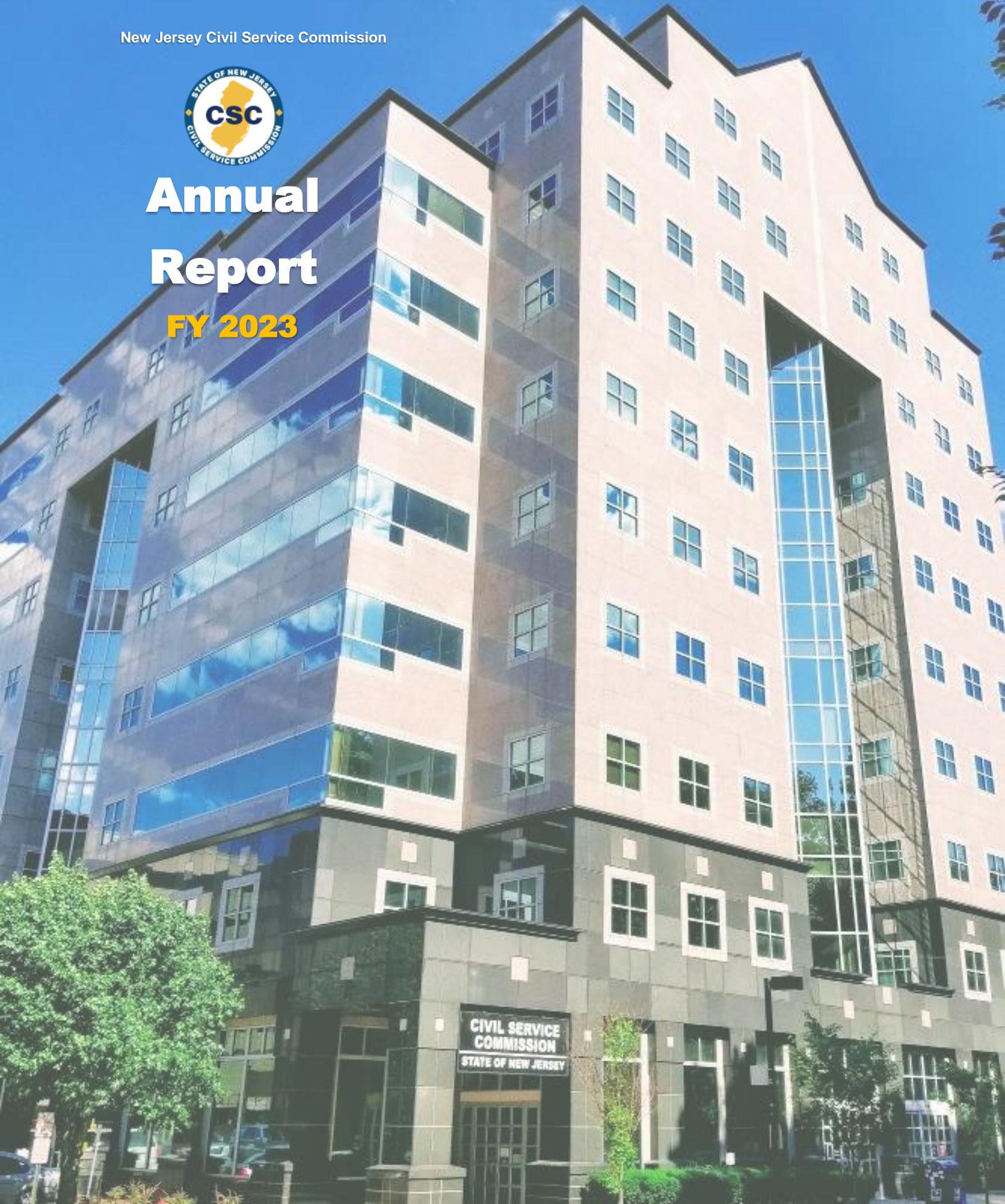


New Jersey Civil Service Commission



# Annual Report FY 2023



# Who We Are

## Our Mission:

To advance the New Jersey government with fair and efficient human resources that are responsive to the needs of the civil service workforce.

## Key Priorities:

Renewed  
Responsiveness

Expert Problem  
Solving

Transparency

Education

Removing  
Barriers

## Responsibilities:

- Recruit and examine qualified candidates;
- Administer the classification and compensation program for State employees;
- Promote equal employment opportunities, diversity, and inclusion;
- Provide administrative and disciplinary appeal procedures for employees; and
- Provide professional and personal development opportunities for employees.

On June 20, 2023, the Senate confirmed the appointment of Allison Chris Myers as Chair and Chief Executive Officer of the New Jersey Civil Service Commission after serving as Acting Chair and Chief Executive Officer since January 1, 2023.

The Senate also confirmed a fifth Civil Service Commission member, Christina Mongon, filling the vacant position in the Commission. This is the first time in over 10 years that the Commission has had a full five-member panel.

### The current members of the Civil Service Commission are:

Allison Chris Myers  
Dolores Gorczyca  
Daniel W. O'Mullan  
Diomedes Tsitouras  
Christina Mongon



Philip D. Murphy  
*Governor*

Tahesha L. Way  
*Lt. Governor*

STATE OF NEW JERSEY  
**CIVIL SERVICE COMMISSION**  
OFFICE OF THE CHAIR/CHIEF EXECUTIVE OFFICER  
P.O. Box 317  
Trenton, New Jersey 08625-0317

Allison Chris Myers  
*Chair/Chief Executive Officer*



Welcome!

It is with great pleasure that I present the New Jersey Civil Service Commission's (CSC) Fiscal Year (FY) 2023 Annual Report. Our organization and employees remain committed to promoting an environment of excellence; this is illustrated in all the outstanding efforts and accomplishments you will read about throughout this report.

This year's report uplifts the Civil Service Commission's accomplishments throughout FY 2023. Our agency's dynamic employees have gone above and beyond to make CSC's 2023 vision a reality. Not only have we overcome many obstacles, but we have achieved greatness in the process. CSC's FY 2023 Annual Report focuses on these accomplishments and how they vastly contribute to a greater cause.

CSC's workforce includes over 70,000 employees employed by 15 executive departments and therein-but-not-of agencies, the judiciary, as well as more than 101,000 local government employees applied to the 20 counties, 384 municipalities, and 9 state colleges and universities that are civil service jurisdictions.

Our priority is to better serve the people of New Jersey through the selection and appointment of its public servants based on relative knowledge, skills, and abilities while ensuring equal employment opportunities at all levels of public service. In cooperation with labor and management, CSC will continue to work diligently to implement Governor Murphy's agenda to provide the finest public services delivered by a top-notch and diverse public workforce.

We are excited to share the many events, executive orders, new cutting-edge initiatives, progressive programs, awards ceremonies, and positive times that we have experienced throughout this fiscal year. I am proud that our employees are visionaries and find satisfaction in knowing that their hard work and forward thinking makes a difference in the lives of New Jerseyans.

Sincerely,

**Allison Chris Myers**  
Chair/Chief Executive Officer  
New Jersey Civil Service Commission

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## HISTORY

**The State of New Jersey Constitution, Article VII - Section 1, Paragraph 2**, states “Appointments and promotions in the civil service of the State, and of such political subdivisions as may be provided by law, shall be made according to merit and fitness to be ascertained, as far as practicable, by examination, which, as far as practicable, shall be competitive; except that preference in appointments by reason of active service in any branch of the military or naval forces of the United States in time of war may be provided by law.” “To meet this Constitutional mandate, in 1908, the New Jersey legislature created the Civil Service Commission.”

After the adoption of the 1947 State Constitution, the new Department of Civil Service was established as one of the principal executive departments, with the Civil Service Commission continuing as a prime entity. The full “merit and fitness” provision that was in the original 1908 law was now included in the 1947 State Constitution.

As the State has acquired more responsibilities and more employees, the civil service system has expanded to meet these needs. Many improvements in the selection system have been developed and implemented. Innovative programs at the time, such as the Employee Advisory Service and the Suggestion Award Program were created. The Division of Equal Employment Opportunity and Affirmative Action (EEO/ AA) was established in 1977 by Executive Order and then was statutorily established in 1981.

The 1986 Civil Service Act (Title 11A) established the New Jersey Department of Personnel, which included a bipartisan Merit System Board and a Commissioner of Personnel. The Merit System Board has rulemaking and quasi-judicial functions and the Commissioner, who also serves as chairperson of the Merit System Board, has executive and technical responsibilities. The new organization replaced the Department of Civil Service, the Civil Service Commission, and the President of the Commission. The Administrative Code (Title 4A) was revised based on this new statute.

Under the 1986 law, the Commissioner of Personnel was allowed to delegate certain personnel functions to appointing authorities and was permitted to consolidate personnel functions for efficiency and economy. The law provided for the establishment of a Senior Executive Service, advisory boards, one-year pilot programs outside the provisions of existing law and rules, mandated performance reviews, flexibility in pay structure and in the duration of employment lists, promotions from noncompetitive to competitive career (formerly known as ‘classified’) positions, the adoption of rules that reduce the extent of bumping in layoffs, and voluntary alternatives to layoffs. The “rule of three” was retained, but without several cumbersome tie-breaking mechanisms. Although employees were still given an opportunity for a hearing by the appointing authority before major disciplinary action was taken, prior hearing was not required if the employee’s conduct posed a threat to the public or other employees, or if the employee was facing criminal charges. The preference to disabled veterans and veterans was continued without changes.

On June 30, 2008, the law was revised by Chapter 29 of the Laws of 2008. The Department of Personnel was abolished as a principal executive department. It was replaced by the Civil Service Commission, which is in, but independent of any supervision or control by the Department of Labor and Workforce Development. The areas under the Office of Workforce Initiatives and Development (OWID) were transferred to the Department of the Treasury on that same date. The OWID included the Human Resources Development Institute (HRDI) which was the training department for State employees; the Employee Advisory Service (EAS) which offers professional counseling and referrals to employees dealing with personal, family or work-related issues; and housed the State Division of Equal Employment Opportunity and Affirmative Action (EEO/AA).

On June 30, 2012, the FY2013 budget legislation returned the functions in Office of Workforce Initiatives and Development to the NJ Civil Service Commission. The Employee Advisory Services and HRDI, which was renamed the Office of Training, became part of the Division of Administrative and Employee Services. The Division of Equal Employment Opportunity and Affirmative Action reported to the Office of the Chair/ Chief Executive Officer.

# **DIVISIONS & OFFICES**

## DIVISION OF ADMINISTRATIVE AND EMPLOYEE SERVICES

Kelly Glenn, Chief Executive Director



### MISSION:

The offices comprising the Division of Administrative and Employee Services strive to provide consistent quality services and critical support functions to the other Civil Service Commission (CSC) Divisions and offices to assist them in fulfilling their mandated and mission-critical services.

- The **Facilities and Support Services Unit** is responsible for day-to-day operations and logistics, including building management, fleet management, access and security, and mailing.
- The **Fiscal Office** is responsible for all aspects of financial resources and internal control. Main tasks include: budget analysis and control, accounting, expenses, cash management, financial reporting, and supporting the goals and objectives of CSC by coordinating with and providing support to all divisions within the agency on their fiscal needs.
- The **Office of Human Resources** provides a wide range of human resource services for staff within the CSC. This includes organization planning and design, recruitment, hiring, promotion, classification, compensation, employee development, performance appraisal, payroll, timekeeping, leave administration, workplace injuries, and health benefits.



## **DIVISION OF AGENCY SERVICES**

Scott Nance, Director



### **MISSION:**

The **Division of Agency Services'** mission is to efficiently design and implement a civil service system that recognizes the diverse needs of State and local government agencies and fairly balances those needs with necessary employee benefits and protections.

### **RESPONSIBILITIES:**

To timely provide strategic, operational, and technical support on a wide range of issues related to the Civil Service including: review and establishment of new position classifications, reclassification of existing positions to different titles, compensation management, the review and approval of reductions in force, job classification reviews and appeals, examination announcement and eligibility review, assistance with organizational review and title structures, placement services through the administration of the certification process, and the leveraging of advances in technology to support all services.

To accurately and efficiently deliver human resource management services to all State and local appointing authorities within the Civil Service within the context of Title 11A, *N.J.A.C. 4A*, and all other applicable laws and rules.

To develop successful partnerships with our State government customers by providing solution-oriented consultative services to meet their human resource management needs in a timely manner.

To support CSC's external clients in their recruitment and hiring activities through the responsive announcement of examinations, review of candidate applications, and provision of potential eligibles from lists or alternative sources.

### **ABOUT THE DIVISION:**

The Division of Agency Services' staff of approximately 65 professional and technical employees is the primary point of contact for human resource matters for State and local Civil Service agencies, employees and job applicants. The Division oversees the following areas:

- **Customer Service Teams:** Teams of Human Resource Consultants provide guidance, technical assistance, and consultative services on wide-ranging civil service matters to over 30 State agencies and over 400 local jurisdictions. Additional responsibilities of the teams include job/position classification, including position review requests (desk, telephone, and paper audits), reclassification requests, and layoff administration.
- **Office of Classification and Compensation:** This office is responsible for the creation and maintenance of the State and local government job classification plan, policies, and title rights. The office develops, modifies, and maintains all job specifications, and performs classification studies. On the Compensation side, the unit performs compensation studies, market analyses, and job evaluations/reevaluations.
- **Announcement and Application Processing Units:** The open-competitive and promotional announcement units are responsible for the creation and posting of all State and local government job announcements to the CSC's website. The units also post job announcements for non-competitive and unclassified positions at the request of appointing authorities, as a courtesy. Also managed by the units is the initial processing of examination applications, including the reconciliation of application processing fees.
- **Eligibility Determination Unit:** Teams of this unit determine the eligibility of those who apply for open-competitive and promotional job announcements by evaluating the education and experience (and/or class codes, titles, and unit scopes) submitted on job applications, against the requirements listed on job announcements. The unit also conducts pre-appointment evaluations and issues determinations on qualifying examinations.

### **FISCAL YEAR 2023 HIGHLIGHTS:**

- Announced 6,087 promotional and open competitive examinations and reviewed 43,519 applications.
- Issued determinations on position classification appeals from 358 employees.
- Updated, created, or consolidated job specifications for 92 job titles in State and local government.

- Issued determinations on seven salary reevaluation requests and 13 requests for market studies on compensation levels.

### **LOOKING TO THE FUTURE:**

- The Division of Agency Services is working with the Division of Human Resource Information Services and Information Technology Management to modernize the Online Application System by developing an applicant profile page. The enhancement will allow users to save certain applicant details (name, contact information, job duties, etc.) in a profile, eliminating the need for users to repeatedly enter the same information each time a job announcement application is completed.
- In response to Executive Order 327, signed by Governor Murphy in April 2023, the Division's Office of Classification will continue to review and identify job classifications within the State's classification plan that require applicants to possess a four-year college degree, determine which job classifications are appropriate to include practical experience in lieu of a four-year college degree requirement, and revise the State classification plan to include the appropriate practical experience for those job classifications.

For more information about the Division of Agency Services:

<https://www.nj.gov/csc/about/divisions/slo/>



*“Working for the Civil Service Commission is and has been a good career option for me as I believe the combination of several factors -- such as Healthcare Benefits, Pension, Stability, and a work-life balance with the introduction of teleworking -- have their advantages along with a sense of longevity and growth within State employment.”*

**Mildred Brantley**, Division of Agency Services

## CENTER FOR LEARNING AND IMPROVING PERFORMANCE

LaVida Stalsworth, Director



### MISSION:

The **Center for Learning and Improving Performance (CLIP)** provides learning and development opportunities and resources that support New Jersey's public-sector employees' skill enhancement and relevancy in today's competitive work environment.

### RESPONSIBILITIES:

**CLIP** develops and offers a variety of training designed for public employees. CLIP's partnerships with the New Jersey Community College Consortium for Workforce Development and Rutgers University enhance our ability to provide public employees with state-of-the-art training and development opportunities. CLIP administers and uses the NJ Learning Management System (LMS) as a fast and efficient means to educate staff with online training as well as track, record, and report training instances. CLIP also manages the Electronic Performance Assessment Review (ePAR) system for the Executive Branch and State colleges and universities. The ePAR system provides the State workforce with an important management tool to make the connection between the goals of the organization and the work of each employee.

### TEAMS WITHIN CLIP:

**Customer Success Team** - provides exceptional customer services to organizations and employees related to professional development initiatives, classes, or programs. Coordinates logistics for CLIP programs with the New Jersey Community College Consortium for Workforce Development.

**Production & Development Team** - creates and provides professional development learning initiatives, training, and education solutions for State and local government employees. Reviews and approves outside training requests, career development programs, tuition aid, and internship programs.

**Systems Team** - manages the State of New Jersey Learning Management System (LMS) which is a web-based software system that captures records, reporting, and documentation of training events, and the Electronic Performance Assessment Review (ePAR) system which is instrumental in defining, assessing, and enhancing State employees' performance.

## **FISCAL YEAR 2023 HIGHLIGHTS**

### **Model Telework Pilot Program**

In support of the Model Telework Pilot Program for State Executive Branch employees, CLIP played an integral role in providing training and evaluation oversight and tools for the Program. Specifically, CLIP developed mandatory web-based training (*workSmart* series) conducted two Telework Surveys to assess the effectiveness of the program. From both surveys, data review, and analysis were performed to create a comprehensive Telework Summary Report for the Governor's Office review.

- 23,533 employees have completed the *NJ workSmart curriculum*
- 6,354 supervisors have completed the *NJ workSmart Supervisor course*
- 67,688 State employees were emailed the *Telework Pilot Program Experience Survey for Employees and Supervisors* survey
  - 16,330 responses were received and analyzed
- 46 Human Resources Officers were emailed the *Mandatory Human Resource Officers (HROs) Model Telework Pilot Program Survey*
  - 27 responses were received and analyzed

### **Entry-Level Law Enforcement Exam Preparatory Course Collaboration**

In response to Senate Bill No. 2765, an initiative to increase diversity and inclusivity within law enforcement agencies, CLIP in collaboration with the Civil Service Commission's Office of Diversity Programs, worked with a vendor to develop a free entry-level Law Enforcement Exam Preparatory web-based training and promotional video. See Office of Diversity Programs for stats.

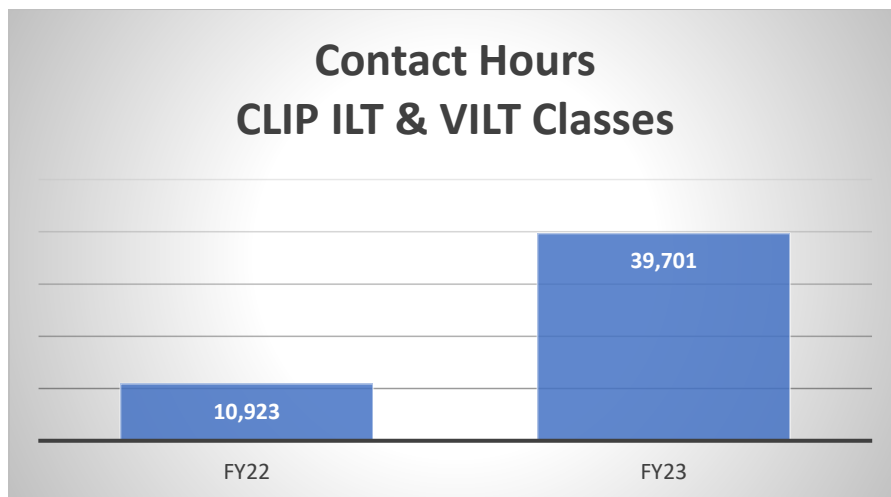
## Partnerships for Training Initiatives Continue to Grow

CLIP continues to pursue collaborative partnerships. CLIP maintains its partnership with the Rutgers School of Public Affairs and Administration (SPAA) to deliver the educational component of the New Jersey Certified Public Manager Program (CPM); CLIP provides administrative oversight of the program and the NJ CPM Advisory Board. One of our newest partners, Thomas Edison State University (TESU), awarded CLIP's Clerical Apprenticeship Program for Excellence (CAPE) program six undergraduate credits. The CAPE program is designed for entry-level clerical professionals. CLIP also formed a new partnership with Team Builders Plus to offer *Taking Flight with DISC*; 23 classes conducted in FY23. These partnerships reinforce CLIP's mission and broaden our ability to leverage training resources for the State's workforce.

In 2022, the New Jersey Certified Public Manager (CPM) Program held an in-person graduation ceremony and recognized 99 graduates from five cohorts - Cedar Grove 1, Freehold 3, New Brunswick 4, Newark 7, and Westampton 6. Additionally, there were five Capstone projects submitted for consideration for the Askew Award in recognition of an exceptional Capstone project. The Askew Award, a medallion, was presented to David T. Pepe, Director of the Office of Permitting and Project Navigation at the New Jersey Department of Environmental Protection (DEP), for his capstone entitled, *"Environmental Impacts and Proposed Regulations on the Cannabis Cultivation Industry."*

## Classroom Training and Workshops Revived

The pandemic and its aftermath deterred CLIP's ability to offer in-person training. During that period there was a significant increase in web-based training utilization and virtual instructor-led training (VILT) instances. However, in FY23, CLIP experienced a steady rise in the demand for in-person classes.



## **CLIP's New Course Development**

- Business Objects 4.3 Novice Fiscal
- Business Objects 4.3 Novice HR
- Clerical Apprenticeship Program for Excellence (CAPE) - revamped to provide a blended learning approach and to enhance the curriculum for college credits.
- Communications and Leadership Senior-Level Workshop
- HR Horizons – revamped to provide a blended learning approach. Learners are assigned web-based training to complement their in-class experience.
- Managing Hybrid Teams with C.A.R.E. (VILT)
- Reducing the Impact of Unconscious Bias and Microaggressions Workshop

## **LMS Customers Continue to Expand**

CLIP continues to expand and support customer agencies in creating a well-skilled and knowledgeable workforce, able to meet the needs of the citizens of New Jersey. The Learning Management System (LMS) platform is a valuable tool for supporting agencies in meeting their diverse learning and communication needs. This fiscal year, CLIP welcomed the following agencies and specialized programs:

- Byram Township
- Cape May Human Resources
- Department of Human Services County Board of Social Services
- Department of Health Public Health and Environmental Laboratories
- Freehold Soil Conservation District
- New Jersey Health Care Facilitates Financing Authority
- Salem County Board of Social Services
- Willingboro Municipal Utilities Authority

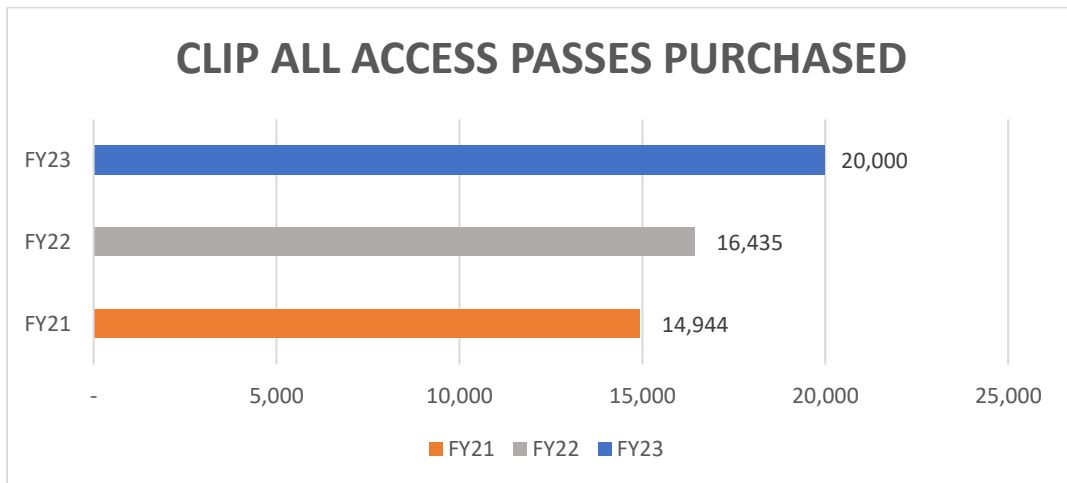
## **CLIP All Access Pass Growth**

To meet the growing demand for online learning, CLIP offers web-based training via the LMS. A comprehensive catalog (*CLIP All Access Pass Catalog*) of web-based courses including audiobook summaries and micro-learning is afforded by CLIP's contract with Open Sesame, one of the largest eLearning providers. New courses are uploaded on a bi-monthly schedule providing a consistent influx of relevant and trendy topics. The *CLIP All Access Pass* catalog subscription is available for a nominal amount. Many departments have purchased for their entire agency to take advantage of this just-in-time learning resource and the reasonable price. CLIP increased the number of CLIP All Access Pass subscriptions from 8,000 annually to 20,000 annually. CLIP will



continue to promote the utilization of the passes once they are purchased to ensure a great return on investment is achieved.

- 1,528 courses in the *CLIP All Access Pass Catalog*
- 23 agencies purchased All Access Passes for their entire agency/department
- 20,000 CLIP All Access Passes sold



### LMS Utilization and Mandatory Training Compliance

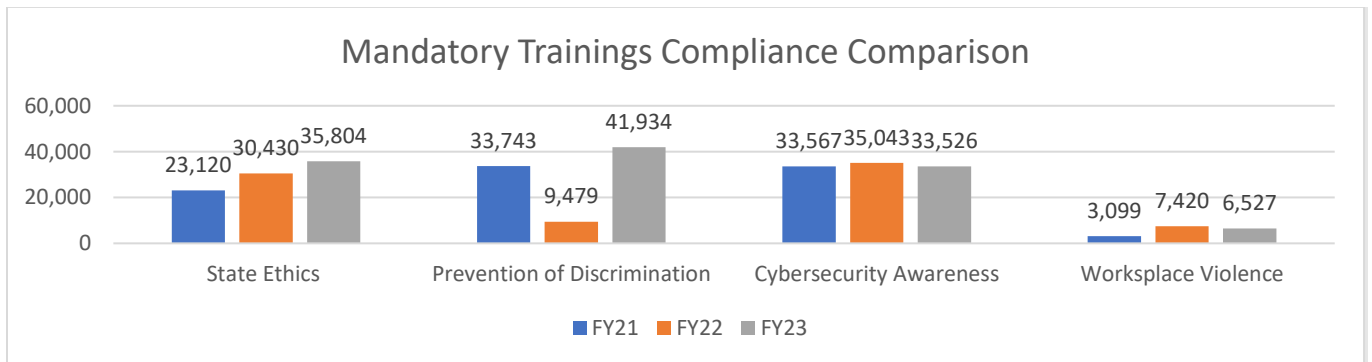
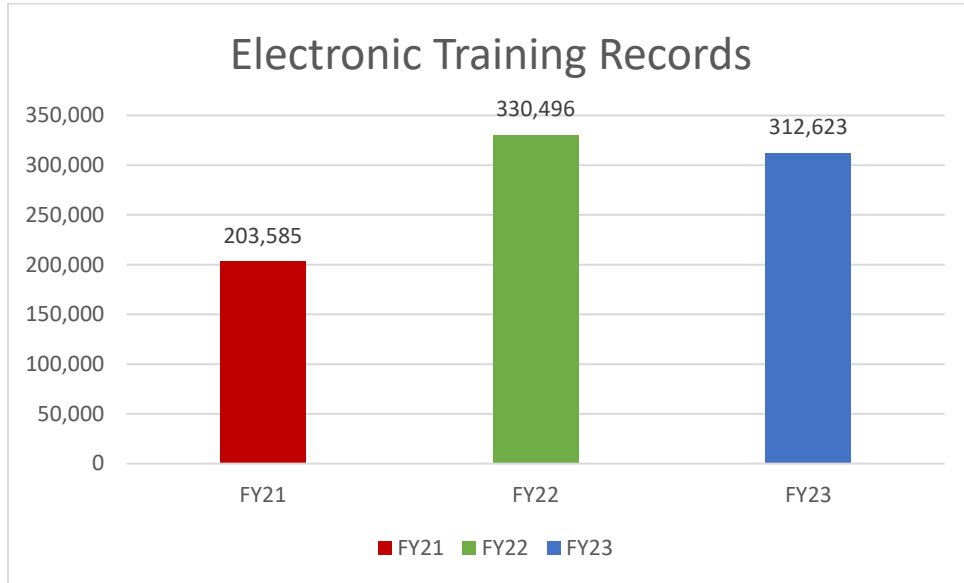
Just-in-time learning is an invaluable benefit the LMS offers. Learners can access training when and where it is convenient for them. The LMS continues to be an effective training platform and has positively influenced mandatory training compliance with the use of certifications and other LMS features. CLIP has assisted agencies with ensuring employees not only have access to statewide mandatory training and various professional development training but also agency-specific training. This fiscal year, mandatory training developed by CLIP was updated to include closed captions. Additionally, CLIP created two new courses, *New Jersey State Policy Prevention of Discrimination and Harassment in the Workplace for Supervisors*, and the *New Jersey State Employee Ethics Briefing*, and updated the *New Jersey State Employee Ethics Training* to include cannabis information, so the *Cannabis Briefing* became optional in January 2023.

### Web-based training CLIP updated with closed captions:

- New Jersey State Employee Ethics Training
- New Jersey Domestic Violence Policy Training
- New Jersey State Policy Prevention of Discrimination and Harassment in the Workplace
- New Jersey Workplace Violence: Recognize, Prevent, and Report

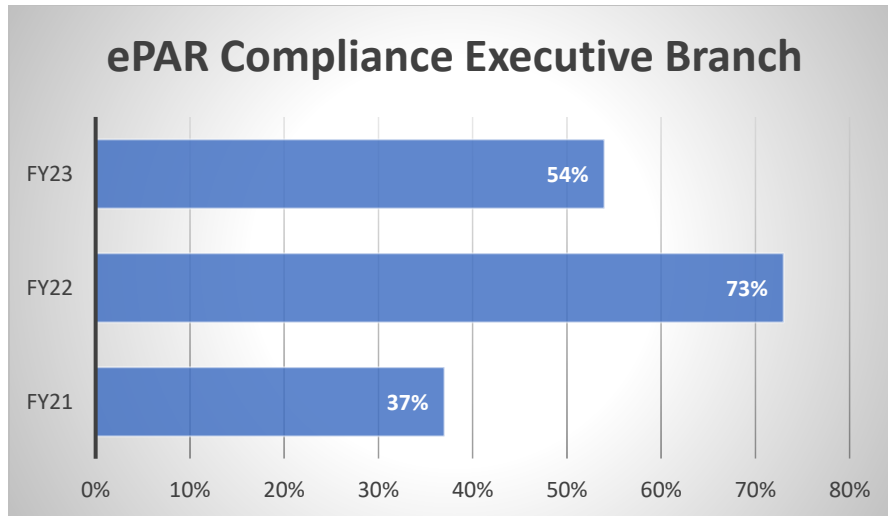
**Agency-Specific web-based training CLIP developed:**

- Prison Rape Elimination Act (PREA) Refresher Supplemental Training (mandatory web-based training for JJC employees)



**Electronic Performance Assessment Review (ePAR)**

The ePAR system provides the State workforce with an electronic tool to manage, assess and enhance employee performance. The State government workforce does important work to provide services and support to residents and visitors of New Jersey. The ePAR program helps managers and supervisors define goals and expectations for employees as well as establish development plans. When there is a mutual understanding of job expectations, development initiatives, and the necessary resources are provided, successful outcomes can be achieved for both the employee and the organization.



#### LOOKING TO THE FUTURE:

- Implement initiatives to promote wider usage of the LMS by encouraging frequent active site visits.
- Expand the number of CLIP course offerings and modalities to target specific skill gap deficiencies.
- Provide training and resources to Agency Training Coordinators and ePAR Administrators to foster improved system utilization and increased compliance rates.

For more information about the Center for Learning & Improving Performance:

<https://www.nj.gov/csc/employees/training/>

## **DIVISION OF APPEALS AND REGULATORY AFFAIRS**

Nicholas Angiulo, Director



### **MISSION:**

The **Division of Appeals and Regulatory Affairs' (DARA)** mission is to provide a clear and comprehensive regulatory framework for the administration of an equitable and expeditious dispute resolution process for employees, employers, and candidates for employment. Its mission is also to promote harmonious labor relations and provide information and advice.

### **RESPONSIBILITIES:**

**DARA's** main function is to administer the disposition of various types of appeals filed by State, county and municipal civil service system employees, candidates for employment, and appointing authorities. Toward this end, DARA staff function as support for the Civil Service Commission (Commission), which has the authority to render decisions on such appeals. DARA also provides support for the Commission's rulemaking responsibilities, serves as liaison to labor organizations representing civil service employees, and offers information and guidance on civil service law, rules, and procedures.

### **FISCAL YEAR 2023 HIGHLIGHTS:**

- **Commission modifies Model Telework Pilot Program.** At its meeting on April 6, 2022, the Commission established a Model Telework Pilot Program (Pilot Program) effective July 1, 2022 to June 30, 2023. After further deliberations and public comment regarding the intersection of the Model Telework Pilot Program, the Alternate Workweek Program, and the the Flex-Time Programs, the Commission modified the Pilot Program to ensure that those who were previously eligible to participate in the AWP/Flex-time program could continue to do so at the same time as the Model Telework Pilot Program.

- **Commission extends Model Telework Pilot Program.** At its June 7, 2023 meeting, the Commission extended the Model Telework Pilot Program to June 30, 2024. In this regard, the Commission indicated that all accounts of the Model Telework Pilot Program have been positive. The Commission now needs to institute formal rule-making procedures to codify it into Title 4A of the New Jersey Administrative Code.
- **Commission approves readoption of expiring rule chapters 3, 4, 6, 7, and 8 of the *New Jersey Administrative Code* for a seven-year period.** At its August 24, 2022 meeting, the Commission approved the readoption of expiring rule chapters 3, 4, 6, 7, and 8. The rule chapters are due to expire on April 20, 2024, June 21, 2024, November 15, 2023, November 5, 2022, and November 15, 2023, respectively. *N.J.A.C. 4A:3*, Classification, Services, and Compensation, concerns the allocation of titles in the career and unclassified services, the Senior Executive Service, the classification and compensation system, and overtime compensation. *N.J.A.C. 4A:4*, Selection and Appointment, addresses types of appointments, competitive examinations, eligible lists, certifications from eligible lists, working test periods, examination and selection disqualification, including medical and psychological disqualification appeals, and employee movements, such as intergovernmental transfers and lateral title changes. *N.J.A.C. 4A:6*, Leaves, Hours of Work, and Employee Development, sets forth rules pertaining to leaves of absence, hours of work in State service, Supplemental Compensation on Retirement, human resource development programs, the Performance Assessment Review program in State service, and the awards program. *N.J.A.C. 4A:7*, Equal Employment Opportunity and Affirmative Action, contains provisions regarding equal employment opportunity and the State Policy Prohibiting Discrimination in the Workplace. *N.J.A.C. 4A:8*, Layoffs, concerns procedures pertaining to layoffs and layoff rights. The Commission found that these chapters were necessary, proper, reasonable, efficient, understandable, and responsive to the purposes for which they were originally promulgated, as amended and supplemented over time, and should be readopted without amendment. The readoptions were published in the *New Jersey Register* on October 3, 2022. The effective date of the readoptions was August 25, 2022, and the new expiration date for these rule chapters is August 25, 2029.
- **Commission approves readoption of chapters 1, 2, 5 (with amendment), 9, and 10 of the *New Jersey Administrative Code*.** At its September 21, 2022 meeting, the Commission approved the readoption of rule chapters 1, 2, 5 (with amendment), 9, and 10. The readoptions were proposed at the Commission's April 27, 2022 meeting and published in the June 6, 2022 issue of the *New Jersey Register*. A public hearing was held on July 20, 2022, and no comments were received. The readoptions were published in the *New Jersey Register* on October 17, 2022. The effective date of the readoptions was September 21, 2022, and the new expiration date for these rule chapters is September 21, 2029. *N.J.A.C. 4A:1*, General Rules and Department Organization, concerns the purpose and scope of the rules and definitions, public records, organization of the Commission and the responsibility of the Chairperson, definitions, delegations, pilot

programs, and disability discrimination grievance. *N.J.A.C. 4A:2*, Appeals, Discipline and Separations, addresses Civil Service appeals, including appeal processing fees, different appeal categories, major and minor discipline, resignations, and grievances. *N.J.A.C. 4A:5*, Veterans and Disabled Veterans Preference, sets forth the types of military service qualifying an individual for veterans preference for purposes of Civil Service appointments and the definition of the preference. The rule was amended to expand the preference to individuals who were awarded a medal for serving in certain campaigns or expeditions. *N.J.A.C. 4A:9*, Political Subdivisions, contains general provisions regarding the procedures that follow when a political subdivision of the State, by referendum, adopts Title 11A. *N.J.A.C. 4A:10*, Violations and Penalties, concerns violations of Civil Service law and rules and prohibited types of political activity.

- **Commission records Fiscal Year 2023 Salary Regulations.** At its meeting on September 21, 2022, the Commission recorded the Salary Regulations for Fiscal Year 2023 via the Compensation Compendium. The Compensation Compendium had been approved by Deirdré L. Webster Cobb, Esq., the Commission's Chair/CEO, and Lynn Azarchi, Acting Director of the Office of Management and Budget.
- **Commission extends Fiscal Year 2023 Salary Regulations.** At its meeting on June 28, 2023, the Commission recorded Supplement 1 of the Salary Regulations for Fiscal Year 2023 via the Compensation Compendium allowing for its extension until the issuance of the FY 2024 Compendium. The Compensation Compendium had been approved by Allison Chris Myers the Commission's Chair/CEO, and Tariq Shabazz, Acting Director of the Office of Management and Budget.
- **Commission grants request of Agency Services to establish unclassified title of Governor's Fellow.** The Governor's Fellows Program was established in 1986. The program provided a government management training program that encouraged talented individuals to consider careers in State government. However, the program was scaled back in 1990 and eventually was discontinued, which resulted in the Governor's Fellowship Intern title's designation as archaic in 2004 and its inactivation in 2008. In 2018, the Commission reactivated the title, which was renamed Governor's Fellow under the new Governor's Fellowship Program. The title was allocated to the noncompetitive division of the career service. The positions were incumbered by post-graduates, rather than incumbered by candidates fulfilling credits as part of a graduate program. In the present request, Agency Services indicated that there had been recent proposed changes to the Governor's Fellowship Program which warranted establishment of a new title for Governor's Fellow allocated to the unclassified service. The new title would differ from the prior Governor's Fellow in that appointees would serve a one-year term limit, instead of a trainee period. Furthermore, upon conclusion of the program term, incumbents would no longer be advanced to a journeyman title but may be considered for appointment to other appropriate professional titles in the career service. Upon its

review, the Commission, at its March 15, 2023, meeting, noted that the incumbent in the new Governor's Fellow title would work closely with an official who serves in a high government-level position, which might only be a term position. Moreover, as further indicated in the proposed Job Specification, the appointee would be expected to bring to the job a broad range of knowledge, skills, and abilities required to effectively perform the varied duties that would be assigned. As these broad requirements would not easily be tested, the Commission found that it would be impracticable to determine merit and fitness for the position by examination. In addition, the incumbent would assist in the routine functions involved in the formulation and implementation of policies and their practical application. As such, in light of this position's role in policy making and its one-year term, a permanent appointment to the title was not appropriate. Therefore, the Commission found good cause to create the new title of Governor's Fellow in the unclassified service in accordance with N.J.A.C. 4A:3-1.3(a)5.

- **Alternatives to Discipline Program (ADP)/Employee Disability Initiatives (EDI).** The ADP/EPI program assists both employees and employers explore and implement alternatives to disciplinary action for employees who can no longer perform the duties of their position due to medical, psychological or other disability. In FY 2023, the program continued to successfully assist and coordinate outcomes in several such cases.
- ***The Reporter* completed its fifth year of publication.** *The Reporter*, the Civil Service Commission's publication that highlights notable Commission and court appeal decisions, rule-making activity, and legislation impacting the civil service community, completed another year of publication. Issue 12 of *The Reporter* published in July 2022, covered significant appeal decisions relating to myriad issues regarding both public safety and non-public safety examination appeals. Issue 13 was published in October 2022 and covered significant appeal decisions relating to various employee movement issues as well as other appeal issues. Issue 14 was published in March 2023 and covered examination accommodation appeals and list bypass appeals. Issue 15 was published in June 2023 and dealt with various examination eligibility appeal issues. Consistent with its goal to provide the civil service community timely and noteworthy information, a key feature of *The Reporter* is that the publication is emailed to over 500 subscribers who are provided a link to the actual Commission decisions discussed in a particular issue.
- **FY 2023 Appeal Statistics.** In FY 2023, DARA disposed of 2,437 written record appeals in such areas of bypasses, discrimination, examination, eligibility, examination scoring, and list removal. The Hearings Unit disposed of 338 appeals in such areas as major discipline, good faith layoffs, and release at the end of the working test period. Additionally, 27 Final Administrative Actions of the Civil Service Commission were sustained upon judicial review and four were modified, remanded, or reversed by the court.

### **LOOKING TO THE FUTURE:**

DARA has streamlined and utilized technology in updating its operations to ensure the continued administration of the appeal process for the Commission. Going forward, DARA will continue to explore options to maximize operational efficiency. These include:

- Providing a virtual platform to each of the Commission members so they can review agenda materials electronically if the Commission resumes in-person public meetings.
- Developing an on-line process for filing and managing appeals so that parties to an appeal have the option to submit all relevant documentation, supporting arguments, exceptions, and replies electronically to the Commission.
- Continue emailing decisions and letters from DARA to the various parties in a matter.
- Continue meetings of the Medical Review Panel and the Medical Examiners Panel through video conferencing where the appellant, appointing authority, and representatives may appear without the necessity of traveling from all points in the State to a physical meeting site.

For more information about the Division of Appeals and Regulatory Affairs:

<https://www.nj.gov/csc/about/divisions/merit/>





*“Working for the Civil Service Commission has easily been the highlight of my career. As someone who believes strongly in the value of public service, I’m proud to be part of an agency that helps promote merit and fitness in public employment, as envisioned in our state’s constitution. My work in the Division of Appeals and Regulatory Affairs has given me a greater understanding of and appreciation for how our agency and the public sector help to deliver many critical services and promote accountability in government. Beyond that, I feel incredibly lucky to be part of a division with coworkers and superiors who have aided my professional development and consistently supported me throughout my seven years of service. Finally, I appreciate being part of an agency that works diligently to serve its stakeholders while also ensuring that employees like me can maintain a good work-life balance.”*

**Adam Reich**, Division of Appeals and Regulatory Affairs

# EMPLOYEE ADVISORY SERVICE

Shelby Pettis, Director



## MISSION:

The **Employee Advisory Service (EAS)** unit's primary goals include assisting employees who may be experiencing personal, family, or work-related challenges to secure confidential support and resources. In addition, EAS staff provides an array of services to office leaders that are seeking to enhance the organization's over-all work environment and building a resilient workplace.

To achieve these goals, the dedicated **EAS** staff is equipped to offer the following:

- Assist team leaders with identifying issues that may be having a negative impact on employee relationships and/or organization's productivity. After the assessment phase, EAS staff is available to aide managers with designing an individual and workgroup interpersonal interactions to assist in resolving the issues and improve communications which will enhance employee job performance and overall workplace effectiveness.
- Provide effective supportive services and resources to employees and assist in identifying and resolving personal concerns, including health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues that may affect job performance through confidential individual assessment, counseling, and referral services.

## FISCAL YEAR 2023 HIGHLIGHTS:

- Provided 27 EAS Orientations and Monthly Topic Webinars with over 6220 employees registering across all webinars. Separate Supervisor and Manager Webinars provide support and empower leaders with tools and techniques in supporting their staff and

increasing awareness of common issues in the workplace that may impact employee job performance and the overall climate of the workplace.

- Scheduled over 2800 one-on-one individual counseling services to employees for various issues relating to work performance, stress, mental health issues, family issues and other complex issues affecting their overall well-being.
- EAS conducted over 89 group sessions facilitating loss situations and coping with grief in the workplace.
- Provided services to over 45 employees with drug and alcohol use and connected those employees to treatment providers and assisted with navigating through the return-to-work protocols.

### **LOOKING TO THE FUTURE:**

- Continued discussions among employees with common interests using virtual support groups to minimize the stigma of mental health in the workplace.
- Providing additional resources to employees to recognize and bring awareness to common mental health issues such as anxiety and depression and to understand available referral resources through educational and wellness webinars and newsletters.
- Promoting employee wellness through our Annual Mental Wellness Symposium held in the fall.
- Increase social media presence by posting Wellness quotes to social media sites to spotlight the importance of mental wellness and engage with more employees.
- Scheduling on-site marketing of EAS to increase visibility and program utilization.

## **Webinar Testimonials**

“I appreciate all you do for the state employees.” (DCA)

“This was very helpful I lost my mom and sister within 6 months .... I will reach out.” (DOC)

“Thank you for great material for future use.” (DOT)

“Great presentation, I learned a lot! ... I would love a part 2 of this webinar. Something on personality types and communication, aggressive, passive and passive-aggressive people.” (Treasury)

“Thank you... for this presentation on Communication, it is very enlightening and beneficial.” (LWD)

“So much good information about the different generations in the workplace...I could use this as a good reference.” (DOH)

“I really enjoyed this webinar ... great presentation, helpful and practical.” (DAMVA)

“I found the webinar to be very informative and helpful in providing some additional tools for TEAM Building.” (DCF)

“Wonderful program. Thank you so much. Keep them coming.” (OPD)

“The webinar was very helpful. I do practice coping skills. I walk, do word finds, read among other things. I have learned to live in the now instead of the then. The speaker made some very good points.” (DOH)

“Good afternoon, thank you for this webinar yesterday, it was a helpful reminder of all those things we forget to do for ourselves.” (GOV)

“I truly enjoyed the EAS Webinar. It was very informative, and it is great to know these services are there for the state employees. (OPD)

For more information about the Employee Advisory Service:  
<https://www.state.nj.us/csc/employees/programs/advisory/eas.html>



### **CSC Testimonial**

#### **Why is working for CSC a good career choice?**

*“As a Public Service Professional, working for Civil Service Commission is a good career option because our work has a direct and positive impact on the lives of workers across NJ. Moreover, people in management/leadership roles are welcoming; CSC has a diverse staff, prioritizes work life balance, and acknowledges, and celebrates its staff. At CSC, our work helps to increase the quality of life of state employees and their families. For me, that’s very rewarding.”*

**Mien Patrick Mombo III**, Employee Advisory Service

*“I think working for the Civil Service Commission as an EAS Counselor is a good career option for me personally because I love to help other people. I changed professions in 1994, from working on Wall Street at Merrill Lynch to working in Human Services as a counselor. I was told by my father that whatever type of work you do make sure you’re happy.”*

**Anthony Jenkins**, Employee Advisory Service

*“Working for the Civil Service Commission is a good career option because it affords you the ability to collaborate with and provide a service to other public service employees, and potential employees, throughout the state of New Jersey. You have the privilege of seeing the impact of your work on both a micro and macro level, and both are uniquely yet equally rewarding.”*

**Phillippa Taylor-Jenkins**, Employee Advisory Service

## **DIVISION OF EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION**

Jillian Hendricks, Director



### **MISSION:**

The Division of Equal Employment Opportunity and Affirmative Action (Division of EEO/AA) supports the Civil Service Commission's mission by ensuring that State agencies provide equal employment opportunity (EEO) in State employment.

The Division of EEO/AA was created by law to ensure equal employment opportunities for all New Jersey State employees and prospective employees. The Division also serves to prevent State employees, prospective State employees, and persons doing business with the State, from being subjected to discrimination and/or harassment, including sexual harassment and assault.

### **RESPONSIBILITIES:**

The Division of EEO/AA is charged with ensuring that all employees and applicants for employment with the State of New Jersey work in an environment free from all forms of employment discrimination and harassment in accordance with the State of New Jersey's Policy Prohibiting Discrimination in the Workplace. The Division of EEO/AA is also charged with ensuring that all State Departments and Agencies comply with the applicable law, policies, and procedures.

## **FISCAL YEAR 2023 HIGHLIGHTS:**

- **EEO Case Data** – In January 2021 there were a total of 512 active cases statewide. Of these 512 active cases, 403 were older than 180 days, or approximately 78.7% were older than 180 days. In November 2023 there were a total of 384 active cases statewide. Of these 384 active cases, 194 were older than 180 days, or approximately 50.5% were older than 180 days. Under the Division of EEO/AA has worked to reduce the number of statewide aged cases, cases older than 180 days, by approximately 28.2%. The Division of EEO/AA is committed to continue its efforts to reduce the number of statewide aged cases.
- **EEO Cases Opened and Closed** – From January 1, 2022, to December 31, 2022, 754 EEO cases were opened statewide. Of these, 16 EEO cases were assigned to the Division of EEO/AA due to conflicts of interest. A total of 705 EEO cases were closed as of December 31, 2022. From January 1, 2023, to May 1, 2023, 311 EEO cases were opened statewide. Of these, 9 EEO cases were assigned to the Division of EEO/AA due to conflicts of interest. Of the 311 EEO cases opened in the first four months of 2023, a total of 299 cases were closed as of May 1, 2023.
- **EEO Mediation Alternative Dispute Resolution Program** – The Division of EEO/AA implemented the EEO Mediation Alternative Dispute Resolution Program to allow parties to resolve EEO complaints as an alternative to initiating a formal EEO investigation. The Division continues to use mediation. As of May 2023, the Division has successfully mediated one case.
- **New Jersey State as A Model Employer of People with Disabilities (SAME) Program** – In January 2022, the State of New Jersey passed legislation in which the Division of EEO/AA is charged with developing and implementing a State as A Model Employer of People with Disabilities (“SAME”) Program. The purpose of the SAME Program is to increase awareness of employment opportunities for persons with disabilities, provide appropriate avenues and remove barriers to the application and hiring process, and create mechanisms to increase retention rates for persons with disabilities employed in the State workforce. The EEO/AA Officer from each State department/agency will oversee the SAME Program for their respective State department/agency. The SAME Program was implemented in December 2022. The implementation consisted of the opening of the SAME Program website, and all non-competitive and unclassified job postings were made eligible for SAME Program Applicants. Since the implementation of the SAME Program, the SAME Program website has received over 14,000 views. For the first quarter of 2023, January 1<sup>st</sup> - March 31<sup>st</sup>, there have been 98 applicable SAME job postings across all state agencies, colleges, and universities. Of the 98 job postings, 40 applicants have applied using the SAME Program.

- **New Jersey Workforce Development Plans** – The Division of EEO/AA worked with a total of 30 State departments and agencies to prepare their Equal Employment Opportunity, Affirmative Action, and Diversity Workforce Development Plans (“WFD Plans”) for the calendar year of January 1, 2022, through December 31, 2022. The WFD Plans allow the EEO/AA Officer to work in collaboration with their Office of Human Resources and senior executive leadership to review the state of their department or agency’s workforce and reaffirm the State’s commitment to the letter and spirit of equal employment opportunities in compliance with federal and state equal opportunity laws.
- **2023 Trainings Delivered** – The Division of EEO/AA moderated a total of seven trainings during the 2023 fiscal year. Three of these trainings focused on the State Policy, procedures for investigating complaints of discrimination/harassment in the workplace, and responsibilities related to reporting incidents of discrimination/harassment for new or current employees, managers/supervisors, as well as senior executive leadership. Three of these training focused on what the SAME Program is, the role of HR Directors and EEO Officers, and Data Tool for the SAME Program Quarterly reports. Lastly, one of the trainings during the 2023 fiscal year moderated by the Division of EEO/AA was for new EEO Officers statewide.
- **LMS Anti-Harassment and Discrimination Training** – The Division of EEO/AA collaborated with the Civil Service Commission’s Center for Learning and Improving Performance (CLIP) to development an online Anti-Harassment and Discrimination Training course. The course is available to State of New Jersey employees via the Learning Management System (LMS). As of April 30, 2023, a total of 18,199 State of New Jersey employees across 31 agencies have completed the training.

|                                       |   |
|---------------------------------------|---|
| <b>Executive Leadership Training</b>  | 2 |
| <b>Supervisor/Management Training</b> | 1 |
| <b>SAME Program Training</b>          | 3 |
| <b>New EEO Officer Training</b>       | 1 |

**LOOKING TO THE FUTURE:**

- Work to improve systems to ensure State department, agency, college, and university investigations are completed within 180 days or less.
- Oversee the implementation of the SAME Program.



- Continue to collaborate and share information on the launch of SAME Program with key stakeholders in the community.
- Prepare and publish quarterly and biannual reports on the progression of the SAME Program.
- Increase awareness of the New Jersey State Employee Survey of Persons with Disabilities.
- Monitor the EEO Alternative Dispute Resolution Program.
- Work with State departments, agencies, colleges, and universities to develop and implement their Workforce Development Plans for minorities, women, individuals with disabilities, and veterans.
- Improve EEO/AA training for employees, managers/supervisors, and senior executive leadership.
- Continue to provide support and guidance to all departments, agencies, colleges, and universities.
- Continue to train new EEO Officers as they onboard into their new leadership roles.

For more information about the Division of Equal Employment Opportunity & Affirmative  
Action:

<https://www.state.nj.us/csc/about/divisions/eo/index.shtml>

# DIVISION OF HUMAN RESOURCE INFORMATION SERVICES

Adeseye Sotimehin, Director



## MISSION:

The **Division of Human Resource Information Services (HRIS)** mission is to provide accurate and efficient human resource information services to our customers with an understanding of the diverse needs of State and local government agencies; and rewards quality, merit, and productivity in a framework that allows civil service jurisdictions the flexibility necessary to manage their workforce, improve productivity, and balance their needs with necessary employee benefits and protections.

## RESPONSIBILITIES:

- To accurately and efficiently deliver human resource information services to all State and Local Appointing Authorities in the Civil Service System within the context of Title 11A, *N.J.A.C. 4A*, and other applicable laws, rules, and statutes.
- To provide services in the areas of employee compensation, employee movement and transfers, local and state personnel records management, human resource information systems administration, organizational design and support, policy development and interpretation, rules compliance, and placement services through the administration of the certification process and determination of certification appeals.

- To develop successful partnerships with our State and Local Government customers by providing solution-oriented consultative services to meet their human resource information needs in a timely manner.
- To ensure the quality and continuity of CSC operations by dedicating resources to the implementation of new systems, supporting existing systems, and training users on various Human Resource Information Systems.

## **ABOUT THE DIVISION:**

The **HRIS** staff is comprised of over 25 professional and technical employees is the contact for various human resource services programs for State and local civil service agencies and jurisdictions. The Division encompasses the following offices and units:

- **Business Systems Unit:** This unit maintains and manages several systems that are integral to the successful implementation of the civil service system, including the Personnel Management Information System (PMIS), County and Municipal Personnel System (CAMPS), Revised Automated Placement System (RAPS), the electronic Cost Accounting and Timekeeping System (eCATS), the Timekeeping and Leave Reporting System (TALRS), and the Classification Support System (CSS). This unit is also responsible for administering the Supplemental Compensation on Retirement (SCOR) program; formulating and maintaining State compensation plans and policies; producing the Compensation Compendium for each Fiscal Year; producing the annual NJ State Government Workforce Profile; formulates and maintaining State time and leave policies; processes Special Project Rate requests; and tracks Temporary Employment Services (TES) usage and process TES exemption requests.
- **Certification Units:** The State and Local certification units respectively, are responsible for the issuance, review, approval, and disposition (recording) of all certifications from open competitive and promotional eligible lists.
- **Personnel Management Information System (PMIS) Unit:** The unit reviews and approves State employee personnel transactions (new hires, promotions, lateral movements, voluntary demotions, leaves of absence, etc.) entered by State appointing authorities into the Personnel Management Information System (PMIS). The PMIS unit maintains the integrity of personnel information stored in the PMIS system. The unit also conducts salary calculations and seniority calculations.
- **County and Municipal Personnel System (CAMPS) Unit:** The unit manages the County and Municipal Personnel System (CAMPS), which allows county and municipal appointing

authorities to securely transmit employee information to the CSC. Local appointing authorities electronically enter and send data relevant to personnel appointments and actions in CAMPS. The system enables faster and improved data exchange, direct control of employee transactions, and instant access to employee data and workforce reports.

- **Intergovernmental Services Unit:** This unit manages several successful programs that assist employees with job placement. The unit is responsible for the Employee Exchange Program, the Intergovernmental Transfer Program (ITP), ITP Vacancy Postings, Rice Bill transfers, and hires via the Alternate Route program. The programs have features that benefit not only the civil service job seeker, but State and Local government agencies searching for qualified as well as experienced applicants.

### **FISCAL YEAR 2023 HIGHLIGHTS:**

- Processed 1744 SCOR applications
- Processed 52 Special Project requests
- Processed 41 TES exemption requests
- Processed over 1,000 TES waivers, conversions and resignations/terminations
- Processed 115 Intergovernmental Transfer (IGT) requests
- Processed 20 AWP Plans
- Processed 3 Flex Time Plans
- Processed 1 Core Hours Work Policy
- Processed 98 Alternate Route regular appointments (RLW) for the original law (through July 17, 2022)
- Processed 950 Alternate Route temporary appointments (TA) for the amended law (beginning on July 18, 2022 to present)
- Processed 321 Alternate Route RLW appointments for the amended law (beginning on July 18, 2022 to present)
- Processed 976 CAMPS transactions for RA4 Rule Appointments, IGTs, and Alternate Route Appointments
- Added 57,104 total transactions to CAMPS
- Added 178,399 total statewide transactions to PMIS
- Processed 532 Open Competitive and 2654 Promotional State Certifications
- Processed 1644 Open Competitive and 2050 Promotional Local Certifications
- FY2021 and FY2022 Workforce Profiles were published online in December 2022
- The FY2023 Workforce Profile draft is being finalized, pending new hire and separation data as of June 30, 2023 in addition to Higher Education's independent authority headcounts

### **LOOKING TO THE FUTURE:**

- Retire the TALRS Timekeeping System and migrate the one remaining TALRS agency (Corrections) and two remaining Juvenile Justice Commission payrolls to eCATS
- Continue with the effort to research the feasibility of updating/replacing PMIS
- Continue to look for opportunities to automate reports for civil service Divisions and Partners so that manual effort can be eliminated or greatly reduced

For more information about the Division of Human Resource Information Services:

<https://www.nj.gov/csc/about/divisions/hris/>

# INFORMATION TECHNOLOGY SERVICES

Sun Kim, Division Director



## MISSION:

**Information Technology Services (ITS)** mission is to provide reliable and secure technology solutions for the CSC with excellent customer service.

## RESPONSIBILITIES:

**ITS** is responsible for information technology-related operations, including network and architecture, new and existing systems and applications, information technology and training, project management, telephone operations, maintenance, and support.

## FISCAL YEAR 2023 HIGHLIGHTS:

- **LEE Prep Course Delivery Platform** – ITS implemented a new website for the Office of Diversity Programs. The website is offering a resource that can help stakeholders prepare for Entry Level Law Enforcement Examination. We also created a Registration page that can provide statistics about the usage of the course and the demographic distribution of stakeholders. It was completed in October 2022.
- **Diversity and Inclusion Database and Application Implementation** - The adoption of *P.L. 2021, c. 234* and *P.L. 2021, c. 236* required the CSC to develop a universal application to collect "Diversity and Inclusion related information" from the candidates of entry-level law enforcement positions. The project went live on September 30, 2022. It has been continuously collecting the required information since then.

- **NJ State Government Public Service Loan Forgiveness Registration Application** – ITS delivered the NJ Portal application that allows State employees to register for their student loan forgiveness program sponsored by the Federal Department of Education.
- **EEO 'State as Model Employer (SAME)' Project** - ITS created the 508-compliant SAME application that is like Online Application System (OAS). The application went live on December 22, 2022. It only lists non-competitive job announcements in the text format. The application processes PDF files for the regular announcement and simultaneously publishes the same job announcement in a text-only format if provided by the agency. The agency senior management held a meeting on January 18, 2023, to discuss expanding job opportunities for applicants with disabilities. The conclusion was to add the URL link of the regular job announcement in the SAME job posting so that applicants could see more job postings. ITS has completed this Change Request and moved to production.
- **Special Reemployment List (SRL)** - Director of HRIS requested to develop an application for the SRL clean-up project. The application provides users with the option to update their contact information and confirm their desire to remain on SRL by checking a box. When the user submits their updated information, it will be stored in the database created by ITS. The application was launched on May 1, 2023.
- **Develop eDPF** – To increase the efficiency of processing unclassified employment (DPF-10), and salary adjustment (DPF-77), ITS has been working on the modernization of interoffice paper mail handling to all electronic processing. The project was launched in June 2023 and has been receiving positive reviews by appointing authorities.
- **Mass email system** - Since the ITS Developers created the mass email tool a few years ago, it has been frequently requested by various division managers for different purposes. As a result, the Mass Email Request Policy was created and shared with all directors and active users of the tool.
- **Support and upgrade the state-wide ePAR system** - ITS works with Microsoft to support user issues and manage all change requests. The current SharePoint (SP) 2013 production platform has not been upgraded since it went live in 2014 and will be out of the supporting cycle soon. Microsoft provided the SOW with the newer version of SP 2016 that includes the ePAR application integration. The project was kicked off in January 2023 and completed on June 27, 2023.
- **Daily support for CSC production applications** – ITS developed more than forty applications to meet the CSC business needs. ITS constantly monitors them and provides timely support for 100% uptime.

- **Remote access and laptops for staff for WFH pilot** – COVID created a serious challenge for ITS by creating the need for staff to work from home. This continued when the WFH pilot initiative started in July 2022. All WFH-approved staff needed remote access to onsite resources. ITS purchased additional laptop hardware and GoToMyPC licenses for the additional demand. OIT/OHSP required security software installed on all laptops shortly before the pilot began. This mandate required every currently assigned laptop be swapped with a replacement containing the updates. We currently have over two hundred staff members connecting remotely to CSC resources.
- **Remote support continued** – Related to the above bullet, staff is working remotely with most staff accessing CSC resources onsite. This significantly increased Helpdesk support tasks and responsibilities. It is a result of having to maintain the onsite hardware for GoToMyPC/VPN access, as well as the laptops and smartphones that we issued to staff. We do our best to troubleshoot support requests using Teams and phone calls.
- **Wi-Fi migration to OIT management system** - OIT migrated our Wi-Fi management system to the OIT system May 2023. This will provide tighter security on our Wi-Fi and allow Domain and Guest access using their managed web filter.

#### **FY 2023 ITS QUANTITATIVE REPORT:**

| <b>Platform and Application Category</b>                                | <b>Completed<br/>July 1, 2022 – June 30,<br/>2023</b> |
|---|---|
| Password resets/web update requests (minor)                             | 4,573   |
| PC client and software support (minor)                                  | 14,189  |
| Infrastructure/security requests (major)                                | 3,748   |
| Web application enhancement requests (major)                            | 251   |
| Database administration/update (major)                                  | 613   |
| Change Requests/management (long term)                                  | 32  |
| Project requests (long term)  | 10  |
| <b>EDITS (Electronic Document Imaging and Tracking System) Category</b> |   |
| State employee documents (pages scanned)                                | 85,268  |
| Local employee documents (pages scanned)                                | 25,480  |
| Title (pages scanned)   | 11,633  |
| Certs (pages scanned)   | 25,461  |
| <b>Agency Services Scanning</b>   | <b>42487</b>  |

#### **LOOKING TO THE FUTURE:**

- **Employee Advisory Services (EAS)** has initiated a Document Imaging project using the KnowledgeLake Cloud Application. EAS estimated 10,000 hard copies of documents to be scanned and converted to digital files for future reference.



- **Redesign and upgrade the existing OAS to OAS with Profile functions** – The current OAS application has been in production since 2011, which did not include reusable applicant profiles. The latest version of the OAS will have Profile functions, which include all application history, applicant’s bio-information, and their supporting documents. ITS development team completed the OAS User Profile application in March 2023. Users have been testing the application and should provide their feedback by May 2023. ITS is reviewing the feedback and will have meetings with users to discuss the possible modification.
- **Convert legacy Access Database (DB) applications to web applications with SQL DB** – Some divisions in CSC use legacy Access DB applications (Certified Public Manager Program (CPM) reports, and CPM Tracking System) for their daily tasks, which is inefficient, and difficult to support.
- **Computer Upgrades** - ITS began ordering PCs and monitors for CSC staff. To begin this upgrade, we must complete the upgrade of our imaging server, which should be completed by June 2023. We plan to begin upgrades shortly afterward. Project results – provide updated computer hardware to all CSC staff.
- **Server upgrade project/migration to OIT Enterprise Server environment** – Our backend server upgrades were put on hold during the pandemic. This is now at a critical stage since the server operating systems reached end-of-life in October 2023. ITS worked with OIT to have all server operating systems updated and migrate a majority to the OIT Enterprise Virtual Server Environment by mid-2023. Migrating to the Enterprise Server environment is an EO225 mandate.
- **Server room UPS upgrade** - Our server room UPS has not been upgraded since it was installed 18 years ago. APC recommends full replacement. We had an onsite visit from the vendor and are working with them to provide a final quote. We expected this to be completed in early 2022. However, parts shortages pushed this project to completion mid-2023. Project results - The new UPS will replace the current system allowing us to maintain temporary electrical power to our critical network and server infrastructure.
- **Exam scanning system upgrade** - The equipment used for scoring is outdated (15 years). ITS/EDITS received a preliminary proposal from the vendor NCS with quotes for the upgraded hardware, software, and user exit templates. The template update requires the Exam unit staff to work with the vendor to finalize the quotes. We must re-engage with the vendor in coordination with the business unit to move this project forward. We hope to revisit this with the Exam Unit in FY24.

## OFFICE OF DIVERSITY PROGRAMS

Dr. Charlie Williams, Executive Director



### MISSION:

The **Office of Diversity Programs' (ODP)** mission and goals have been accomplished through the following:

1. Regular participation in career and job fair programs
2. Hosting employment job information sessions
3. Convening and directing the CSC Diversity Council
4. Facilitating and supporting DEI guidance/policy development and implementation
5. Implementation of diversity in law enforcement initiatives

### RESPONSIBILITIES:

**ODP** is responsible for developing and implementing strategies to support and facilitate diversity, equity, and inclusion (DEI) for the State's civil service workforce. By working with state agencies, departments, and local jurisdictions, ODP actively engages its stakeholders to increase DEI so that every employee, and prospective employee feels valued and respected. The ODP reinforces CSC's commitment to creating a more equitable workforce that values the differences of all employees, and prospective employees. Our workforce contributes to our shared values and goals.

ODP hosts numerous outreach events, training, and professional development programs, along with targeted initiatives focused on cultivating DEI for New Jersey's civil service workforce. The following represents some examples of our programming activities, initiatives, and events.

## **FISCAL YEAR 2023 HIGHLIGHTS:**

- ODP is excited about the creation and implementation of CSC inaugural Law Enforcement Mentoring Program in which over 200 Mentees and 30 Mentors participated in this important initiative.
- ODP's active NJ public employment awareness and outreach efforts were culminated by our June 2023 State Job Fair where over 2,200 job seekers registered, and our three regional Diversity in Law Enforcement Forums held in Northern, Central, and Southern New Jersey

### **Entry-Level Law Enforcement Examination Preparatory Course**

The free preparatory course is designed to assist applicants in preparing for the entry-level law examination. Also, the course offers resources which includes an exercise and fitness training module, and guidelines to reduce potential barriers to success.

As of June 20, 2023, over 3500 individuals have initiated the registration process for enrollment in CSC's law enforcement preparatory course.

The demographic respondent statistics highlight a very diverse pool of registrants for the preparatory course. The diversity profile data is represented by the following:

- Asian, Black/African American, and Hispanic Latino - 82%
- Female - 45%
- Male - 55%
- Reported Income Between \$0 and \$45K - 73%

The registration to date represents a very diverse demographic and low-income economic pool which is consistent with the intent of the legislation. Equally notable is the gender representation of female respondents is nearly 50%. Data from the racial composition analysis report revealed that female representation in law enforcement jurisdictions was 11.67%.

### **LOOKING TO THE FUTURE:**

- Based on the past experiences and successes of our public employment awareness and outreach efforts and specific law enforcement career programs. ODP anticipates refining and expanding our efforts in these two areas as a primary focus for the coming year.

For more information about the Office of Diversity Programs:

<https://www.nj.gov/csc/about/divisions/diversity/>

# OFFICE OF THE EXECUTIVE OMBUDSPERSON

Holly Foster, Director



## MISSION:

The **Office of the Executive Ombudsman (OEO)** was created in January of 2023, and acts as a centralized resource for Appointing Authorities and external stakeholders to obtain information and assistance concerning processes and procedures involving the CSC. In addition, the office works with CSC's internal divisions and offices to enhance responsiveness and introduce efficiencies to Appointing Authorities across state departments and local municipalities.

## RESPONSIBILITIES:

**OEO** serves as a conduit to help state and local agencies navigate a variety of matters that do not necessarily touch upon CSC's policies and practices, especially **N.J.S.A. 11A** and **N.J.A.C. Title 4A**. Through regular on-site visits, OEO strives to establish trust and create meaningful opportunities for state and local governments to work collaboratively. Staff assists state and local Appointing Authorities to address human resource needs, identify proper state government resources, and solve problems that directly impact the operations of state and local agencies.

## FISCAL YEAR 2023 HIGHLIGHTS:

- Coordinated on-site visits with civil service Customer Service Representatives for 22 State, Local, and Municipal Appointing Authority locations.

- Created the **60/30 Workshop**, a program in which subject matter experts interact with CSC's employees to encourage the development of informed, well-rounded employees, and to also foster community within the civil service workforce.
- Reviewed 70 Eligibility List packages, aiding in the hiring or promotion of 33 additional state or local employees.

### **LOOKING TO THE FUTURE:**

- Create and facilitate Advisory Boards for Local, School, and Library jurisdictions.
- Facilitate one-on-one guidance for Appointing Authorities and their staff.
- Produce targeted guidance materials for Appointing Authorities based on data gathered during on-site visits across the state.



*After working in other New Jersey State departments for 14 years, I was excited to accept an offer to join the Civil Service Commission community. My transition has been enjoyable, as I have found that CSC staff genuinely enjoy their jobs and are always willing to explain the various roles and functions they perform on a daily basis. It's a pleasure to work with such a professional and diverse staff, and I hope to spend the rest of my State career working at CSC.*

**Christina Taborell**, Office of the Executive Ombudsperson

## OMBUD'S OUTREACH FY 2023

Jurisdictions visited and events attended by the New Jersey Civil Service Commission's *Office of the Executive Ombudsperson* in FY 2023.

- Atlantic City
- Burlington City
- Burlington County
- Burlington County Board of Social Services
- Burlington County Library
- Clark Township
- Clark Public Library
- Elizabeth Public Library
- Ewing Township
- City of Linden
- Linden Board of Health
- Township of Monroe
- Newark Board of Education
- NJ Motor Vehicle Commission
- NJAC Convention
- NJ State FOP Mini Convention
- NJSPBA Mini Convention
- NJ Dept. of Human Services
- NJ Dept. of Labor & Workforce Development
- NJ Dept. of Military and Veterans Affairs
- Pennsauken Library
- PFANJ Leadership & Educational Conference
- Plainfield Municipal
- City of Rahway
- Borough of Roselle
- Borough of Seaside Heights
- Township of Scotch Plains
- Trenton Public Library
- Township of Monroe
- Union Public Library

## OFFICE OF COMMUNITY OUTREACH AND EMPLOYEE ENGAGEMENT

Jocelyne Timmons, Manager



### MISSION:

The **Office of Community Outreach and Employee Engagement** provides oversight and direction to CSC's public and internal communication networks while ensuring the organization delivers timely and appropriate responses to its constituents. Additionally, the Office fosters engagement among CSC's employees as it pertains to programming, ceremonies, celebrations, professional development, equal employment opportunity, and ethics.

### RESPONSIBILITIES:

The **Office of Community Outreach and Employee Engagement** was created on December 1, 2022. This office is managed by the EEO/Ethics Liaison Officer and includes the Legislative Affairs and OPRA Custodian, the Communications Manager, and the Chief of Staff's Constituent Relations Coordinator.

The office provides external relations through various outreach public affairs liaising with community stakeholders such as the Human Resources Advisory Board, the Police Advisory Board, the Fire Advisory Board, the Residential Housing Management Board, the National Association of State Personnel Executives, and IMPA-HR.

The office is responsible for planning, initiating, and executing programs and special projects, as they relate to community and employee engagement such as the Preparing and Challenging Employees (PACE) Mentoring Program, Summer Internship program, New Jersey's annual Statewide Public Employees Recognition Day Awards Ceremony, CSC's internal employee activities and events, employee suggestion box, team building workshops, holiday, and cultural celebrations, etc.



The **Legislative Affairs and OPRA Custodian** is responsible for handling legislative duties for CSC including bill tracking, legislative responses to elected officials, and fulfilling OPRA requests inquiries.

The **Communications Manager** is responsible for overseeing the main website and social media channels, reviewing content and design of the CSC's official print publications, the release of news, and media relations. The Communications Manager also provides support to the Chair/CEO at external events and speaking engagements.

The **Constituent Relations Coordinator** is responsible for answering all inquiries from our constituents, the Governor's Office, and legislators.

The **Equal Employment Opportunity (EEO) Officer** is responsible for investigating any discrimination complaints filed by CSC employees; and assists with the collection of data and preparation of administrative reports to support the EEO program.

The **Ethics Liaison Officer** is responsible for reviewing and approving employees' ethics forms and attending quarterly State Ethics Commission meetings to keep CSC employees abreast of any updated information.

#### **FISCAL YEAR 2023 HIGHLIGHTS:**

- Revamped the New Jersey State Employee Discount Program, its webpage, and updated all Agency Discount Liaisons to better organize and serve New Jersey's state employees discounts.
- In May 2023, employees in the executive branch of the State government were honored for their commitment to public service. New Jersey joined other states across the nation in celebrating Public Service Recognition Week (PSRW), held from May 8-12, 2023. Throughout the week, each department/agency held events honoring their employees, culminating with the State Employee Recognition Day Awards Ceremony held on May 11, 2023, at the Trenton War Memorial. During the awards ceremony, the CSC recognized over 200 state employees who were nominated by their department and agency supervisors and peers in five award categories: Innovation and Efficiency; Leadership/Professional Achievement; NJ Award of Heroism; Governor's Team of Excellence Award; and Community Service Award.
- Created CSC Publications – *The Reporter*, *The CSC Chronicles* Internal Employee Newsletter, Daily News Clips, and various Press Releases.
- Managed and monitored all CSC's social media platforms.

### LOOKING TO THE FUTURE:

- Re-establish the Preparing and Challenging Employees (PACE) Mentoring Program in Fall 2024, which experienced supervisors and managers assist other employees in developing skills and knowledge that will enhance their personal and professional growth thereby giving them the potential to advance to higher level positions. Participation is voluntary and open to all CSC employees to become mentors and mentees.
- Implement Heritage Events to celebrate nationally recognized heritage months, e.g., Black History Month (February), Women’s History Month (March), Asian/Pacific Islander American Heritage Month (May), LGBTQ Pride Month (June), Hispanic Month (mid-September to mid-October), National Disability Employment Awareness Month (October), and Native American Heritage Month (November). During these celebrations we will recognize and acknowledge the contributions of these groups to our American culture and society.
- Organize a CSC Cultural Appreciation or Diversity Day in June 2024 that will give our employees the opportunity to showcase their cultural backgrounds through display boards, activities, and food. This event will be open to employees who would like to voluntarily contribute something that reflects their culture (artifacts, posters, food, music, etc.) that their co-workers can learn from.

## DIVISION OF TEST DEVELOPMENT, ANALYTICS, AND ADMINISTRATION

Ryan Reinert, Director



### MISSION:

The **Division of Test Development, Analytics and Administration's (TDAA)** mission is to design and administer valid and objective testing instruments that ensure an equitable process for all candidates in order to provide appointing authorities with lists of qualified candidates.

### RESPONSIBILITIES:

**TDAA** develops and administers written, oral, essay, and performance examinations for civil service agencies (40 state and 475 local municipal jurisdictions).

TDAA is charged with three main areas of responsibility: testing, administration, and scoring. There are three teams responsible for developing general exams, three teams responsible for developing public safety exams, one team responsible for administering exams, and one team responsible for scoring exams and issuing eligible lists. The three General Testing test development units are each led by a Test Development Specialist 4 who supervises the work of each of their three Test Development Specialists (TDS). The General Testing units are under the leadership of TDAA Deputy Director Danielle Jones. The three Public Safety test development units (Police, Fire, and Custody & Investigation) are each led by a Test Development Specialist 4 who supervises the work of each of their three TDSs. The Public Safety units are under the leadership of Manager, Rich Toth.

These six test development units are responsible for developing valid, reliable exam instruments for all of New Jersey's approximately 3,700 competitive titles. A job analysis determines the tasks performed and the knowledge, skills, and abilities required to perform the job. The results of the job analysis are used to formulate a test plan which determines the content of the examination. Subject matter experts (those with in-depth knowledge of the job) are frequently asked to assist in the process of job analysis and, along with the TDS, create test content. After the test is administered, the results are statistically analyzed, and a pass point is set. This is performed in accordance with the United States EEOC Uniform Guidelines on Employee Selection Procedures and the New Jersey Merit System, ensuring the results are valid and fair to all protected groups.

The Test Administration unit is headed by a Human Resource Consultant 5 who supervises the work of one Human Resource Consultant and two Technical Assistants. The Test Scoring unit consists of an Administrative Analyst, Information Systems, and a Technical Assistant. These units are under the leadership of the Manager of Test Administration and Scoring, Ricardo Patiño.

The Test Administration unit is responsible for administering the exams developed by the six test development units. This involves scheduling candidates to take the exams, scheduling staff to administer the exams, and ensuring test materials are delivered to the Treasury print shop for printing. Printed materials are then organized and packed for exam administration. Once a test has been administered, Test Administration is responsible for unpacking the exam materials and sending the answer sheets to CSC's Information Technology Systems division for scanning. Statistical reports are generated and distributed to test development units for analysis.

Once a test development unit completes its analysis of an exam's metrics and submits a pass point, the Test Scoring unit is responsible for uploading the scores into the EXAM mainframe system. Once the scores have been uploaded, eligibility lists are produced, and candidates are sent notification cards with their test results. The Test Scoring unit is also responsible for candidate record actions, which correct and update eligibility lists.

#### **FISCAL YEAR 2023 HIGHLIGHTS:**

- The entry-level Law Enforcement Examination (LEE) was announced in March 2023, with over 5,400 applicants. The LEE was administered in July 2023.
- The entry-level firefighter exam was announced and administered to approximately 11,000 candidates. Lists were issued which contained approximately 7,300 candidates, with the resumption of the PPT taking place.

- General Testing and Public Safety staff have been working diligently on backlogged titles.
- Between the March and June 2023 EIA Engineering cycles, test development staff has worked with 51 SMEs from DOT to develop roughly 520 technical items.
- Test development staff has begun testing on-site for the Cottage Training series and has successfully administered an exam in April and has scheduled another on-site exam for this series later this summer. This has led to the development of 23 exams, almost 200 new items, and 77 items written by SMEs, and has greatly reduced the number of backlogged symbols.
- An updated job analysis project was completed for the County Correctional Police Sergeant, Lieutenant, and Captain titles.

### Notable Numbers in FY 2023:

|  |        |
|--|--------|
| <b>Total number of examination administrations:</b>              | 68     |
| <b>Total number of bilingual exam administrations:</b>           | 23     |
| <b>Total number of applications uploaded in the EXAM system:</b> | 77,327 |
| <b>Total number of candidates scheduled:</b>                     | 26,444 |
| <b>Total number of candidates tested:</b>                        | 18,494 |
| <b>Total number of bilingual candidates scheduled:</b>           | 437    |
| <b>Total number of bilingual candidates tested:</b>              | 302    |
| <b>Eligible lists issued:</b>                                    | 4,391  |

### LOOKING TO THE FUTURE:

- Administer the 2023 next entry-level Law Enforcement Examination (LEE) in July 2023.
- Issue 2023 LEE lists in Fall 2023.
- Conduct a new job analysis for the entry-level law enforcement titles in Fall 2023.
- Develop a proposal to begin the process of developing a replacement for the current EXAM system.
- Conduct a “stress test” of computer-administered exams from July 2023-December 2023 and analyze the results.
- Pending the results of the stress test, conduct research on a new computer exam administration platform and item bank.
- Conduct exam development training for test development personnel.
- Reorganize work control sheets to better match unit workload assignments.
- Review and revise the current test review policy to better reflect and incorporate computer exam administrations.

For more information about the Division of Test Development, Analytics, and Administration:

<https://www.nj.gov/csc/about/divisions/selection/>

# EMPLOYEE SPOTLIGHT

Division of Test Development, Analytics, and Administration

## What is your name and title?

**Kim Pryor / Test Development Specialist 1**

## What do you love about your job?

*"I love the research and being able to take a deep dive into the various job titles. It gives me a greater appreciation of people's work and the impact each job has as a whole, and I learn so much in the process. This job allows me to be very creative and gives me the freedom to discover and find ways to achieve my goals. Of course, my co-workers are another reason that I love this job."*

## Why should people work in State/Local Government?

*"It's fulfilling work, and it feels good to be a part of something that makes a widespread positive impact in the community. There is a definite sense of purpose and camaraderie working here. There are plenty of opportunities for advancement or to move on to other areas, if one chooses. Government work has always been good to me. I worked for local government for many years, and I was hesitant, especially as a (very slightly) older worker, to go with the State and try something completely new. It was scary, but it was the best move I ever made. I don't feel stagnant. I have opportunities and plenty of room for growth, the benefits are excellent, there is recognition, I get to work with fantastic people, I'm always learning, and the work has meaning and results that contribute. Regardless of age or experience, there is always something for everyone to work in State/Local Government, and it doesn't hurt to give it a chance."*

## Can you share a memorable experience?

*"I started this job one month before the pandemic lockdown. Everything was chaotic, and I worried about how I would learn or even be kept as a trainee. Not once did I feel alone or without guidance. I was impressed with how well everyone managed and got together to work and still accomplish what we could do. I had a lot of interaction and training remotely that helped immensely when we finally got back into the office. The most memorable experience for me was when we finally started doing testing in the basement during the day. This was where I really got to see TDAA in true action, how well everyone works together, and our purpose. This is where I got to really know my co-workers, the candidate population, and how I gained insight into how all the various units within our department function and work together. As stressful as they can be, by doing these exams, I knew I was truly in the right place and thrilled to be a part of it."*



## **CHAIR AND CHIEF EXECUTIVE OFFICER BIOGRAPHY**

Allison Chris Myers was confirmed by the Senate as Chair & Chief Executive Officer of the New Jersey Civil Service Commission on June 20, 2023, after serving as Acting Chair/CEO since January 1, 2023.

Drawing on over 31 years of professional experience, Chairwoman Myers provides an array of knowledge in administrative law, human resources, appeals, and regulatory affairs. Chairwoman Myers began her professional journey as a Reserve Personnel Coordinator for the United States Navy, in San Diego, CA, where she processed payroll for US Navy Reservists and performed technical and administrative work for legal case filings. After 4 years of military service, Chairwoman Myers held positions in marketing and sales over the next eight years.

In 2001, Chairwoman Myers began her career at the New Jersey Civil Service Commission as a Personnel and Labor Analyst Trainee, eventually becoming the Director of the Division of Appeals and Regulatory Affairs (DARA) within the Civil Service Commission in 2017. In this role, she supervised the legal liaison function of DARA, responded to inquiries pertaining to civil service regulatory matters, and oversaw the management and daily activities of the Division. In July 2022, Chairwoman Myers became the Deputy Chair/CEO of the New Jersey Civil Service Commission, where she assisted the Chairwoman/CEO in the administration of the agency's programs, liaised with the Governor's Office, and directed the implementation of financial and statistical reports in support of the Agency.

Chairwoman Myers received the professional achievement award in 2009 in recognition of her work developing and implementing the Civil Service Index, a comprehensive digest of cases decided by the former merit system board and the New Jersey Civil Service Commission.

In her free time, Chairwoman Myers enjoys vegetable gardening, reading, and playing Scrabble with her spouse, Lori. Chairwoman Myers earned her Associate of Arts in Business Administration from Cumberland County College, Bachelor of Arts in Labor Studies from Rutgers College New Brunswick, and her Juris Doctorate from Rutgers School of Law. In addition, Chairwoman Myers was admitted to the New Jersey Bar in 2000.



## EXECUTIVE TEAM

**Allison Chris Myers**, Chair & Chief Executive Officer

**Joseph Greer, Esq.**, Chief of Staff

**Kelly Glenn**, Chief Executive Director, Division of Administrative and Employee Services

## SENIOR LEADERSHIP TEAM

**Scott Nance, Director**

Division of Agency Services

**Nicholas Angiulo, Director**

Division of Appeals & Regulatory Affairs

**Jocelynn Timmons, Manager**

Office of Community Outreach and Employee Engagement

**Charlie Williams, Ph.D., Executive Director**

Office of Diversity Programs

**Jillian Hendricks, Director**

Division of Equal Employment Opportunities and Affirmative Action

**Adeseye Sotimehin, Director**

Division of Human Resource Information Systems

**Beverly Hamilton, Manager**

Human Resources

**Sun Kim, Director**

Information Technology Services

**Steven Beke**

Chief Fiscal Officer

**LaVida Stalsworth, Director**

Center for Learning and Improving Performance



**Shelby Pettis, Director**  
Employee Advisory Service

**Valentine Frank, Supervisor**  
Facilities and Support Services

**Rose-Clair Dunbar**  
Executive Assistant to the Chair/CEO

**Holly Foster, Director**  
Office of the Executive Ombudsperson

**Randy Belin**  
Legislative Liaison

**Alyssa Johnson Mims**  
Communications Manager

**Carolyn Kaiser**  
Assistant to the Chair/CEO



## CSC'S FY 2023 ACCOMPLISHMENTS

### Expanded Job Opportunities in the State of New Jersey

Alongside Governor Phil Murphy, New Jersey Civil Service Commission Chair/CEO, Allison Chris Myers, signed Executive Order No. 327 which expands job opportunities for New Jerseyans by prioritizing skills and work experience over college degree requirements for certain State employment opportunities. This Order directs CSC to identify the job classifications that require college degrees and determine which are appropriate to revise in the State's classification plan, prioritizing the practical skills and experiences needed to effectively serve the public over strict educational requirements.

This executive order will open the door to family-sustaining, high-paying jobs, with salaries that can top \$120,000 a year, for the hundreds of applicants who are rejected or dissuaded from applying each year to the State's open employment opportunities due to educational requirements. The Executive Order will open employment opportunities for a wide breadth of jobs offered by the State.

**Read more about Executive Order No. 327:**

<https://www.nj.gov/governor/news/news/562023/approved/20230410a.shtml>

### Implemented Program to Attract People with Disabilities to the Civil Service Workforce

The Civil Service Commission's Division of Equal Employment Opportunity & Affirmative Action (Division of EEO/AA) was charged with developing and implementing the State As a Model Employer of People with Disabilities (SAME) Program in collaboration with: the Department of Labor & Workforce Development's Division of Vocational Rehabilitation Services, the Department of Human Service's Division of Developmental Disabilities, Commission for the Blind & Visually Impaired, Division of Mental Health & Addiction Services, the Division of the Deaf & Hard of Hearing, and other stakeholders which include community providers who administer supported employment services to persons with significant disabilities.

As New Jersey's largest employer, the State should promote awareness of those with disabilities as a valued employee resource, as well as work to attract, engage and retain people with disabilities in the State workforce. The State's current workforce is comprised of 1.78% of employees who have self-identified as a person with disabilities.

**Read more about the SAME Program here:**

<https://nj.gov/csc/same/overview/index.shtml>

### Extended the Model Telework Pilot Program

The New Jersey Civil Service Commission approved a motion to extend the Model Telework Pilot Program for New Jersey State employees until June 30, 2024. The program has been designed to help the State of New Jersey remain competitive with the private sector and attract top talent by continuing to provide flexibility for State employees while maintaining essential services and responding to the needs of constituents.

The Model Telework Pilot Program was approved and established by the CSC in April of 2022 and offered the option for State employees to work from home. To date, all accounts of the Model Telework Pilot Program have been positive, demonstrating that the State workforce can effectively complete work-related tasks at home, with many divisions throughout the State seeing increased employee productivity after the implementation of the program.

**Read more about the Model Telework Pilot Program here:**

<https://www.nj.gov/governor/news/news/562023/20230608a.shtml>

### **Sponsored and Hosted a Successful Statewide Job Fair**

CSC hosted a Statewide Job Fair on Wednesday, June 14, 2023, at the Mercer County Community College Fitness Center. Approximately 45 state departments, agencies, colleges, and universities were in attendance to promote their missions, explain their organization's responsibilities, highlight open job positions, promote opportunities for career advancement, and more. Over 2,000 job seekers registered and were present at the job fair.

### **Implemented a Pilot Program to Promote Computer-Based Civil Service Testing**

CSC's Division of Test Development, Analytics, and Administration implemented a pilot program to increase the use of computer-based civil service testing in July. This program will enhance the exam delivery experience for candidates, as they will be able to view the test questions on the computer screen and point-and-click to select their answers. Candidates can also easily navigate the program by maneuvering forward and backward throughout the exam, marking questions to review, and accessing an on-screen calculator if necessary.





## **FOLLOW CSC ON SOCIAL MEDIA**

**Facebook:**

<https://www.facebook.com/NJCivilServiceCommission>

**Instagram:**

@njcivilservice

**X (Formerly Twitter):**

@NJCivilService

**LinkedIn:**

New Jersey Civil Service Commission

<https://www.linkedin.com/company/nj-civil-service-commission>

**YouTube:**

<https://www.youtube.com/@njcivilservicecommission>