

# Training Tuition / Travel Funds

**MAP No. 20-3**

Dated: October 15, 1992

## **State of Alaska**

**Department of Health & Social Services**

**Division of Public Assistance**

**FIELD SERVICES**

### **MANAGEMENT ADMINISTRATIVE PROCEDURES**

Approved by:

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Chief of Field Services

Date: October 15, 1992

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## **PURPOSE**

*The following guideline has been established to inform employees of the Division of Public Assistance how to request training and to aid supervisors and managers in determining how to equitably and objectively share the available tuition and travel funds for training.*

*Shortly after the first draft of this guideline was distributed to managers for comment, the Department of Health and Social Services initiated a project to review and assess training policies and practices in each Division, with the goal of developing consistency within the Department. As a result of the Department-level initiative, this document may become an interim procedure. When the Department guidelines are completed, revision may be necessary to conform.*

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## **BACKGROUND**

Within budget constraints and with consideration for the public image of the Division in times of declining State revenue the Division may designate duty time and/or allocate certain funds for the payment of tuition and travel for employees to attend training classes, conferences, and seminars. Such training opportunities are intended to provide basic and advanced skills and/or opportunities to network, which will help staff better perform their jobs, contribute to meeting the goals of the Division, and advance within the Division. The ultimate goal of the Division and this procedure is to raise the quality of service rendered to the clients and the State.

Considerable training is provided by the Division Staff Development Section. Other training is provided by the State Productivity Improvement Center, public organizations, and by private sector vendors. With the exception of training offered by the Division Staff Development Section, tuition is generally charged. When the training location is other than the assigned worksite, travel costs are incurred.

Supervisors and managers need guidelines to ensure available funds are used prudently and equitably. Staff needs to be informed of the criteria for participation in training, and of the nomination and selection process.

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## **SELECTION CRITERIA**

New worker and basic supervisory training are the Division's top training priorities and will be provided according to the Division training plan. Additional training will be provided, as resources allow, according to the following priority:

- 1) Remedial
- 2) Refresher
- 3) Elective

Supervisors will consider requests for training, training travel, tuition fund expenditure, and duty time for training, keeping in mind the following non-prioritized criteria. The employee will not be expected to be "scored" against each item; rather they should be a guideline for the supervisor to use in conjunction with liberal amounts of prudent judgment.

### **I. Employee considerations**

- Training needs
- Value of training in relation to current job responsibilities
- Value of training in relation to potential future job duties
- Length of employment with the Division
- Documented past performance
- Inclination and ability to share the information gained with coworkers
- Past training opportunities
- Recommendation of past and current supervisors and peers as to the employee's suitability to represent their office and DPA at the training
- Career goals

### **II. Division considerations**

- Benefit to the Division
- Cost to the Division
- Availability of funds
- Consistency with Division priorities
- Division public image
- Location of training. Off-site training will generally not be approved unless on-site training opportunities are not available within a reasonable timeframe.
- Other persons on-site who have taken or are scheduled for similar training and can share it.

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## GUIDELINES

### I. REQUIRED TRAINING

- **New Hires**

Supervisors will arrange for all new employees to attend required training sessions provided by the Division Staff Development Section. Sequence and timing of new worker training is dependent on the individual's job classification, assignment, and demonstrated learning rate, as well as the supervisor's prudent judgment and workload considerations. Supervisors will nominate their subordinate employees for DPA Staff Development sponsored training according to the procedure specified by the Division's Training Officer. For employees in locations remote from the training site, requests for approval to expend training travel funds will be submitted to the Regional Manager on a Travel Authorization (Form 02-027), utilizing the Staff Development Section's collocation code or the Regional collocation code as advised. Copies of all Travel Authorizations coded to the Staff Development Section shall be forwarded to the Training Officer both when a travel advance is requested from fiscal and when the final Travel Authorization form is submitted to fiscal. Duty time is provided for this type of training.

- **Remedial/Refresher**

In the process of receiving and providing training and monitoring performance, employees and/or their supervisors may identify specific deficiencies, which may be corrected by additional training. On other occasions, training is needed because of time passage or changes in policy, procedures, priorities and/or assignments. Nomination for these types of training may be made either by the supervisor or by the employee through the supervisor. Duty time is provided.

If the Staff Development Section can meet the need, nomination will be made directly to the Training Officer by the supervisor. If the need cannot be met within the Division, the supervisor will submit the nomination to the Regional Manager, along with a suggested training vendor.

*The Department's Training Certification and Agreement form (attached) is used for this process. If there are travel costs associated with the training, requests to expend funds will be submitted to the Regional Manager on a Travel Authorization, utilizing the Regional collocation code unless otherwise advised.*

- **Basic Supervisory**

Newly hired supervisors will be provided with necessary basic supervisory, communications, and personal computer skills training. Training is primarily provided on-the-job by the Regional Manager and senior supervisors, by the Division's Staff Development Section, and the State Productivity Improvement Center. Other opportunities are also available on occasion. An excellent training guide for supervisors, developed by the Anchorage Region as a Performance Enhancement Plan for 1992, is recommended and attached. Duty time is provided.

Nomination for training may be made by the new supervisor through his/her supervisor, or directly by his/her supervisor. If the Division Staff Development Section can meet the need, nomination will be made directly to the Training Officer by the supervisor.

If the need cannot be met within the Division, the supervisor will submit the nomination to the Regional Manager for approval, along with a suggested training vendor.

*The Department Training Certification and Agreement form (attached) is used for this process. If there are travel costs associated with the training, requests to expend funds will be submitted to the Regional Manager on a Travel Authorization, utilizing the Regional collocation code unless otherwise advised.*

## II. Elective Training

- **Performance Enhancement**

Employees wishing to enhance their performance and/or advance within the Division may identify specific non-polity training opportunities which they feel will help them achieve these goals. This type of training may or may not be available within the Division. Several training forums which have proven to be exceptionally valuable to employees and the Division include the annual Eligibility Institute at UC Davis and the National Eligibility Workers annual national and State training conferences. Opportunities are not limited to these forums. The Division, within budget and staffing constraints and priorities, strongly supports elective training which will raise the quality of

individual performance and benefit the Division and the public. Employees who identify such a training opportunity and wish to request Division support for duty time, tuition, and/or travel funds may request approval from their supervisor. Requests for duty time to attend will also be considered.

*The Department Training Certification and Agreement form (attached) is used for this process. If travel costs are associated with the training, requests to expend funds will be submitted to the Regional Manager on a Travel Authorization, utilizing the Regional collocation code unless otherwise advised.*

If out-of-state travel is requested, Commissioner level approval is required. Requests from Field staff must be submitted through supervisory channels to the Chief of Field Operations. Requests from other Division staff will be submitted to the Division Director's Assistant. Requests must be made in memo form and must be accompanied by a copy of the agenda or course description(s), a statement of how the training will benefit the Division, and a plan for sharing the information and skills obtained with Alaska staff.

**• Supervisory Preparation**

Effective July 1992, the minimum qualifications for the ET IV job series were revised. It is the intention of the Division to require one course in communications, and one introduction to supervision course for placement on the ET IV register. The completion of these courses will better prepare candidates to compete for supervisory positions as well as perform at a high level more quickly, if selected. Courses may be taken at the employee's own time and expense. Within budget and staffing constraints, the Division may approve duty time and/or travel funds for ET III's who meet the selection criteria noted above and request support. ET II's may be approved for such support only in locations where the pool of ET IV applicants is insufficient.

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**TOOLS**

Three appendices are included with this MAP to assist supervisors in implementing this procedure:

**#1** Training Certification and Agreement Form