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**Child Abuse and Neglect Hotline: 800-800-5556**

January 1, 2010

To: Regional Managers  
Directors, Local Offices, Department of Child Services  
Supervisor, Department of Child Services

From: James W. Payne, Director  
Angela Green, Deputy Director of Practice Support  
Dave Judkins, Deputy Director of Field Operations  
M.B. Lippold, Deputy Director of Staff Development  
Department of Child Services

Subject: In-Service Training  
DCS-10-01

Consistent with the Indiana Department of Child Services (DCS) values "We believe in personal accountability for outcomes, including one's growth and development." DCS encourages staff to continue to enhance their professional development. DCS supports staff who seek to improve their skills to better serve the children and families of Indiana.

This administrative letter outlines the guidelines required for annual training for certain job classifications within Field Operations per calendar year. Below is a summary of changes effective February 1, 2010.

All Family Case Managers (FCMs) must complete no less than 24 hours of In-Service Training annually. Up to twelve (12) In-Service Training hours can be completed online. One (1) DCS training day is equivalent to six (6) In-Service Training hours. All new hire FCMs must complete new worker training which will exceed his or her first yearly requirement.

All Supervisors, Local Office Directors, Division Managers, and Regional Managers must complete no less than 32 hours of In-Service Training. Up to 16 In-Service Training hours can be completed online. One (1) DCS training day is equivalent to six (6) In-Service Training hours. Supervisors that have completed the New Supervisor Training will exceed his or her yearly In-Service Training requirements.



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Each employee should document his or her completed training hours utilizing the Enterprise Learning Management (ELM) system on their Learning Transcript when possible. Consistent with the External Trainings administrative letter dated October 12, 2009, any approved external trainings will be counted toward the required In-Service Training hours.

For employees hired or promoted throughout the year, the expectation of the required In-Service Training hours should be prorated based on the individual employees begin date. Management staff should use discretion in determining the appropriate number of training hours during the first calendar year of a new worker's employment.

Monitoring of annual In-Service Training hours is the responsibility of the employee and his or her direct supervisor. Once the employee has registered in ELM, the In-Service Training hours will appear on his or her Learning Transcript. Documentation for external trainings must be given to the employee's Supervisor to be placed in his or her file. Management staff will check, at the time of reviewing the file for the Performance Appraisal, whether the required number of training hours have been completed. 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 In-Service Training (i.e. FMLA).

Online training includes Computer Assisted Trainings (CATs) that are sponsored by DCS or trainings by outside agencies approved by DCS. It is anticipated that more CATs will be available beginning in 2010.

If you have any questions regarding the information presented in this administrative letter, please address them to the DCS policy mailbox at [DCS.Policy@dcs.in.gov](mailto:DCS.Policy@dcs.in.gov).

Sincerely,

James W. Payne, Director  
Department of Child Services



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