

NYC DCAS
Citywide Administrative Services

Civil Service Primer

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Introduction



- 29 years with City, NYCHA and DCAS
- From Entry-level to Executive
- Currently serves as the City's Chief Human Capital Officer and Deputy Commissioner for Human Capital
- Native New Yorker – born in the Bronx

Content

The David N. Dinkins Municipal Building



- About DCAS
- Civil Service Classifications
- Civil Service Exams
- Post Examination Process
- List Certification Process
- Q&A

About DCAS

Mission

To provide effective shared services to support the operations of New York City government.

Core Values

Equity



Ensuring that city government leads the way by having a diverse and inclusive workplace for its employees and providing all New Yorkers with an opportunity to get ahead.

Effectiveness



Leveraging our expertise to provide city government agencies with the resources and support they need to succeed.

Sustainability



Focusing on ways to deliver city government services while protecting the health of our planet for future generations.

The NYC Department of Citywide Administrative Services (DCAS) provides effective shared services to support the operations of New York City government. Its commitment to equity, effectiveness, and sustainability guides its work with City agencies on:

- ❖ Providing facilities management for 55 public buildings;
- ❖ Acquiring, selling, and leasing City property;
- ❖ Purchasing more than \$1 billion in supplies and equipment each year;
- ❖ Implementing conservation and safety programs throughout the City's facilities and vehicle fleet; and
- ❖ Recruiting, hiring, and training employees.

Civil Service Classification

The City has 4 different job classifications

Do Not require an exam:

Non-Competitive (13%)

- Impractical to test competitively
- Attorneys, Interns, College Aides

Labor (3%)

- No minimum qualification
- Caretaker, City Park Worker

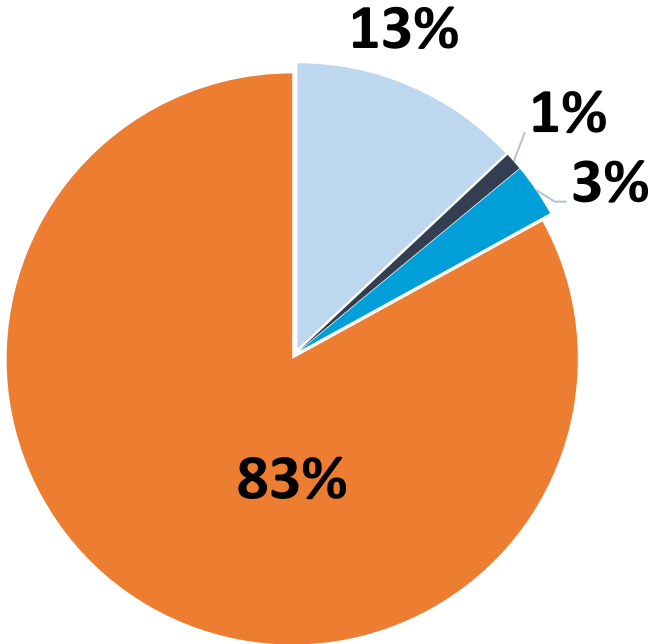
Exempt (1%)

- Hiring agency determines merit and fitness
- Assis. District Attorney, Deputy Commissioner

Requires an exam:

Competitive (83%)

- Exam must be taken before or after being hired
- Plumber, Computer Systems Manager, Staff Analyst



Competitive Class Appointments



Competitive Class Hires/Appointments

Provisional

- Candidates are hired using the resume/cover letter process when there is no civil service List
- Last only two months after List is established
- Apply at Cityjobs.nyc.gov for "competitive" positions
- Limited disciplinary rights after two years of service

55-a

- Qualified persons with disabilities are hired into competitive civil service positions without taking exams
- Apply at Cityjobs.nyc.gov for "competitive" positions
- Limited disciplinary rights
- Can take promotional exams

Permanent

- Candidates are hired from a civil service List after an exam has been taken and passed
- Apply at nyc.gov/dcas
- Extensive disciplinary rights
- Can take promotional exams to move up to a higher title
- Can move across agencies and keep current permanent title
- Job security

NYC

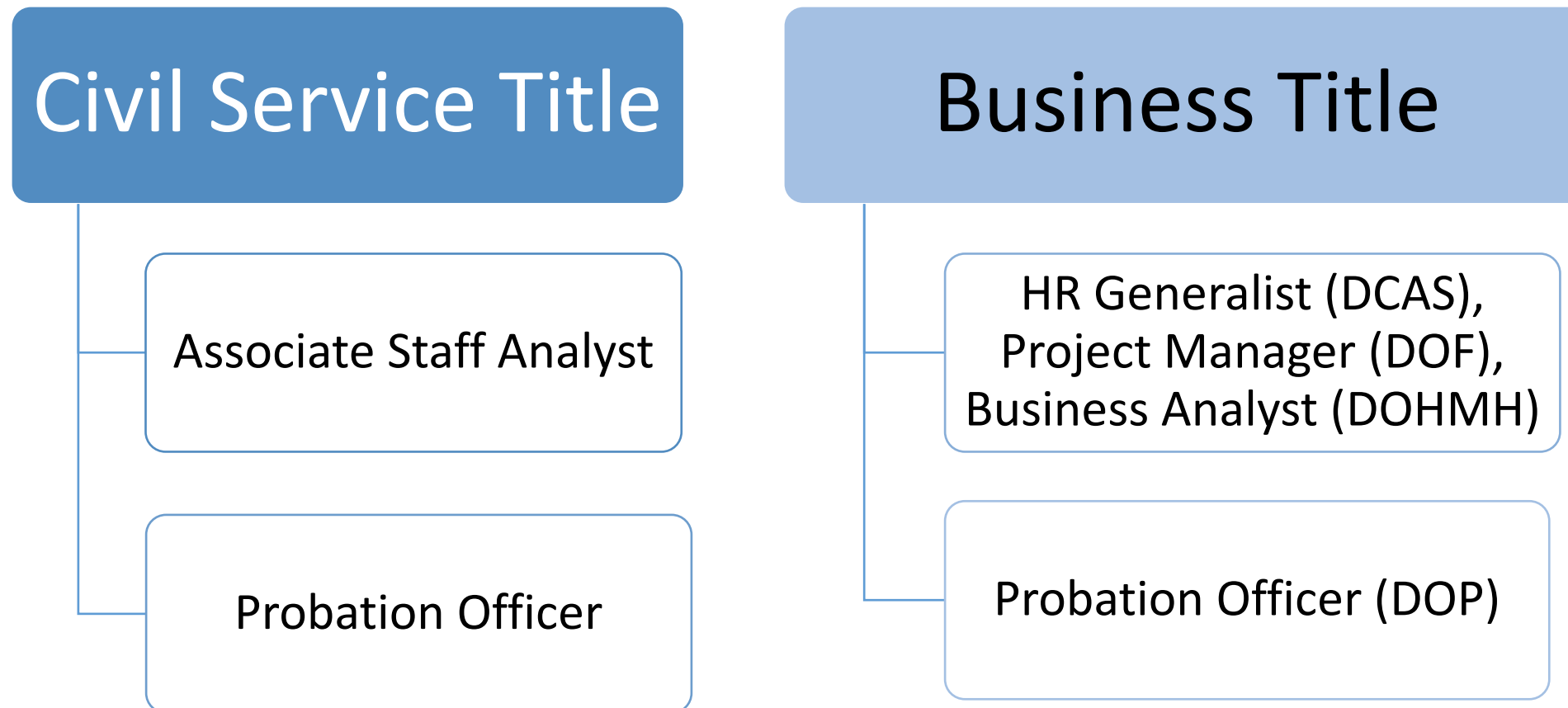
DCAS

Citywide Administrative Services

Unable to take promotional exams

What is The Difference Between Civil Service Vs. Business Titles?

All City employees are given two titles – one broad title for administrative purposes and the other that's closely related to their job function.



Pop Quiz Question #1

The City fills approximately what percent of its positions through the Civil Service process?

A) 50%

B) 73%

C) 83%

D) 90%

Pop Quiz Question #2

TRUE or FALSE:

Only employees who have been appointed from a Civil Service List have a Civil Service title.

A) True

B) False

Pop Quiz Question #3

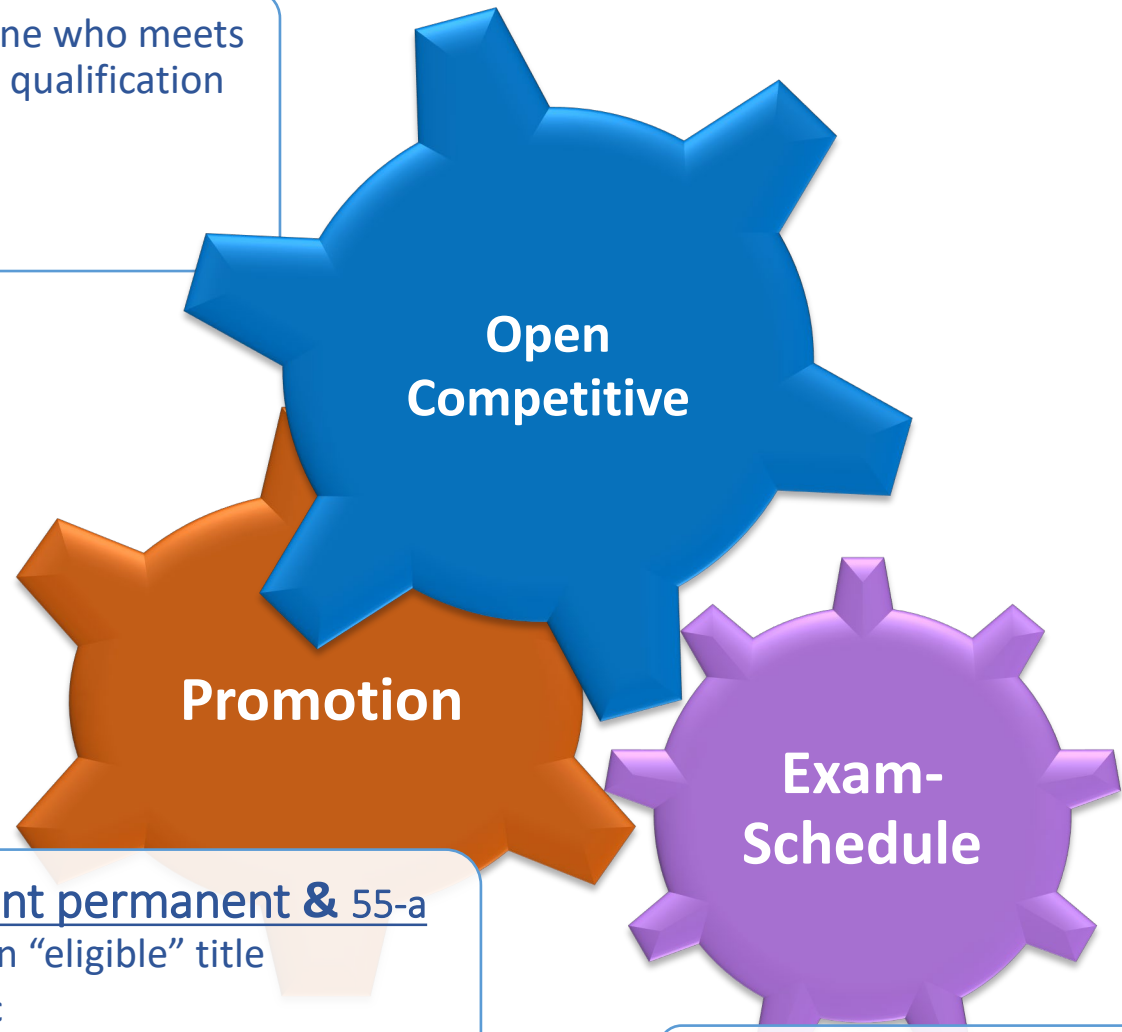
TRUE or FALSE:

Promotional examinations are open to anyone who possesses the minimum qualifications as listed in the Notice of Examination (NOE).

- A) True**
- B) False**

Examinations: How Do They Work?

- Open to anyone who meets the minimum qualification



- Open to current permanent & 55-a employees in an “eligible” title
- Agency specific

- Yearly and monthly schedules are posted at NYC.GOV/DCAS
- Sign-up for newsletter

Civil Service Lists:

Open Competitive	Promotional
<ul style="list-style-type: none">• Only one eligible list is created and that one list is used by all agencies	<ul style="list-style-type: none">• Separate promotion eligible lists are created for and used separately by each agency• All names on an agency's promotion list must be considered by that agency before the agency can consider any names on the open-competitive list (if there is one)



Post Examination – What Should I Expect?

Time Frame:
6– 12 Months

- Protest Period
- Veteran’s and legacy credits are added to the passing score

Exams are rated

Eligible List is established

- List # and exam score are sent out
- List last up to 4 years
- DCAS gives agencies a portion of the Eligible List

- Call letters are sent out by agencies
- Candidates get interviewed

Hiring Pools are scheduled

Post Examination: Pre List

- Candidates are placed on an eligible list in the order of their score with the highest score as List No.1 and etc.
- All applicants receive a notification in the mail from DCAS showing their results and list number, if applicable.
- DCAS then establishes an eligible list. An eligible list can last for up to (4) years.
- When an agency has a vacancy to fill or provisionals to replace in a title for which an eligible list exists, DCAS provides (certifies) names from the eligible list and provides them to the appointing agency.
- The agency then sends a letter to those on the certified list and this letter is typically referred to as a “**Call Letter**” and hosts a hiring pool to conduct interviews and make selections from the list.



The Stages of Civil Service Lists: P E C



Published Lists	Established Lists	Certification of List
<ul style="list-style-type: none">• Agencies are notified of exam results• Candidates are notified of the results of their examination and rank on the list	<ul style="list-style-type: none">• Final list officially announced by DCAS Commissioner• Lists are established for a period of up to four years• A list is Viable so long as it has three or more eligible candidates	<ul style="list-style-type: none">• All or a portion of the candidates from an established list, in rank order• Released to Agencies for appointment consideration to replace provisionals and fill vacancies

Certification Process

List establishment is the first step in the certification process in that a certification can only be created from an established list.

Once a list is established, it is certified as follows:

- To every agency with provisionals serving in the title that corresponds to the eligible list title
- To any agency that requests a certification

Civil Service Law states that all provisional appointments are required to be terminated within (at most) four months from the establishment of a list (assuming, of course, that there are enough names on the eligible list to replace provisionals)



Certification Types and Timelines

- A **primary list** certification includes all list eligibles available for certification.
- A **Selective certification** is a subset of the primary list which includes list eligibles with a specific skill set, as outlined in the Notice of Examination, and requires its own set of disposition codes.
- A **certification** is only viable for 30 days and cannot be extended beyond existence of an eligible list. Also, until an existing certification is returned to DCAS, no new certification shall be made for the same position in the same agency.
- Other certification types: Preferred list and Special Military



DCAS Civil Service List Call Guidelines

When conducting list calls/hiring pools, agencies are encouraged to follow the DCAS list call guidelines in order to:

- Promote consistency in the use of promotion and open competitive civil service lists
- Standardize decision-making processes
- Reinforce Citywide compliance with relevant Civil Service and employment laws, rules, and regulations

Once a certification has been issued, agencies should:

- Provide notification to candidates pre-list call/hiring pool
- Conduct interviews
- Make hiring decisions
- Provide notification to candidates post-list call/hiring pool.

DCAS Civil Service List Call Guidelines

Notification to Candidates Pre-List Call

- Agencies should notify list eligibles of upcoming civil service list calls by sending a “Notice of Hiring Pool” letter, by mail and/or email, at least ten days prior to the list call. The letter should:
 - Provide information regarding the position, such as: title, hours, location, and salary
 - ask the eligible whether he or she is interested in the position, and
 - provide a date, time and location for the interview

A Call Letter is **not** an offer for employment or notice of an appointment

What Happens when Candidates are Called?

- ❖ Call letter from your own agency - follow the instructions in the call letter
- ❖ Call letter from another agency, but wish to stay at current agency
 - Contact your Agency Personnel Officer (APO) as soon as the letter is received. Your APO may work with the APO of the new agency to have them “Appointed-and-transferred” (DP-72, DP-189)
- ❖ Deferral (call letter from another agency)
 - Applicant can defer twice - Third deferral will result in removal from list
- ❖ Hiring pool - Interview by two or more people
 - 1-in-3 Rule (Out of every three candidates interviewed, an agency must select one of them, even the third-highest scorer)
- ❖ Probationary Period
 - Time required to serve depends on their current status and when the employee was hired.

DCAS Civil Service List Call Guidelines

Candidate Interview

- Critical component in the selection process
- Enables hiring agency to evaluate a candidate's education and work experience
- Agencies are encouraged to use the Structured Interview Format
 - Standardized method of comparing job candidates
 - Candidates asked the same questions in the same order
 - Standardized method for scoring responses - rating scale and standards for acceptable answers

DCAS Civil Service List Call Guidelines

Notification to Candidates Post-List Call

- Candidate Considered and Not Selected
 - Agency must notify candidates through a formal written communication (per Personnel Services Bulletin (PSB) 200-7 “Notice to Candidates of Non-Selection”)
- Candidate Found Not Qualified for Appointment (NQA)
 - Agency must provide a Notice of Proposed Disqualification which allows candidate to contest the proposed disqualification (HC-0003)
 - Proposed medical and psychological disqualification should comply with PSB-100-10R
 - Agency provides to the candidate a final Notice of Disqualification with reasons for the NQA along with instructions on how to appeal to the City Civil Service Commission (HC-0004)

DCAS Civil Service List Call Guidelines

Agencies may not deem a candidate “considered and not selected” unless it has interviewed the candidate

- Candidates on a civil service certification should be given an opportunity to interview for the position if they are reachable based on vacancies
- Includes candidates that have been serving in the title provisionally and those for which the position would be a promotion opportunity

Factors to consider when making selections from a civil service list include:

- Performance evaluations
- Time and attendance records
- Supervisory recommendations
- On-site writing samples

Hiring Pool Roles and Responsibilities

Agency

- Provide candidates with pre and post hiring pool notification
- Interview candidates for available vacancies
- Adhere to list call guidelines

Union

- Provide candidates with an overview of union programs and benefits
- Obtain contact information for candidates selected for appointment at the hiring pool

DCAS

- Audit list certifications to ensure list call guidelines are followed in accordance with Civil Service Law
- Address questions and issue from list eligibles and agency and Union partners.

Certification Process - Commonly Used Rules

The 1 in 3 Rule, Rule 4.7.1

- In order to fill one vacancy (or replace one provisional), DCAS will “certify” to an Agency the names of the three highest scoring people still on an eligible list
- An Agency may consider all three candidates, and can select any one of them, even the third-highest scorer (the “1-in-3” Rule)
- After candidates have been considered and not selected for three positions, they are said to have been “Considered, and Not Selected,” or “CNS-ed”

Certification Process - Commonly Used Rules

The TIE Rule, Candidates With Same Final Examination Rating, Rules 4.4.11 and 4.4.12

- Candidates with same final score are placed on the list for administrative reasons only based on the last five and then the first four positions of their social security numbers
- The TIE rule may not be used across multiple score averages
- When a tie group is certified to an agency, the certification must include all list eligibles with the same score
- Appointments and promotions may be made by the selection of any eligible in the tie group

Certification Process - Commonly Used Definitions and Codes

On-side - Candidate is eligible to be added to a certification and thus can be considered for possible appointment

Off-side - Candidate is not eligible to be added to a certification and thus cannot be considered for possible appointment

NOTE: An eligible is always a part of the eligible list but due to certain actions (e.g. DEA, FTR, FRM), the eligible may be in the “off-side” position for certifications.

CNS: Considered, but not selected

- Can occur 3x for one hiring pool; when CNS’d on an open competitive list the candidate is only removed from the list for that agency (but still on the eligible list for other city agencies).
- Candidate can only be restored to the list by the agency

FTR: Failure to report for interview

- Candidate is now considered off-side and must request restoration

FRM: Failure to report for medical

- Candidate is now considered off-side and must request restoration

Certification Process - Commonly Used Definitions and Codes

DEA: Candidate declined agency appointment

- Candidate is now considered off-side and must request restoration

DEL: Candidate declined agency appointment due to location

- Only Promotion List, candidate is now considered off-side *for that location only* and must request restoration; however, candidate is still considered “on-side” for other boroughs

Restoration

- A candidate can request restoration to any list by contacting the Certification Unit
- A candidate can only be restored to a list while it remains in existence and for a maximum of three restorations

Interactive Voice Response System (IVR)

The IVR is a telephone answering system that provides caller with access to civil service information 24 hours a day / 7 days a week. Callers can obtain specific civil service information by entering their social security numbers and the exam number of the examination they applied for.

General Information Provided

- ✓ City hiring and civil service procedures
- ✓ How to apply for CS exams that are open for filing, exam dates
- ✓ How veteran's credits and seniority scores are calculated
- ✓ How to obtain duplicate mail notifications (examination results, eligible list status)
- ✓ How to file protests and appeals, special military rights
- ✓ Procedures on change of title, probationary period extensions, and information for those who are disqualified from City service as a result of investigation

NYC Open Data Portal

Available Civil Service Data – As of June 14, 2016

- ✓ **NYC Civil Service Titles** - List of civil service titles used by agencies throughout the City
- ✓ **Civil Service Lists (Active)** - A Civil Service List consists of all candidates who passed an exam, ranked in score order.
- ✓ **Civil Service Lists (Terminated)** - A Civil Service List is considered terminated usually four years after the list has been established, unless it is extended at the Commissioner's discretion.
- ✓ **Civil Service Certifications** - A List Certification includes the names of eligible candidates on an Active Civil Service List that has been established. The Certification may contain part of a list, the whole list, or multiple lists at the request of an appointing agency, to fill vacancies and/or replace provisionals. Eligible candidates on a Certification may be considered for probable appointment at the appointing Agency.

To access the data above, visit the NYC Open Data Portal at

<https://opendata.cityofnewyork.us>

Pop Quiz Question #5

What is a Call Letter?

- A) An offer for employment**
- B) An invitation to a Civil Service party**
- C) A notice of a hiring pool**

Pop Quiz Question #6

What happens when you receive a Call Letter?

- A) Read it and then go back to Netflix**
- B) Ignore it**
- C) Contact your HR office**



Questions are the path to learning

Resources

- Inquiries regarding status of an eligible list: LMACustomerService@dcas.nyc.gov or (212) 669-1357
- Exam applications, payment, or fee waiver related inquiries: OASys@dcas.nyc.gov
- Exam accommodations related inquiries: TestingAccommodations@dcas.nyc.gov
- Special military list inquiries: SpecialMilitary@dcas.nyc.gov
- Customer service appointment inquiries: Log into your OASys and fill out the **Contact Us Form**
- Inquiries about Civil Service Transactions: ASKCST@dcas.nyc.gov

Contact Us

Website: nyc.gov/dcas

Employment Questions: <https://bit.ly/CS101Questions>

Newsletter Sign-Up: <https://on.nyc.gov/3uE1yUe>

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Thank You