Civil Service List Certification and Hiring Pool Overview

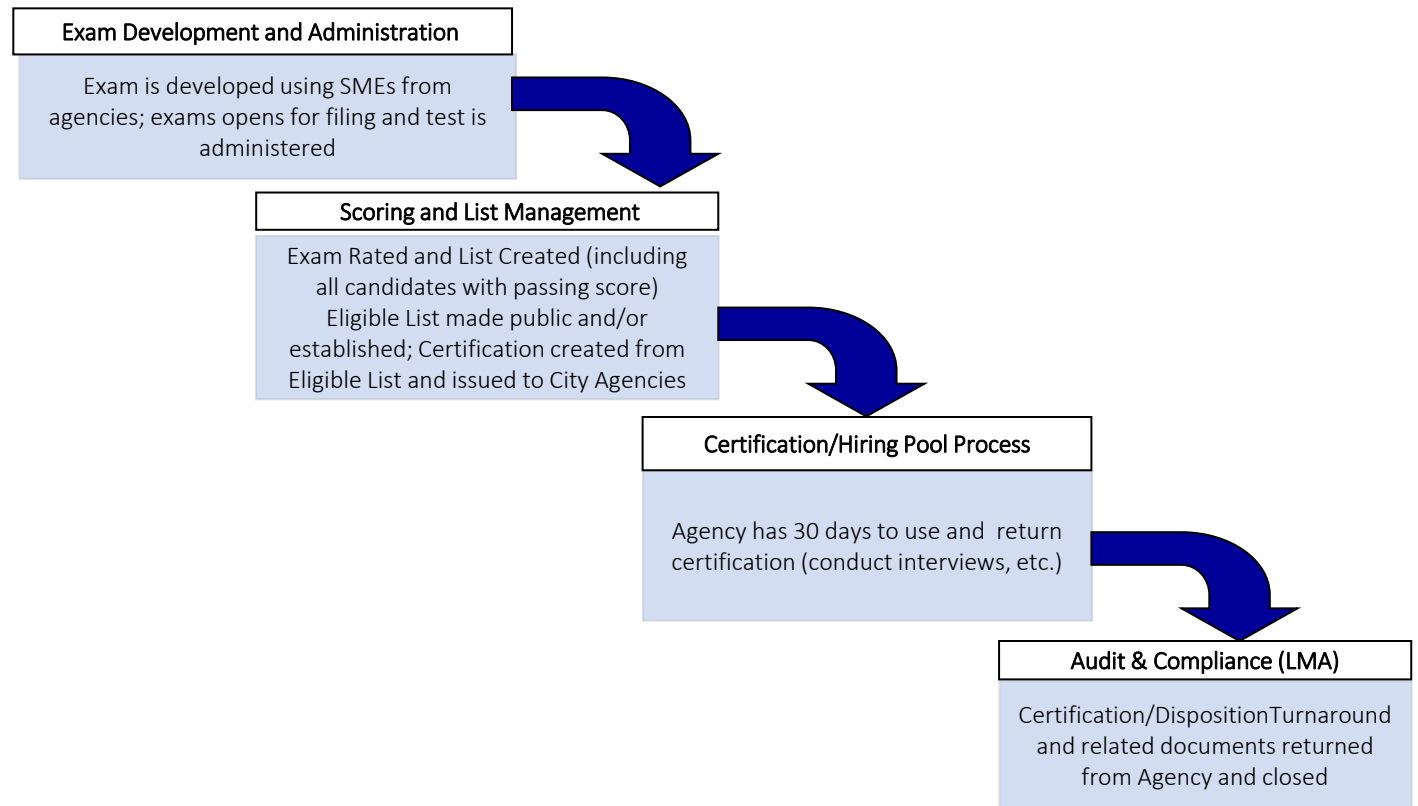# Welcome!

What is Civil Service?

- Civil service law requires that candidates for most new york city jobs take and pass an exam before they can be hired. These jobs are called the "competitive class." These exams test individuals on the skills and abilities that they need to do the job. They are administered by the department of citywide administrative services (DCAS).

- The Long Beach decision- 2007 decision by the New York State Court of Appeals requiring municipalities to comply with state civil service provisions to select and appoint individuals from civil service lists rather than maintain provisionals in same jobs.

Civil Service Classification

NYC government jobs are grouped into the following classifications:

- **Competitive**- Positions for which there are minimum qualifications set by DCAS and for which DCAS administers a competitive examination. E.g. **Principal Administrative Associate, Administrative Manager**

- **Non Competitive**-Positions for which there are minimum qualifications set by DCAS but and the DOE evaluates the qualifications of the candidate because a determination has been made that is impracticable to test competitively for the position. E.g. **Community Coordinator, Agency Attorney**

- **Labor Class –** Positions reserved for certain laborer titles that do not have minimum education or experience requirements. E.g. **City Laborer, City Mortuary Technician**

- **Exempt Class**- Those few positions, typically with a close and confidential relationship with the appointing authority and/or his or her deputies, for which the appointing authority is entitled to determine the qualifications and to evaluate merit and fitness, are in the exempt class. E.g. **Deputy Commissioner, Executive Assistant**

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Civil Service Process Overview

Exam Development and Administration

Exam is developed using SMEs from agencies; exams opens for filing and test is administered

Scoring and List Management

Exam Rated and List Created (including all candidates with passing score)
Eligible List made public and/or established; Certification created from Eligible List and issued to City Agencies

Certification/Hiring Pool Process

Agency has 30 days to use and return certification (conduct interviews, etc.)

Audit & Compliance (LMA)

Certification/DispositionTurnaround and related documents returned from Agency and closed

What is a Notice of Examination?

A Notice of Examination (NOE) is a legal document that informs applicants of all the relevant information about the examination. Each exam assess a candidate's qualifications or a particular Civil Service Title. In an NOE, scheduled exams have:

- A filing period during which applications will be accepted & information on how to apply

- Expected exam date(s)

- Duties of the job

- Minimum qualification requirements

- Salary information

- A test description

    - You may file for an exam using the Online Application System (OASys)

Post Examination: What you should expect?

➢ 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.

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Civil Service Exams: 3 Types

Open Competitive	Promotional	Qualifying Incumbent Exam (QIE)
Open competitive exams are **open to anyone** who possess the minimum qualifications as listed in the Notice of Examination.	Promotional exams are **open to current employees with permanent civil service status** in an "eligible title."	The qualified incumbent examinations ("QIE") are for appointments to any competitive title, **exclusively to current employees who, at the time of application to take such examination have served provisionally in such title for two or more years**.

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Civil Service Lists: 3 Types

Open Competitive	Promotional	Qualifying Incumbent Exam (QIE)
• Only one eligible list is created and that one list is used by all agencies	• 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)	• Separate lists are created for and used separately by each agency. • The certification and payroll process is handled centrally by DCAS.

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The Stages of Civil Service Lists: P E C

Published Lists	Established Lists	Certification of List
• Agencies are notified of exam results • Candidates are notified of the results of their examination and rank on the list	• 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	• 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

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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)

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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

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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.

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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

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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)

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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

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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

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- 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.

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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"

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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

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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

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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

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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

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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

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Frequently Asked Questions

What is the 1-in-3 rule?
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).

Why was I only interviewed 1 time instead of 3 per the 1:3 Rule?
The 1:3 Rules provides that you will be given consideration along with 2 other highest standing eligibles on a list a total of 3 times; not that you will be interviewed 3 separate times.

How can I restore my name to a list if I'm Considered and Not Selected (CNS)?
You must submit a written request directly to your Agency Personnel Officer. Approval of your request for restoration to the list is at the discretion of the hiring agency.

If I decline appointment to a title will my name be removed from the list?
Yes; however, you can request restoration to the list in writing, to the Certification Unit 1 Centre Street, Room 2150, New York, NY 10007, by email to certificationunit@dcas.nyc.gov or by fax to (212) 313 - 3436. Please include name, social security number, exam title, exam number, list number, and the reason for your request.

How many times can I restore my name to a list?
You are eligible to restore your name to a list a maximum of 3 times. However, you should not restore your name until you are available to accept a probable appointment.

Can a list expire before you are hired?
Yes. Being on an eligible list does not guarantee employment. All appointments are based on the hiring needs of a City agency or agencies. Your eligible list number may not be reached and therefore, you may not be appointed from the eligible list.

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Thank You