public for the State's use.
F. Fixed Asset: Any equipment, land, building, or land and building improvements purchased or obtained in any manner for State use that has an original cost of $500 or more (excluding building construction that is in progress) and has an estimated life of more than one (1) year.
G. Fixed Asset Manager: The Administrative Services position designated by the CFO to manage the Agency Fixed Asset Management Program.
H. PeopleSoft Asset Management: A computerized database program, designated by the Indiana Auditor of State, as the official fixed asset listing for the State of Indiana.
I. Perpetual Count: The tracking of additions to and removal of assets from an assigned location to maintain a current balance and keep PeopleSoft updated.
J. Physical Count: The process of counting the actual amount of assets.
K. Receiver: The Administrative Services position responsible for processing invoices for qualifying items through PeopleSoft and creating an asset in PeopleSoft Asset Management.

II. REFERENCES

- IC 4-13-1-20(b): Inspection, appraisal, and inventory of property; reports; rules governing protection and custody
- IC 4-20.5-6-3: Periodic inspection, appraisal, and inventory; reports

III. STATEMENTS OF PURPOSE

A. DCS shall establish and maintain a perpetual inventory system for:
   1. Land;
   2. Buildings;

3. Improvements other than buildings; and
4. Equipment, with an original cost of $500.00 or more, which are purchased, transferred from another agency, donated, or otherwise obtained for the State's use.

B. DCS shall establish, maintain, and periodically review accurate records to ensure the proper accounting of all assets. A physical count of all fixed assets shall be completed annually.

IV. PROCEDURE

A. Each DCS office shall maintain a count, implement the procedures outlined in this policy, and abide by the guidelines established by SBOA. The count shall be maintained in PeopleSoft Asset Management for all assigned assets. The fixed asset monitoring allows the State to maintain an accurate record of assets and each asset's current location, as well as allow SBOA to accurately audit DCS.

B. All fixed assets shall be received and verified against an authorized purchase order. The Receiver will assign a tag number to each asset and enter the tag number into PeopleSoft. The tags will be mailed to the Local Office Director (LOD) or Deputy Director (if a division other than Field Operations). The tags are to be attached to the appropriate asset and are not to be removed from the asset once attached. If an asset tag becomes detached or falls off the asset, a new tag number shall not be assigned. The asset tag number may be identified on the asset using permanent marker or etching.

   Note: The asset tags, etching, and tag numbers in permanent marker shall be placed on the top, right hand side of the asset only if this is an acceptable and easily visible spot.

C. Each local office shall complete, at a minimum, a yearly physical count accounting for all fixed assets in the office.
   1. The Asset Manager will set up a schedule for the annual inventory and send the inventory list to each office at the beginning of the month. Each local office shall compare the inventory list to the fixed assets in the office. The inventory list (with changes indicated) and a picture of each asset (which includes the asset tag number) shall be returned to the Asset Manager within three (3) weeks of receipt of the list (pictures of each tangible asset are required for verification and records purposes). The Asset Manager will update PeopleSoft Asset Management with any changes indicated on the inventory list.

      Note: Pictures of each tangible asset are required for verification and records purposes.

   2. Obsolete, discontinued, and damaged fixed assets shall be marked as such on the asset inventory list. The Disposition Agent will arrange for pickup or disposal of said fixed assets, fill out the Notification of Surplus State-Owned Property, and submit the form to the State Surplus. Once the form is approved, the Disposition

Agent will coordinate the removal of said fixed assets or instruct the office for disposal. Once the asset has been removed or disposed of, the Disposition Agent will send all necessary paperwork to the Asset Manager for the item to be retired in PeopleSoft. The item will remain on the asset inventory list until it is removed from the office, and all required paperwork is received by the Asset Manager.

3. Stolen (or suspected stolen) assets shall be reported to local Law Enforcement Authorities (LEA), and the police report shall be provided to the Asset Manager prior to asset retirement in PeopleSoft.
4. Destroyed assets will be retired in PeopleSoft once the Asset Manager has received documentation of the event resulting in the loss.

D. DCS may obtain fixed assets by donation. When an office is contacted regarding a donation with a perceived value of $500.00 or more, contact the Asset Manager for further instructions.
E. Local offices should coordinate any transfer of fixed assets with the Disposition Agent. The receiving office is to provide the Asset Manager with the new location and custodian once the transfer is complete. The Asset Manager will then update the fixed asset office location and custodian in PeopleSoft.
F. The Disposition Agent will complete the Notification of Surplus State-Owned Property when transferring fixed assets between agencies, and coordinate with the receiving Agency to transfer the fixed asset and arrange removal. The Disposition Agent will coordinate the receiving of an asset from another agency and inform the Asset Manager of receipt of the asset, including the location and custodian. The Asset Manager will update the asset in PeopleSoft.

V. FORMS AND OTHER DOCUMENTS

- DCS.Assets@dcs.in.gov– Assets Manager email address
- Notification of Surplus State-Owned Property (SF 13812)
- State of Indiana Accounting and Uniform Compliance Guidelines Manual for State and Quasi Agencies, Chapter 8 Capital Asset Accounting

Date: January 5, 2022

Aaron Atwell, CFO
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-22	Effective Date: March 1, 2022	Version: 1.0
POLICY TITLE: COMMUNICATIONS ENGAGEMENT PROGRAM		
OVERVIEW: The Indiana Department of Child Services (DCS) believes an engaged workforce and stakeholder base are an important part of furthering the agency's mission, vision, and values. Therefore, DCS is implementing the Communications Engagement Program to engage employees and other stakeholders through interactive communications campaigns, which will further DCS' efforts to build a psychologically safe workplace, improve productivity, reduce turnover, lower absenteeism, increase employee satisfaction, and improve engagement with stakeholders. This policy applies to any internal or external stakeholder invited to participate in DCS Communications campaigns or events.		

I. DEFINITIONS

A. Campaign: Intentional DCS Communications initiatives to engage DCS stakeholders in creative ways outside of their regular interactions with the agency for the purpose of building community.
B. Stakeholders: Employees, resource families, older youth, provider partners, and others who interact with DCS.

II. REFERENCES

N/A

III. STATEMENTS OF PURPOSE

A. The DCS Communications Division will utilize an annual lump sum, the amount of which shall be determined annually by DCS Administrative Services, to fund Communications campaigns that further the DCS Mission, Vision, and Values.
B. The DCS Communications Division will announce each Communications campaign, its criteria (including the campaign rules), and the deadline to participate in the campaign.
C. Participants in Communications campaigns may include internal and/or external stakeholders as outlined in the Communications campaign criteria.
D. The participants will be subject to the following:
    1. Communications campaign participants must follow all campaign rules; and
    2. The DCS Communications Division may disqualify a participant found in violation of the rules or spirit of the campaign.

IV. PROCEDURE

A. The DCS Communications Division may announce Communications campaign details via all-staff newsletters, email, text message, or other communications.
B. Communications campaigns may be planned in conjunction with commemorative months celebrated by the agency (e.g., Child Abuse Prevention Month, Social Work Month, and National Adoption Month) or to increase awareness of agency initiatives.
C. Campaign components may include, but are not limited to:
    1. Drawings;

2. Social media contests;
3. Photo submissions; and/or
4. Email.

D. Winners will be announced by the DCS Communications Division within two (2) weeks of the campaign's conclusion.
E. Prizes for winners will vary for each Communications campaign (prizes will not include cash).

V. FORMS AND OTHER DOCUMENTS

N/A

Date: February 8, 2022
Noelle Russell, Director of Communications
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: GA-23	Effective Date: July 1, 2022	Version: 2.0

POLICY TITLE: CRIMINAL JUSTICE INFORMATION SYSTEM

OVERVIEW: The Indiana Department of Child Services (DCS) has established this policy to address the appropriate use and disclosure of information contained within the criminal history records obtained through records released by the Federal Bureau of Investigations (FBI) via the Indiana State Police (ISP). It incorporates the regulations, DCS policies and laws from Indiana DCS, Adam Walsh Act, Criminal Justice Information System (CJIS) Policy Council Act, Criminal Justice Information Systems (CJIS) Security Policy, and CJIS addendum.

I. DEFINITIONS

A. Authorized Access Escort: An authorized user who always accompanies a visitor while the visitor is within a physically secure location to ensure the protection and integrity of the physically secure location and any Criminal Justice Information (CJI).
B. Authorized Requestor: An individual granted permission by policy and law to request criminal history information from ISP. This includes Child Protective Service (CPS), Child Support Bureau (CSB), and Juvenile Justice workers; contract staff, and DCS embedded State Personnel Department (SPD) staff.
C. Authorized User: An individual/group of individuals authorized to access CJI, as required by policy and permitted access by law. This includes CPS, CSB, and Juvenile Justice workers; contract staff, and DCS embedded SPD staff.
D. Central Office Agency Security Officer (Security Officer): An individual designated by DCS to ensure DCS compliance with CJIS and Indiana Data and Communication System (IDACS) requirements.
E. Criminal History Record (CHR): A non-public record entered by ISP Criminal Justice Information Center and contains information about a person's criminal history.
F. Criminal History Record Information (CHRI): Background information obtained from the criminal history record.
G. Criminal Justice Agency (CJA): An agency that is either a court, governmental agency, or a subunit of a governmental agency that performs administrative activities of criminal justice pursuant to a statute or executive order and allocates a substantial part of its annual budget to the administration of criminal justice.
H. Criminal Justice Information (CJI): Data (electronic or hardcopy) collected by criminal justice agencies for the purpose authorized or required by law.
I. Criminal Justice Information System (CJIS): The FBI's Criminal Justice Information Services Division, being the repository for criminal justice information services in the FBI. The National Crime Information Center (NCIC) and Interstate Identification Index (III/Triple I) are systems managed by CJIS.
J. CJIS System Agency (CSA): The state organization responsible for connecting agencies and users within the state systems managed by CJIS. ISP is the CSA for the State of Indiana.
K. Dependent Agency: The agency utilizing CJIS is the dependent agency which in this instance is DCS.

L. Interstate Identification Index (III/Triple I): A cooperative state-federal system for the electronic exchange of criminal history record information for authorized purposes, as specified by local, state, and federal laws.
M. National Crime Information Center (NCIC): A nationwide computerized information system that helps the criminal justice community perform its duties by providing accurate and timely documented criminal justice information, which includes restricted and non-restricted interface files. Restricted and non-restricted files are differentiated by the policies governing their access and use.
N. Noncriminal Justice Agency (NCJA): Any court, governmental agency, or a subunit of a government agency that performs administrative activities other than the administration of criminal justice.
O. Originating Agency Identifier (ORI): Provided to a governmental agency or subunit defined as either a CJA or NCJA to identify each unit/agency. Each transaction made from that unit/agency includes the assigned ORI.
P. Person Query (III/Triple I name-based check): A way to look up criminal justice information available using non-Fingerprint-Based Checks. Queried information requires the same privacy and protections outlined in this policy and the Criminal Justice Information Systems (CJIS) Security Policy.
Q. Terminal Agency: For this policy, the ISP is the terminal agency.

II. REFERENCES

- IC 10-13-3-27.5: Record check by department of child services under exigent circumstances; transmittal of report copy; providing fingerprints; removal of child for failure to provide fingerprints; compliance with federal law; contesting denial of placement; fee
- IC 10-13-3-35: Indiana data and communication system; national crime information center's missing, wanted, and unidentified person files; entry or deletion of information
- 28 CFR 20: Criminal Justice Information Systems
- 240 IAC 5-1-1: General policy; restrictions on use
- 240 IAC 5-1-2: Audit of system transactions
- 240 IAC 5-2-9: User agreement
- 34 USC 20961: Access to national crime information databases
- Criminal Justice Information Systems (CJIS) Security Policy
- DCS Policy Chapter 13- Background Checks

III. STATEMENTS OF PURPOSE

A. Each agency or subunit that has an assigned ORI must appoint selected staff to serve as a Central Office Agency Security Officer (Security Officer).
B. The Security Officer serves as a compliance expert and helps to ensure the physical security, software compliance, and physical security screening requirements are adhered to and immediately reports any breaches.
C. An authorized requestor should be knowledgeable about DCS policies that address criminal history background checks (see Chapter 13- Background Checks). The authorized requestor must be associated with an individual through the requestor's

assigned workload to obtain criminal history record information regarding that individual.

D. Proper access and dissemination of data from restricted NCIC files must be consistent with the access and dissemination policies for the III/Triple I, as described in 28 CFR 20. As described in 34 USC 20961, state access is authorized for NCIC and III/Triple I files for the purpose of obtaining national criminal history information on a person involved in cases of child abuse and/or neglect (CA/N).
E. DCS has access and exposure with the ability to receive and/or review CJI, without direct access. Authorized users who have indirect access include any agency staff who may be required to review and interpret CHRI as a part of their job duties. This may also include private contractors/vendors, custodial workers, or others with access to physically secure locations or controlled areas in which criminal history may be present electronically or in hard copy.
F. To access and view CJI, a physically secure location is required. This may be an area, room, or a group of rooms within a facility with both physical and personnel security controls that are sufficient to protect the CJI and associated systems. The perimeter of the physically secure location should be noticeably identifiable and separated from non-secure locations by physical controls that define the security perimeters as controlled and secured. The restricted, nonpublic area should be identified with a sign at the entrance.
G. Visitors to a DCS office must have an authorized access escort with them at all times to access physically secure locations where CJI and associated information systems are located (the use of cameras or other electronic means used to monitor a physically secure location does not constitute an escort).
H. A DCS authorized user may be granted authorized offsite access, which allows the authorized user to access CJI from a location outside of the employee's assigned office (e.g., the employee's home or a non-assigned office). The employee must not access CJI using a public connection (e.g., at a coffee shop).
I. A violation of any requirement in this policy by:
    1. An authorized user will result in disciplinary action, up to and including loss of access privileges, civil and/or criminal prosecution, and/or termination; and
    2. A visitor may result in similar disciplinary action against the sponsoring employee (i.e., the employee who invited the visitor into the secured area but failed to continue escorting the visitor).

J. Any suspected violation of the CJIS policy pertaining to unauthorized access, use, or disclosure should be reported immediately to the Background Check Program Manager. CJI may only be requested by DCS requestors who are authorized users.

IV. PROCEDURE

A. The Security Officer must:
    1. Identify who is using the approved hardware, software, and firmware to ensure only authorized individuals have access;
    2. Ensure the upholding of personnel security-screening procedures, as outlined in this policy;

3. Ensure the approved and appropriate security measures are in place and working as expected; and
4. Support policy compliance and promptly inform the CSA Information Security Officer (ISO) of security incidents.

B. An authorized user is responsible for interpreting the criminal history information obtained from ISP.
C. Authorized users, as defined in (I)(C), shall:
   1. Pass a state and federal fingerprint-based criminal history background check per evaluation standards outlined in the Criminal Justice Information Systems (CJIS) Security Policy and:
      a. Shall be disqualified for any felony conviction,
      b. May be disqualified for any misdemeanor conviction. Factors that will be considered include, but are not limited to the conviction type, number of convictions, time that has passed since the conviction, and other arrests/convictions,
      c. May be disqualified if the staff is a fugitive or has an excessive arrest history without convictions, or
      d. May be disqualified due to an arrest or pending conviction.

Note: All State staff, contractors, custodians, or others that have unescorted physical access will undergo fingerprint-based criminal history background checks every five (5) years.

   2. Complete CJIS training and pass the test/certification with no less than a 70% within the first 60 days of hire and then no less than annually.

D. The following steps will be taken to ensure controlled areas, which are configured workstations assigned to staff for the purpose of processing CJI, are secure:
   1. Monitors used to view CJI should be positioned away from doorway/entry of a cubicle/office;
   2. Any physical media is to be locked;
   3. Computers will be restarted and locked at the end of the business day;
   4. Computers will be locked during working hours when employees are away from their desk;
   5. The lock function will be used when printing CJI on a shared printer to ensure the CJI does not print until the authorized person is at the printer;
   6. Appropriate action will be taken to protect all confidential data;
   7. Staff will not share individually issued keys, access cards, or computer log-in information, including passwords;
   8. Computers will be protected from viruses, worms, trojan horses, and other malicious code;
   9. Web usage will be protected;
   10. Staff will ensure secure dissemination of CHRI when sending or receiving the information by phone, fax, or e-mail for review;

11. Any physical security incidents will be reported to the Background Check Program Manager;
12. CJI will be properly released only to authorized personnel, and when the CJI is no longer needed, printouts will be crosscut shredded; and
13. Staff will ensure the perimeter security door securely locks after entry and departure.

E. DCS will ensure visitors:
   1. Check-in before entering a physically secure location; and
   2. Are accompanied by a DCS authorized access escort at all times.

F. When accessing CJI using authorized offsite access, the authorized user will:
   1. Always connect to the Virtual Private Network (VPN) before logging into and accessing CJI;
   2. Refrain from printing CJI on a public or home printer; and
   3. Adhere to all CJIS security policies.

G. A violation of CJIS policy may result in the following as outlined in the Criminal Justice Information Systems (CJIS) Security Policy and applies for a person who intentionally uses or discloses non-public information for personal gain or in a manner that is not authorized by law or rule:
   1. A first offense is a misdemeanor, which is punishable by imprisonment, a $500 fine, or both;
   2. A second offense is a felony, which is punishable by not more than four (4) years imprisonment, a $2,000 fine, or both; and
   3. Staff found to have misused CJI are subject to disciplinary action, up to and including dismissal.

V. FORMS AND OTHER DOCUMENTS

N/A

Date: June 29, 2022

Donald Travis, Deputy Director of Juvenile Justice Initiatives and Support
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: EA-2	Effective Date: May 1, 2023	Version: 3.0
POLICY TITLE: COMMUNICATION WITH LEGISLATORS		
OVERVIEW: Legislative inquiries regarding Department of Child Services (DCS) policy, constituent issues, current law/code, proposed legislation, statistics, and organizational information will be handled by the DCS Legislative Director.		

I. DEFINITIONS

A. Legislative Inquiry: A request for information made to DCS by a Legislator or a staff member speaking on behalf of a Legislator.
B. Legislator: Any member of the Indiana General Assembly, the United States (U.S.) House of Representatives, or the U.S. Senate.

II. REFERENCES

A. EA-5 DCS Constituent Correspondence Policy
B. IC 31-33-18: Disclosure of Reports; Confidentiality Requirements

III. STATEMENTS OF PURPOSE

A. All legislative inquiries concerning DCS policy, Indiana Code (IC), Federal law and/or legislation are to be directed to the Legislative Director.
B. The Legislative Director will remain in regular contact with Legislators in order to share general organizational information, program overviews, and DCS statistics.
C. To the extent possible by law, the Legislative Director will liaise with Legislators and DCS staff; however, the Legislative Director shall not manage or intervene in individual cases.

IV. PROCEDURE

A. DCS employees will forward all legislative inquires to the Legislative Director within one (1) business day or as soon as reasonably practicable.
B. The Legislative Director will:
    1. Acknowledge receipt of legislative inquiries with the legislator's office within one (1) business day.
    2. Email the appropriate DCS staff for response and reply to the legislator's office as soon as possible. All inquiries to field staff will be sent to the Local Office Director (LOD) and the Regional Manager (RM).
    3. Receive acknowledgement of the inquiry from DCS staff (LOD or RM) within two (2) business days.
    4. Receive a reply from DCS staff about the inquiry within two (2) business days.

DATE: March 25, 2023

Eric Miller, Chief of Staff
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: EA-3	Effective Date: October 1, 2024	Version: 4.0
POLICY TITLE: MEDIA CONTACT		
OVERVIEW: The Department of Child Services (DCS) will be responsive, professional, and transparent when communicating with the media. All media requests will be routed to the Director of Communications or designee for review. If the Director of Communications or designee grants prior approval, requests for basic information about general business operations or program overviews may in some circumstances be handled by DCS Local Office Directors (LODs), Program Directors, Regional Managers (RMs), and/or Deputy Directors. All media requests for information regarding specific cases, policy positions, or critical incidents and all requests for interviews will be referred to the Director of Communications.		

I. DEFINITIONS

Media: Any means of mass communication including, but not limited to, the internet, newspapers, magazines, radio, podcasts, and television. Media may refer to a group of journalists and others who work in the communications industry and includes student journalists, bloggers, creators, influencers, and others seeking information for the purposes of publication.

II. REFERENCES

A. EA-5 Constituent Correspondence
B. EA-7 Speaking Engagements, Guest Appearances, and Public Presentations
C. IC 5-14-4: Public Access Counselor

III. STATEMENTS OF PURPOSE

A. DCS will be responsive, professional, and transparent when communicating with the media while protecting a child and family's confidential information.
B. The Director of Communications or designee:
    1. Is to be consulted prior to any DCS employee responding to a media request for information;
    2. Shall coordinate and approve media interviews; and
    3. Will be notified within one (1) hour of a critical event expected to receive significant media attention.

C. All media inquiries are to be reported to the Director of Communications by email immediately, when possible, but no later than the same business day.
D. Employees who receive a request for public records from a member of the media should immediately send the request to the DCS public records mailbox at dcspublic.recordsrequest@dcs.in.gov.
E. The DCS Legal division shall ensure compliance with all Public Access reporting requirements of IC 5-14-4.
F. All contractors and service providers will have approval from the Director of Communications or designee prior to releasing media that relates to DCS.

IV. PROCEDURE

A. It is imperative for the DCS communications team to respond in an informative and timely manner to the media and other individuals requesting information. The DCS local office will contact the Director of Communications or designee by email within one (1) hour of learning of a critical event, regardless of the time of day. Examples of critical events include, but are not limited to:
   1. Fatality or near fatality of a child who is in the care of DCS or was previously in the care of DCS;
   2. Any other child fatality or near fatality suspected to be due to Child Abuse or Neglect (CA/N) reported to DCS that may receive public attention in the media;
   3. Allegations of CA/N, felony offenses, serious misconduct by DCS staff, volunteers, or DCS providers who serve children;
   4. Reports that an employee, a volunteer, or service provider is arrested and/or charged with a crime;
   5. Public, media, or legislative inquiry or involvement regarding policy or a case decision;
   6. Any significant concern or complaint brought to the attention of DCS by an individual that cannot be resolved at the local level or if calls of a complaint, requests for intervention, or review to central office are anticipated;

      Note: Any constituent concern or complaint will be referred to the Constituent Services Representative (see policy EA-5 Constituent Correspondence).

   7. Natural disasters, threats, or other security concerns made to staff or facilities that serve children in the care and custody of DCS; and
   8. Any event that has or has the potential to generate negative media attention, including on social media, for DCS.

B. When a staff member receives a media call or inquiry, the staff member should immediately forward the voicemail or email to the Director of Communications or Deputy Director of Communications, who will gather the basic information, including the reporter's name, organization, contact information, story idea, questions, and deadline. No DCS employee should provide information to the media or guarantee a response by deadline without prior approval of the Director of Communications or designee.
C. No DCS employee shall agree to or submit to an interview, on- or off-camera, without prior approval from the Director of Communications or designee.
D. A staff member will notify the Director of Communications or designee of a media inquiry immediately, when possible, but no later than the same business day, via email or phone call, regardless of the time of day the inquiry is received.
E. The Director of Communications or designee will coordinate interviews with DCS employees, as appropriate, and will assist with the development of talking points in consultation with subject matter experts prior to the interview.
F. In the event a staff member inadvertently responds to a media request, the employee must notify the Director of Communications or designee immediately by email or telephone.

G. Staff who are attending public events at which media might be present should ensure they have authorization to speak to media prior to attending the event and have approved talking points (see EA-7 Speaking Engagements, Guest Appearances, and Public Presentations).
H. If staff are approached by media at a public event and are not pre-authorized to speak to media, they should direct media to contact the Communications Division with questions.
I. Any requests from contractors, service providers, or stakeholders for a joint media release that references DCS or uses the DCS logo must be sent to the communications team a minimum of two (2) weeks prior to release date for consideration and cannot be released without approval.

DATE: 9/16/24
Jennifer O'Malley, Director of Communications
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: EA-5	Effective Date: May 1, 2023	Version: 5.0
POLICY TITLE: CONSTITUENT CORRESPONDENCE		
OVERVIEW: The Indiana Department of Child Services (DCS) shall respond to all correspondence it receives with a professional and timely response that addresses the specific needs outlined in the original communication. All requests will be handled in accordance with IC 5-14-3 and IC 31-33-18. Any constituent correspondence addressing issues that are technical in nature, including but not limited to, DCS policy, Indiana Code (IC), Federal law and/or legislation, must be forwarded to the Constituent Services Liaisons for processing.		

I. DEFINITIONS

A. Constituent: Any individual who is not a DCS employee and who communicates an inquiry or concern to the DCS Director, Central Office Constituent Services Liaison, Child Support Bureau (CSB) Constituent Services Liaison, other government agency, or the Governor's Office.

Note: This does not include public records requests. Public records requests should be sent to DCSPublic.RecordsRequest@dcs.in.gov.

B. Correspondence: Any non-routine business communication addressed to or received by DCS. Correspondence may come from the Governor's Office, a Legislator, another State or non-governmental agency, or a constituent. Correspondence may be in the form of a letter, fax, telephone call, or an email.
C. Constituent Services Liaison: The liaisons are DCS employees who oversee the process of responding to constituent correspondence. Constituent Services Liaisons are located at the DCS Central Office and the CSB.
D. Subject Matter Expert: A staff person identified as being knowledgeable of a specific DCS program and/or procedure.
E. Division: An organizational unit within DCS (e.g., Strategic Solutions and Agency Transformation [SSAT] is a division within DCS).
F. Program: A specialty unit within a division (e.g., Focused Needs and International and Cultural Affairs is a program within the SSAT division).

II. REFERENCES

A. EA-2 Communication with Legislators Policy
B. EA-3 Media Contact Policy
C. IC 5-14-3: Access to Public Records
D. IC 31-33-18: Disclosure of Reports; Confidentiality Requirements

III. STATEMENTS OF PURPOSE

A. All DCS constituent correspondence will be tracked by the Constituent Services Liaisons. All correspondence from the media shall be addressed in accordance with the EA-3 Media Contact Policy.
B. Correspondence received by a program, DCS Local Office, or CSB that is general in nature may be answered by the Program Manager, DCS Local Office Director (LOD),

or appropriate CSB staff. Examples include, but are not limited to, local service overviews and programmatic questions from local service providers. Correspondence of this nature is considered routine business communication and does not need to be reported to the Constituent Services Liaisons.

Note: The only exception to this reporting requirement is communication with Legislators and media, which should be handled in accordance with the EA-2 Communication with Legislators Policy and EA-3 Media Contact Policy.

C. All constituent correspondence addressing issues that are technical in nature, including but not limited to, DCS policy, Indiana Code, Federal law and/or legislation, must be forwarded within three (3) business days to the Constituent Services Liaisons for processing.
D. All requests will be handled in accordance with IC 5-14-3 and IC 31-33-18.
E. All responses to correspondence shall be in the same format as the original communication, when practical (e.g., an inquiry sent by email will receive an emailed response). All individuals copied on the original communication should be included on the response.
F. All written responses must be developed in a manner consistent with the guidelines provided by the Office of the Governor.

IV. PROCEDURE

A. Upon receipt of correspondence regarding Field Operations (Field Ops), the DCS Central Office Constituent Services Liaison will determine the county and region of origin of the issue discussed in the correspondence. The DCS Central Office Constituent Services Liaison will forward the correspondence to the appropriate DCS LOD. The Regional Manager (RM), Assistant Deputy Director of Field Operations, and Deputy Director of Field Operations will be copied on all correspondence.

Note: The DCS Central Office Constituent Services Liaison will direct the constituent to contact the DCS Local Office if the constituent has not previously attempted to make contact. If the constituent has contacted the DCS Local Office and continues to have concerns, the Constituent Services Liaison will assist the constituent in contacting the RM and continue up the chain of command as needed.

B. The DCS LOD will review the correspondence and discuss with the RM how to address any outlying issues and provide an update to the DCS Central Office Constituent Services Liaison for their response within five (5) business days.
C. Upon receipt of correspondence regarding Title IV-D child support operations, the CSB Constituent Services Liaison will determine the county and office of origin of the issue, examine the case management system records and, if necessary, contact the respective county Clerk or Prosecutor office for further information needed to facilitate a response.

Note: The CSB Constituent Services Liaison will direct the constituent to contact the appropriate office if the constituent has not previously attempted to make contact. If

the constituent has contacted the appropriate office and continues to have concerns, the CSB Constituent Services Liaison will assist the constituent in working with the office to address and resolve those concerns.

D. The Constituent Services Liaisons will work with the DCS Local Office or respective county Clerk or Prosecutor office to craft an appropriate response to case-specific inquiries.
E. All inquiries directed to the Governor or DCS Director will be managed by the Constituent Services Liaisons.
F. The Constituent Services Liaisons will work with the appropriate subject matter expert to appropriately respond to constituent inquiries that are not related to a specific case.
G. The Constituent Services Liaisons will maintain a record of all constituent correspondence.

DATE: March 24, 2023

Eric Miller, Chief Executive Officer
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: EA-6	Effective Date: November 1, 2024	Version: 3.0
POLICY TITLE: EXTERNAL PUBLICATIONS		
OVERVIEW: The Indiana Department of Child Services (DCS) recognizes the importance of developing professional publications that accurately reflect its vision, mission, and values, as well as allowing staff to contribute to industry publications that showcase their expertise and accomplishments. All materials intended for external distribution must be developed in a consistent manner to ensure DCS programs, priorities, and employee roles are depicted in a clear, concise, and accurate manner.		

I. DEFINITIONS

A. External Publications: External publications are materials intended to be distributed to or viewed by clients, the general public, legislators and/or other organizations that summarize or explain DCS programs, services, activities, or processes or represent DCS activities in the context of government initiatives. This includes, but is not limited to, agency annual reports, reports to the legislature, newsletters, brochures, pamphlets, flyers, state plans, press releases, videos, web pages, and articles written for outside professional or industry publications that reference the employee's work or relationship with DCS.

B. Internal Publications: Internal publications are materials intended to be distributed to and/or viewed only by DCS staff.

II. REFERENCES

A. IC 5-14-6: Electronic Transmission of Reports to the General Assembly

B. EA-7: Speaking Engagements, Guest Appearances, and Public Presentations

III. STATEMENTS OF PURPOSE

A. External publications must accurately reflect the mission, vision, and values of DCS.

B. In accordance with IC 5-14-6, any report required by the legislature is to be sent in electronic form only.

C. The DCS Director has authority over all publications.

D. The Director of Communications is responsible for any large-scale external publications (e.g., annual fatality report and annual staffing report).

E. Any publication that uses the DCS name and/or logo in a manner that indicates DCS is sponsoring/endorsing an event or organization must follow DCS branding guidelines (see Indiana DCS Branding Guide) and reflect the mission, vision, and values of the agency.

Note: Use of the DCS logo on external publications must be approved by the Director of Communications or designee if being used outside of an already existing contractual relationship or job duty/expectation (e.g., the use of the DCS logo on an agenda).

F. DCS will develop, in coordination with appropriate partners, all communications pieces that are produced with DCS funds.

G. Any DCS employee who is approached to write or participate in an article for an external publication that references their work or role with DCS must obtain approval

from their division director, deputy director, and the Director of Communications prior to agreeing to participate.

H. All articles or presentations submitted for external publication require approval of the Director of Communications or designee before submission for publication.
I. Presentations or other publications prepared as part of public speaking engagements must receive appropriate approval as outlined in DCS policy EA-7: Speaking Engagements, Guest Appearances, and Public Presentations prior to being presented. Any documents shared for distribution following presentations should be shared as a Portable Document Format (PDF) file unless prior approval is granted by the Director of Communications.

IV. PROCEDURE

The Director of Communications will:

A. Coordinate the development of all large-scale external publications;
B. Collaborate with local offices on the development of publications that contain community-specific information if local management needs assistance;
C. Obtain the required approvals from appropriate leadership for staff participation in external publications;
D. Ensure the appropriate approval is obtained on publications prior to their release; and
E. Ensure all DCS staff receive copies of external publications as appropriate.

V. FORMS AND TOOLS

Indiana DCS Branding Guide

DATE: October 10, 2024
Jennifer O'Malley, Director of Communications
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: EA-7	Effective Date: October 1, 2024	Version: 3.0
POLICY TITLE: SPEAKING ENGAGEMENTS, GUEST APPEARANCES, AND PUBLIC PRESENTATIONS		
OVERVIEW: All public speaking engagements related to a person's position, role, or work with the agency must be pre-approved by the Director of Communications or designee unless the engagement is a routine part of the Indiana Department of Child Services (DCS) employee's job duties and involves delivering routine program/service information or information that previously has been approved by the Communications Division. The employee must represent the mission, vision, and values of DCS in all public speaking engagements related to their work with the agency.		

I. DEFINITIONS

A. Honorarium: A payment for a public speaking engagement, a speech, or an article.
B. Public speaking engagement: Presentation or speech to external audiences, including, but not limited to, legislators, constituents, or partner organizations and the public, including at conferences or other child welfare gatherings, delivered both in-person or virtually. This excludes events and trainings solely for internal staff.

II. REFERENCES

A. 42 IAC 1-3-12: "Honorarium" defined
B. 42 IAC 1-5-1: Gifts; travel expenses; waivers
C. EA-3 DCS Media Contact Policy
D. EA-6 DCS External Publications Policy
E. HR-3-2 DCS Ethics Policy

III. STATEMENTS OF PURPOSE

A. An employee who accepts a public speaking engagement related to a person's position, role, or work with the agency must represent the mission, vision, and values of DCS. An employee is not to discuss the employee's personal opinions while representing DCS.

   Note: An employee may face disciplinary action, up to and including dismissal, if the employee inaccurately represents DCS or expresses personal opinions that oppose those of DCS while officially representing DCS.

B. Employees will obtain appropriate approval from their supervisor if a request is part of typical job duties. If the public speaking engagement is related to the employee's position, role, or work with the agency, the employee will obtain appropriate approval from the Director of Communications or designee prior to accepting the public speaking engagement.
C. The Director of Communications or designee shall be notified and approve of all engagements that may have media coverage prior to acceptance.

   Note: If the public speaking engagement involves the presence of legislators, the

Legislative Director shall also be notified prior to acceptance of the engagement.

D. Employees will not engage directly with media without prior approval from the Director of Communications or designee per policy EA-3 DCS Media Contact Policy.
E. Any request that addresses matters of DCS policy, Indiana or federal law, legislation, or that has the potential to touch on topics receiving significant media attention must be forwarded to the Director of Communications for consideration prior to acceptance. Additionally, any request to appear before a national audience and/or key partners including, but not limited to, the Governor, the Governor's Cabinet, the Commission on Improving the Status of Children, and/or legislators must be forwarded to the Director of Communications for approval.

   Note: This does not include attorneys presenting at Continuing Legal Education (CLE) trainings. This does not apply to executive staff when performing their regular job duties.

F. An employee IS NOT permitted to accept an honorarium for any activity, including a public speaking engagement, that could be considered part of the employee's official duties, is done on state time, and/or when state resources are used.
G. An employee may accept payment or reimbursement for actual travel expenses when those have not been paid by the state, even when the employee is not permitted to receive an honorarium.
H. DCS employees who speak publicly as part of a volunteer community opportunity must ensure they do so only in their personal capacity and are not referenced as a DCS employee. All such appearances must occur on the employee's non-work time.

IV. PROCEDURE

A. All public speaking engagements related to a person's position, role, or work with the agency are to be pre-approved by the employee's supervisor and the Director of Communications or designee. The only exception is an engagement that is a routine part of the employee's job duties, whereby the employee delivers routine program/service information (e.g., "How to Report" or DCS 101 overviews).
B. All requests received at the program or local level shall be forwarded to the appropriate Regional or Program Manager for assignment and then to the Director of Communications or designee for approval. The only exception is an engagement that is a routine part of the employee's job duties.
C. The speaker should attempt to determine whether media will be present at the event and notify the Director of Communications prior to acceptance. If advance notice is not possible, the Director of Communications shall be notified of media presence as soon as possible.
D. If it is determined in advance that media will be present, the Director of Communications or designee will provide guidance on media interactions. Employees should adhere to EA-3 DCS Media Contact Policy barring other instructions.
E. The Director of Communications or designee will provide assistance, including, but not limited to, developing presentations and reviewing talking points.
F. All presentations should be presented on the official DCS PowerPoint Template

unless a conference has a required template.

G. Requests for assistance with talking points or PowerPoint development or review should be submitted to the Communications Division at least two (2) weeks prior to the event using the DCS Communications Request form on DCS Community.

V. FORMS AND OTHER DOCUMENTS

A. DCS Communications Request
B. DCS PowerPoint Template

DATE: September 16, 2024
Jennifer O'Malley, Director of Communications
Department of Child Services

INDIANA DEPARTMENT OF CHILD SERVICES ADMINISTRATIVE POLICIES AND PROCEDURES		
Policy Number: EA-8	Effective Date: October 1, 2024	Version: 1.0
POLICY TITLE: DCS-Sponsored Social Media Accounts		
OVERVIEW: Indiana Department of Child Services (DCS)-sponsored social media accounts are outlets used to promote our agency's activities, events, and programs.		

I. DEFINITIONS

A. List of Accounts: The list of DCS-sponsored social media accounts includes Twitter (X), Instagram, LinkedIn, and YouTube.
B. Social Media: Websites and applications that enable users to create and share content and participate in conversations online with other users.

II. REFERENCES

A. IC 5-14-3-10: Classified confidential information; unauthorized disclosure or failure to protect; offense; discipline
B. IC 31-33-18-1: Confidentiality; exceptions
C. Code of Conduct for DCS
D. Information Technology Resources (ITR)

III. STATEMENTS OF PURPOSE

A. The DCS Communications Division curates content for DCS-sponsored social media accounts.
B. DCS is not responsible for content generated by external parties and is not obligated to respond to comments.

IV. PROCEDURE

A. DCS-sponsored social media accounts must not be used for the following:
   1. To report suspected child abuse or neglect (CA/N). Allegations of CA/N shall be made to the Indiana Child Abuse and Neglect Hotline (Hotline) at 1-800-800-5556 or DCSHotlineReports@dcs.in.gov;

      Note: If an individual attempts to make a report through DCS-sponsored social media, a member of the DCS Communications Division will reply to the user stating all reports need to be made by contacting the Hotline or emailing DCSHotlineReports@dcs.in.gov. The DCS Communications Division will send any allegations to the DCS Hotline.

   2. To debate media, parents, or other members of the public; or
   3. To discuss DCS cases.

B. The DCS Communications Division reserves the right to remove or report comments on agency social media sites that include the following:
   1. Disclosure of confidential information (e.g., government-issued IDs such as Social Security numbers, driver's license numbers, or national identity numbers);

2. Private information without permission from the person to whom it belongs. This includes:
    a. Non-public personal phone numbers, email addresses, or passwords,
    b. Health-related private information, such as biometric data or medical records, and
    c. Financial account information, such as bank account or credit card details.

3. Obscene, profane, rude, violent, racist or vulgar language or images;
4. Threats or defamatory statements; and
5. Advocacy for any illegal activity.

C. The DCS Communications Division will consult with the DCS Legal Operations Division, when necessary, before comments are removed.

V. FORMS AND TOOLS

N/A

DATE: September 16, 2024
Jennifer O'Malley, Communications Director
Department of Child Services