

State of New York Career Mobility Office



Report of Programs and Services 2003-2007

Nancy Groenwegen
Commissioner



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A. New York State's Career Mobility Office

The mission of the Career Mobility Office (CMO) is to promote a comprehensive and coordinated range of career development and workforce deployment services to New York State agencies and their employees, and to enhance the workforce mobility opportunities within the context of State agencies' current and anticipated operational needs.



As represented in the CMO's logo, at left, the CMO provides direction and guidance in addition to a supportive hand.

One of CMO's best-known accomplishments is the development of the Glossary of Titles Inquiry Tool (GOT-IT), an online resource tool that provides users the ability to search for information pertaining to State titles.

The CMO Advisory Group provides advice on the development and implementation of career mobility strategies, programs and services to support State employees. Policy direction and program administration are provided by the Governor's Office of Employee Relations and the Department of Civil Service.

The CMO is funded by the negotiated agreements between New York State and the Civil Service Employees Association (CSEA) and the Public Employees Federation (PEF). In-kind funding is provided by the Department of Civil Service.

Information provided in this report covers the period from April 1, 2003 through March 31, 2007. The programs and services highlighted in this report are a reflection of the CMO's mission and goals that focus on continuity of employment, career tools, resources and career mobility services (see Appendixes A and B).

"I wanted to personally write to you to thank you for the excellent job you did for the employee. She certainly would not have received her reinstatement without your intervention..."

*– Deputy Director
CSEA*



B. Reemployment Assistance

The CMO plays a critical role when employees are faced with significant changes in their employment circumstances resulting from agency mergers, relocations, restructuring or downsizing. The specific types of reemployment-related situations that trigger the CMO's involvement are described in Appendix C of this report. The CMO provides ongoing training, resource materials and assistance to both agencies and employees. For the impacted employees, the CMO provides information and assistance based on each employee's State employment history. Staff from the CMO personally meet with employees who are being affected to explain their reemployment rights and to discuss possible placement options. They actively research opportunities in other agencies and contact employees directly in order to accomplish employee placement as soon as possible. Staff regularly check waiver requests to see if any agencies have submitted requests for positions for which impacted employees would be eligible. If so, the CMO reaches out to the Division of Budget on behalf of an agency that agrees to hire the affected employee.

*"I've spoken to so many very informative and helpful persons in your charge it is impossible to thank them all for their tireless work in getting me back into state service."
– State Employee*

The CMO also provides training, resource materials and any assistance needed by agency personnel administrators who are faced with reemployment situations. Resource materials developed by the CMO include:

- Employee Guide for Agency Reduction Transfer Lists (ARTL)
- Information for State Employees Affected by Layoff
- Reduction in Force Guidelines
- Employee Guide for Redeployment
- Information on How New York State Jobs are Filled
- Review and explanation of applicable reemployment card(s)
 - ▶ S-295.6 Agency Reduction Transfer List Card
 - ▶ S-295.5 Preferred List/Reemployment Roster Card
 - ▶ S-295.7 Redeployment List Card

In addition, in an effort to make information more available, CMO staff have developed additional reemployment training and resource materials that can be used for a webinar.

From April 1, 2003 to March 31, 2007 the CMO provided reemployment-related assistance to 1,261 employees. The majority of this activity was related to the ARTL Program, which is designed to enhance placement efforts for employees whose jobs are at risk and to keep employees continuously employed. During this period, of the 1,261 employees, a total of 705 employees participated in ARTL. These employees were from 106 facilities and agencies

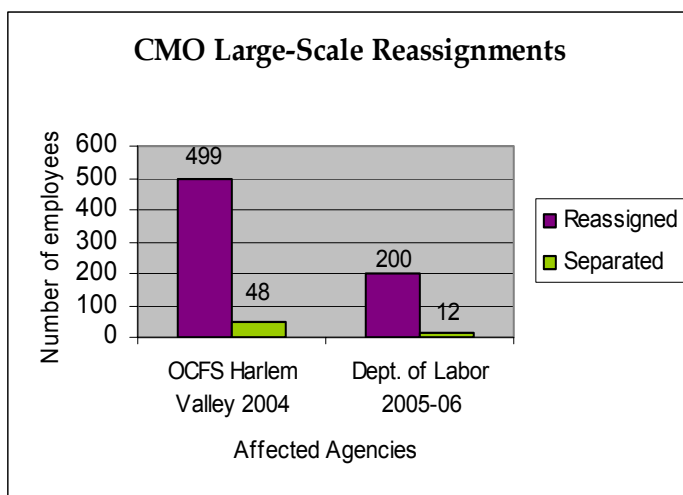


throughout the state (see Appendix D). Out of the 705 employees who participated in ARTL, 185 employees requested to be inactive (needed no further assistance at that time), leaving 520 employees active in the ARTL. Employment offers were extended to 492 of these employees, a 95% placement rate.

Two significant reemployment situations occurred at the Office of Children and Family Services (OCFS) and the Department of Labor (DOL). The CMO staff spent a substantial amount of time providing assistance to employees at these State agencies after both experienced large-scale reassignments.

In 2004, OCFS's Harlem Valley location was closed and the Oatka and Industry facilities were consolidated, affecting the employment of 547 employees. The CMO was able to place the majority of the employees prior to the closure dates so actual separations were minimal. Only 48 employees were actually separated from State service – 16 from Harlem Valley and 32 from Oatka and Industry.

In 2005, 212 employees were impacted when the DOL closed their New York City Unemployment Insurance Telephone Claims Center. Reassignment to Binghamton and Troy was offered to the employees, but the majority of them chose not to accept this offer. Because of the CMO efforts, a total of 200 employees were reassigned to other agencies and only 12 employees left State service.





C. Glossary of Titles Inquiry Tool (GOT-IT)

In October 2004, the Career Mobility Office developed an Internet-based resource that allows users to learn more about job titles within New York State government. Located on the CMO web site at www.careermobilityoffice.cs.state.ny.us, the Glossary of Titles-Inquiry Tool (GOT-IT) provides a convenient way for employees to obtain information on over 4,000 job titles. GOT-IT has four different search options that allow searching for information by specific title, agency, occupation and geographic area.

“You have an outstanding and well-structured site.

I enjoyed browsing through it.”

– GOT-IT user

Information Available through GOT-IT

Title Information	Career Information	Other Information
Classified Civil Service job titles	Career ladders	Contact information for CMO
Minimum qualifications	Career mobility options	CMO workshops & events
Job descriptions	Merit System information	Submit feedback on the site
Title search by occupation	Criteria for transfer	CMO services
Titles within an agency	Types of transfers	NYS Department of Civil Service
Number of positions for a title	Transfer determinations	StateJobsNY
Classification standards	Resume preparation	Agency vacancy postings
Geographic location of positions	Interviewing tips and sample questions	Governor’s Office of Employee Relations
Jurisdictional class definitions	Occupation information	NYS & CSEA Partnership
Search all competitive class titles	Examination announcements	How to obtain examination and application forms
Search all non-competitive class titles	Agency information	PEF Professional Development
Search all labor class titles	Agency web sites	E-mail notification of upcoming exams
NYS Title and Salary Plan	<i>Orientation to Employment in New York State</i> handbook	State agencies telephone directory

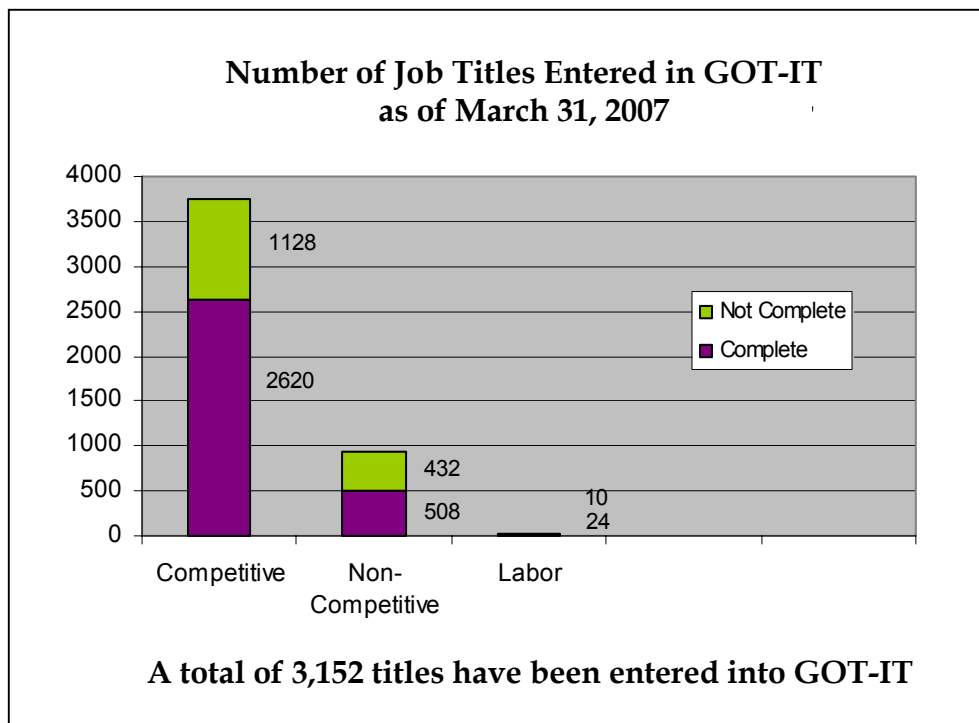
During the development phase of GOT-IT, CMO staff worked on obtaining information on the most populous titles covering the largest percentage of the overall State workforce. Information was obtained from various resources and summarized on data sheets prior to being entered into GOT-IT. In order to ensure the data sheets were accurate, staff from the Department of Civil Service reviewed the data sheets prior to information being entered into GOT-IT. Obtaining data and completion of data sheets is an ongoing process.



GOT-IT continues to be a unique resource that gives employees the ability to access a variety of information regarding State job titles. GOT-IT has been a tremendous success and continues to be used by individuals both in and outside of State service.

The CMO Advisory Group, Personnel Council, employees, personnel administrators and others using the site have provided ongoing ideas and suggestions. In order to help ensure that GOT-IT continues to meet the needs of CMO customers, a link has been provided on the site for feedback, and staff regularly monitor the site. As a result of feedback from users, a jurisdictional search feature has been added to the Title Search so a search can be done by jurisdictional class such as competitive, non-competitive, labor or “all” classes.

As of March 31, 2007, 2,620 titles in the competitive class, 508 non-competitive titles and 24 labor class titles have been entered into GOT-IT, as shown in the graph below.





D. Career Mobility Assistance

The Career Mobility Office provides assistance to New York State employees as well as to State agencies.

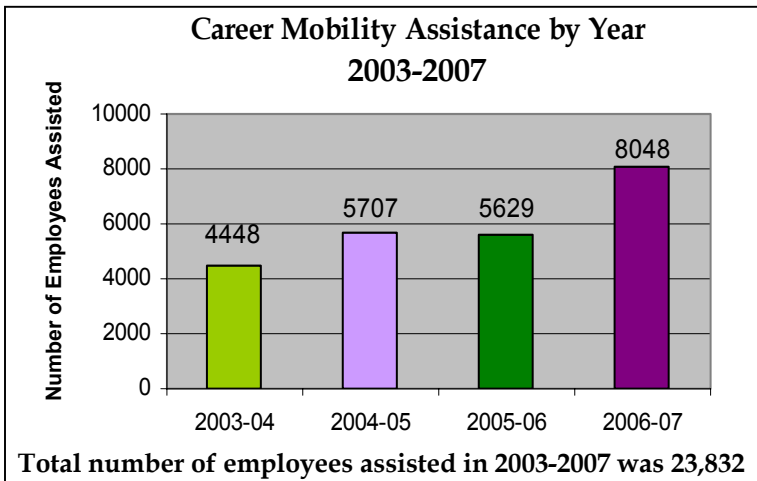
Employee Assistance

The Career Mobility Office provides career tools and resources designed to empower New York State employees to take an active role in their own career development as well as to encourage employee development necessary to help the State meet its workforce needs. The CMO provides career mobility assistance to employees by providing:

- One-on-one career counseling
- Resume preparation
- Interviewing techniques
- Job search assistance
- Transfer information
- Workshops on Understanding the Merit System

“For the first time in 3 years, I actually feel like someone cared and was able to give me not only information but very positive suggestions and steps to help in my career goals.”
 – State Employee

Employees are provided with information to help them identify career goals and resources to help them assess their knowledge, skills and abilities against those required to achieve their goals. For the period April 1, 2003, through March 31, 2007, staff in the Career Mobility Office



provided personalized information and assistance to 23,832 employees. CMO staff reviewed the employment, examination and eligible list histories of each individual employee and addressed their specific needs. The level and extent of services provided varied based on the individual employee’s needs. For example, services provided to employees with disabilities were provided in collaboration with staff from the Workers with Disabilities Program at the New York State Department of Civil Service.

Agency Assistance

The Career Mobility Office also provides assistance to State agencies to help them meet their workforce needs. The majority of services provided to state agencies pertain to reemployment-related services. In addition, the CMO works with agencies to help them address other needs, such as the shortage of nursing staff. For example, in 2003 the CMO and staff from the CSEA Partnership provided assistance to the Office of Mental Retardation and Developmental Disabilities in establishing programs to train existing employees to become Licensed Practical Nurses at Trocaire College for their Western New York staff, and at Wayne County BOCES for their Finger Lakes staff.



E. Workshops and Information Days

CMO staff conducted workshops specifically tailored for State employees and participated in various employee information days.

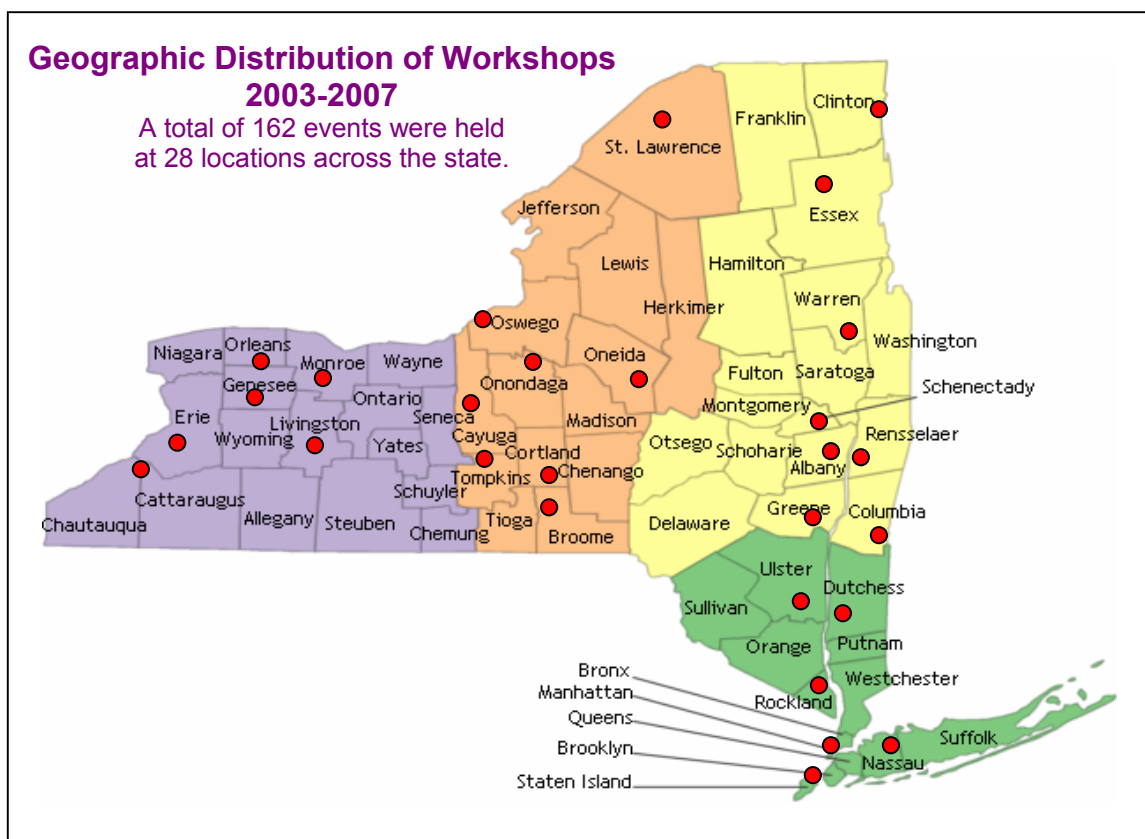
Workshops

From April 1, 2003, through March 31, 2007, 162 workshops were conducted reaching a total of 6,558 State employees in 24 agencies at 28 different locations, as exhibited on the map below. The following workshops were held on a regular basis (see Appendix F for workshop descriptions):

- Understanding the Merit System – 88 workshops
- Resume Preparation – 43 workshops
- Preparing for an Interview – 31 workshops

To ensure that the information provided during the workshops was beneficial, workshop participants were asked to complete evaluation forms. The information collected on the evaluation forms was used to develop additional handouts and revise the presentations used at the workshops. Revisions were also made to the evaluation forms in order to better capture statistical data.

“I wanted to express our thanks for the fine job that these gentlemen did with the presentation. I have heard only positive remarks from the attendees, both about the information presented and delivery of the material.”
 – Director, Division of Personnel





Information Days

In addition to workshops, CMO staff participated in 41 information days that were attended by 6,313 people, including State employees. The following are a few examples:

- Black and Puerto Rican Legislative Caucus
- Somos El Futuro Hispanic Legislative Caucus
- Blacks in Government
- Minorities in Criminal Justice
- Hispanic Heritage Month Program
- Martin Luther King Jr. Job Fair
- Employee Assistance Program (EAP)
- Personnel Council
- Affirmative Action Advisory Council
- PEF Conventions
- CSEA Conventions
- International Public Management Association for Human Resources
- Black History Month Program at Bryant and Stratton College

“On behalf of the Employee Assistance Program, I would like to take this opportunity to thank you for your participation at our 2007 Information Fair! Due to your support, the Information Fair was a tremendous success!”
– EAP Coordinator

At each of the information days, the CMO staff distributed materials describing available services. In addition, at some events the CMO presented information about services that are available on the Internet and provided a demonstration of GOT-IT.



F. CMO Web Site

The Career Mobility Office web site went live on January 1, 2006. Prior to this, requests for information required responses by written correspondence. Although the number of mailings subsequently decreased, the number of e-mails has increased significantly. CMO staff respond to all e-mail inquiries within 48 hours.

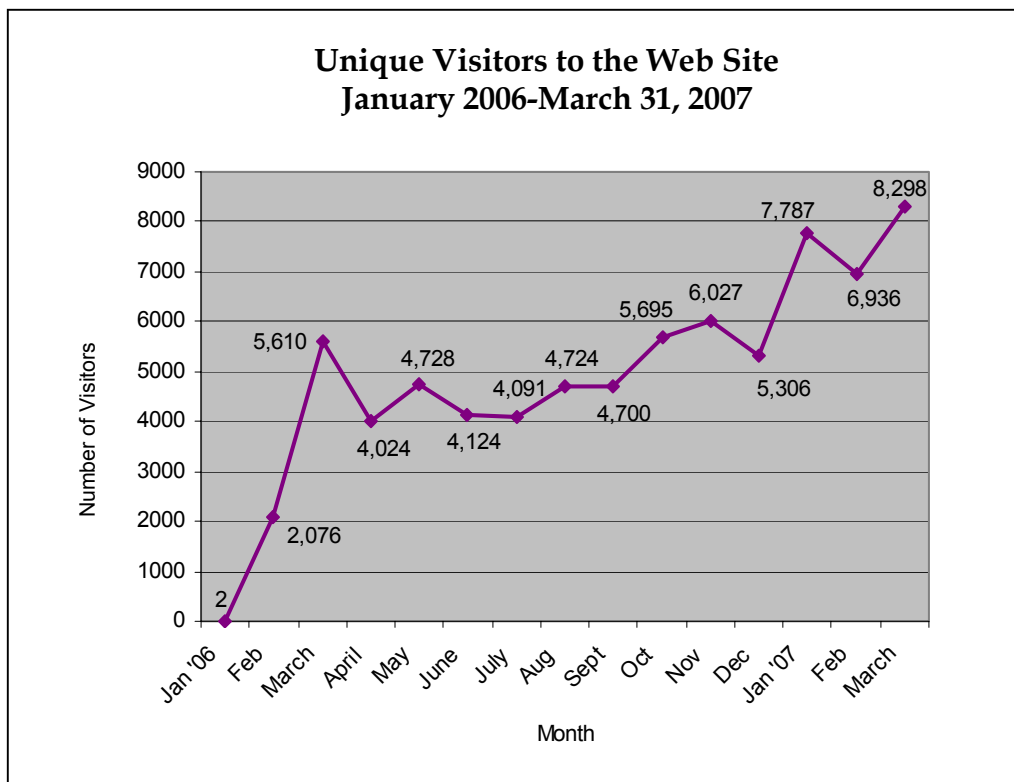
“Thanks very much for all the great info and your exceptionally prompt response to my e-mail. Very appreciated.”

– State Employee

The web site was developed specifically for New York State employees and provides them with information on:

- CMO services
- Merit System
- Resume preparation
- Interviewing
- Related web sites
- Workshop descriptions
- Workshop calendar
- Career planning
- State employment
- Examination information

The number of unique visitors to the web site has increased from January 2006 through March 31, 2007, as shown in the chart below.





G. Resources

The CMO staff is one of the key resources available to New York State employees and State agencies. A list of CMO staff and their responsibilities as of March 31, 2007, is provided in Appendix E.

*"It's great to see all of the individualized and customized services that the CMO provides."
– Advisory Committee Member*

The CMO provides a variety of resource materials to employees to assist in their career development. These materials also promote the CMO by providing phone and fax numbers, e-mail addresses, web site addresses and other CMO contact information. In addition to the CMO web site and GOT-IT, the CMO also utilizes a variety of promotional materials. To ensure that CMO information sheets and materials are easily identifiable, the CMO logo is included on all written materials including the CMO brochure, business cards, canvas bags, information packets, file folders and pencils.

CMO resource materials provide information on topics such as navigating the Civil Service system, transfers, reinstatements, job postings, jobs in demand, examination announcements, how to register to receive e-mail notification of upcoming exams, list of transition exams, agency lists, resume preparation, interviewing, traineeships, workshops held and available videotapes. The following is a list of information packets developed by the CMO and the materials contained in those packets:

Career Mobility Information Packet:

- Who we are
- Workshop descriptions
- CMO web site and GOT-IT flyer
- Useful web site links
- Contact information sheet for employees
- Information to consider before leaving state service



Merit System Information Packet:

- | | |
|---|--|
| <ul style="list-style-type: none"> What is the Merit System? Sample canvass letter Civil Service homepage StateJobsNY homepage Sample cover letter Dynamite Resume Tips Action Words for Resumes Resume Preparation Worksheet | <ul style="list-style-type: none"> Merit System Vocabulary Words and Definitions Information on How NYS Jobs are filled Information for Employees Seeking Transfer Information for Persons Seeking Reinstatement Request for Eligible List Status Change Resume Preparation Information Packet What is the Purpose of a Resume? |
|---|--|



Interviewing Tips and Techniques Information Packet:

- | | |
|--|-------------------------------------|
| Interviewing Tips and Techniques | Dynamite Answers to Tough Questions |
| Questions to Ask During the Interview | How to Fill Out a Job Application |
| Legal and Illegal Pre-employment Questions | After-Interview Checklist |
| Sample thank-you letter | |

The CMO continues to explore other possible service delivery options that will provide maximum benefit to employees and make effective and efficient use of existing resources. For example, staff from the CMO maintain a good working relationship with the New York State Department of Civil Service Outreach Offices, located in Buffalo and New York City. These offices serve as a referral source and provide a link to the CMO for current State employees. A collaborative effort is made to ensure that up-to-date information regarding services and resources is available to State employees in all regions.

*“Your knowledge and advice
have given me a clarity that
I did not have prior to
our meeting.”
– State Employee*

The CMO has started to explore the possibility of partnering with the New York State Department of Labor (DOL) to provide workshops on interviewing and resume preparation specifically for state employees. Currently, DOL provides employment-related services to the general public, and has One Stop Centers located throughout New York State. DOL employs professionally trained counselors at these centers, who perform comprehensive assessments. Although discussions are still in the preliminary stage, the CMO has developed a good rapport with the DOL and has already added links to and from the JobZone portion of their website. These links will provide employees with additional information to help them assess their skills and interests.



H. Future Focus

Additional Resources

- Develop additional informational and training materials for agencies and employees.

Glossary of Titles Inquiry Tool (GOT-IT)

- Develop additional enhancements to improve both the functionality and look of the GOT-IT site, including, but not limited to the following:
 - ▶ Completion of Geographic Search for GOT-IT
 - ▶ Introduction of Version 2.0 of GOT-IT
 - ▶ Continue to enter job titles into GOT-IT
 - ▶ Utilize more links to the NYS Department of Labor's JobZone
 - ▶ Explore the possibility of a Minimum Qualification Search

Expansion of Services

- Develop training videos tailored for State employees
- Expand outreach efforts
- Coordinate activities with the Employee Assistance Program
- Meet with agency personnel administrators to promote CMO services
- Meet with employees at the various State agencies and geographic locations on a regular basis
- Develop a schedule to ensure that workshops are conducted in all geographic areas where State agencies are located, taking into account workforce distribution

Workshops

- Partner with Department of Labor to schedule workshops in the areas of interviewing and resume preparation specifically for state employees
- Conduct workshops during other than "standard business hours"
- Conduct "brown bag" sessions to accommodate a variety of scheduling needs
- Develop additional workshops designed for employees who are looking for information beyond the introductory level



Appendix A Mission and Vision

Mission Statement

The New York State workforce is an extremely valuable resource in an increasingly competitive job market. The Career Mobility Office (CMO), which is staffed by employees of the Department of Civil Service (DCS), capitalizes on the current workforce by enhancing employees' career options as part of the State's broader staffing efforts. With policy direction from the Governor's Office of Employee Relations (GOER) and DCS; programmatic guidance from a labor/management advisory group; and funding support from New York State, the Civil Service Employees Association, Inc. (CSEA), and the Public Employees Federation, AFL-CIO (PEF); the CMO provides targeted efforts to facilitate employment continuity and to enhance career mobility for New York State employees.

Mission

The mission of the New York State Career Mobility Office is to promote a comprehensive and coordinated range of career development and workforce deployment services to New York State agencies and their employees and to enhance the workforce mobility opportunities within the context of State agencies' current and anticipated operational needs.

Vision

The vision for the CMO is:

- ▶ to provide career counseling services linking employees with resources, information, advice and training;
- ▶ to provide creative solutions for workforce deployment; and
- ▶ to be a model for successful labor/management collaboration.

Advisory Group

The CMO Advisory Group provides advice on the development and implementation of career mobility strategies, programs and services to support State employees and State government and ensures the continuing participation of CSEA, PEF and State agencies in shaping programs, products and services that are responsive to the needs of State employees and State government. The Advisory Group consists of ten designated members: one each designated by the President of CSEA, the President of PEF, the Commissioner of Civil Service, the Director of GOER, the GOER Workforce and Organizational Development Unit, the New York State/CSEA Partnership for Education and Training, the New York State/PEF Professional Development Committee, and a few different professional organizations. It meets quarterly.



Appendix B Goals

Goal #1: Keep State employees continuously employed in comparable titles in the face of organizational changes.

Intensive prevention and intervention activities will include:

- Outreach to agencies and staffing sections for early identification of potential workforce changes;
- Collaborative efforts with the relevant labor/management committees to provide continuity of employment and maximize potential placements;
- Research, outreach and advocacy to identify new placements;
- Individual interviews and assessments to identify potential comparable opportunities that, when possible, support personal interests and goals;
- Referral to education, job skill resources and training to maximize employee potential for success in the new position; and
- Counseling and support to reach identified goals.

Goal #2: Provide career tools and resources to State employees that encourage employee development to meet the State's workforce needs.

This will be accomplished through activities such as the following:

- Promote "matching" tools including transfer rosters, rotational job assignments and part-time job listings;
- Develop new and updated career guides and easy-to-use transfer guides;
- Develop and/or update a broad range of video and other "explanation" products;
- Develop online and hard copy listings of "in demand" job titles, including the education and experience required to qualify for examinations and qualifications for transfer to such titles;
- Develop and/or update categorization of New York State jobs that require specific degrees or certification; and
- Develop career ladder information by occupational field.

Goal #3: Provide relevant, customized career counseling services to New York State Employees.

This will include activities such as the following:

- Provide individual counseling and access to workshops for Career Mobility (e.g., identifying job options, assessing skills, conducting a job search, preparing a resume,



Appendix B

interviewing hints and techniques, exploring career ladder and transfer opportunities, making referrals to agencies and inclusion on transfer lists);

- Provide individual information on and access to workshops on the New York State Merit System (e.g., applying for examinations, eligible lists and canvass letters, the voluntary transfer system, types of transfers available, mandatory lists, and information on probation and reinstatement; and
- Provide information on training opportunities (comprehensive data on all labor/management and State agency-sponsored programs) with referrals and linkages to appropriate resources for more information and assistance.

Goal #4: Identify and expand mobility options for the current workforce through outreach, research, analysis and advocacy.

This will include the following activities:

- Outreach to agencies, labor/management committees and staffing sections to identify critical shortages, hard-to-fill positions, skill shortcomings, anticipated recruitment needs and other workforce changes;
- Research and analysis on minimum qualifications, alternative appointment routes, traineeship options and other promotion mechanisms for hard-to-fill jobs;
- Creative, collaborative advocacy with staffing and testing units to develop new mobility approaches such as traineeships and new career ladders, where possible; and
- Creative, collaborative work with labor/management committees and labor/management funded training operations to develop training and other means to support new mobility options.



Appendix C

Number of Employees Affected by Reemployment-Related Situations April 1, 2003 - March 31, 2007

REEMPLOYMENT-RELATED SITUATIONS	CSEA	PEF	M/C	OTHERS	TOTAL
Abolition of Positions Section 80/80A of New York State Civil Service Law pertains to employees who are affected by abolition of positions (commonly referred to as reductions in force [RIF] or layoffs.)	175	27	0	4	206
Refusal of Reassignment across County Lines Section 78 of New York State Civil Service Law establishes the Agency Reduction Transfer List Program (ARTL) for employees who might be affected by abolition of positions the opportunity to transfer to other agencies before layoff. ARTL Program was expanded to include employees who refuse reassignment across county lines.	447	236	20	2	705
Workers Compensation Disability Section 71 of New York State Civil Service Law pertains to permanent employees who are terminated due to Worker's Compensation disability and their agency is not able to reinstate them after they are medically cleared by Employee Health Services (EHS) to return to work.	36	7	0	1	44
Ordinary Disability Section 73 of New York State Civil Service Law pertains to permanent employees who are terminated due to ordinary disability leave and their agency is not able to reinstate them after they are medically cleared by EHS to return to work.	32	8	0	0	40
Return of Incumbent (with hold position) Rule 4.11 of New York State Codes, Rules and Regulations pertains to when a contingent permanent employee is affected by return of incumbent and the employee has a hold position.	41	12	5	8	66
Return of Incumbent (with no hold position) Rule 4.11 of New York State Codes, Rules and Regulations pertains to when a contingent permanent employee is affected by return of incumbent and the employee does not have a hold position.	9	1	0	0	10
Return of Formerly Disabled Person Section 102(C)/Section 507(D) of New York State Retirement and Social Security Law pertain to when a formerly disabled person who was previously a permanent employee is able to return to work.	5	0	1	0	6
Refusal of Transfer of Function Section 70.2 of New York State Civil Service Law pertains to when an employee is separated due to transfer of function between State departments or agencies and/or civil divisions of the State.	0	0	0	0	0
Reclassification of Position Section 121.4 of New York State Civil Service Law pertains to when permanent employees whose positions have been reclassified are appointed provisionally and there is no vacant position in their former title and location from which they can be given a leave, the employee is only put on the PL/RR for their former title, agency and location.	4	1	3	0	8
Contracting Out Section 70 of New York State Civil Service Law established a Redeployment List Program to help permanent state employees who will be or are suspended or demoted as a result of "contracting out" of state services.	0	0	0	0	0



Appendix D

Employees from the following State Agencies Participated in ARTL April 1, 2003 - March 31, 2007

Department of Banking	Department of Human Rights	Prob. and Cor. Alternatives
Canal Corp	Insurance Fund	OPRHP Main Office
Children & Family Svcs.	Department of Labor	Public Service
Department of Civil Service	Department of Law	Department of State
Commission on Quality Care	OMH Binghamton	SUNY Albany
DOCS Adirondack	OMH Bronx C&Y	SUNY Brockport
DOCS Albion	OMH Buffalo	SUNY Cobleskill
DOCS Attica	OMH Capital District	SUNY Empire St
DOCS Auburn	OMH Central NY	SUNY Geneseo
DOCS Eastern NY	OMH Creedmoor	SUNY Potsdam
DOCS Edgecombe	OMH Hutchings	SUNY Stony Brook
DOCS Fishkill	OMH Kingsboro	SUNY Upstate Med
DOCS Five Points	OMH Kirby Forensic	Tax and Finance
DOCS Great Meadow	OMH Manhattan	Temp. and Disability Asst.
DOCS Greene	OMH Mid-Hudson	Thruway Authority
DOCS Green Haven	OMH Mohawk Valley C&Y	DOT Bingham Reg 9
DOCS Lakeview	OMH Pilgrim	DOT Buffalo Reg 5
DOCS Livingston	OMH St Lawrence	DOT Hornel Reg 6
DOCS Main Office	OMH St. Lawrence Child.	DOT Pghkps Reg 8
DOCS Marcy	OMH South Beach	DOT Roches Reg 4
DOCS Oneida	OMH Western NY	DOT Schenectady Reg 1
DOCS Orleans	OMRDD B Fineson	DOT Syracuse Reg 3
DOCS Pharsalia	OMRDD Capital District	Veteran's Affairs
DOCS Queensboro	OMRDD Central NY	
DOCS Sing Sing	OMRDD Finger Lakes	
DOCS Taconic	OMRDD Hudson Valley	
DOCS Wallkill	OMRDD Inst. for Research	
DOCS Woodbourne	OMRDD Long Island	
DOCS Wyoming	OMRDD Main Office	
Crime Victims Board	OMRDD Metro NY	
Criminal Justice	OMRDD Sunmount	
Education Main Office	OMRDD Taconic	
Education School for the Blind	OMRDD Western NY	
Environmental Conservation	Motor Vehicles	
DOH Main Office	OASAS ATC's	
DOH Helen Hayes	Office of General Services	
DOH Vets Home Batavia	Division of Parole	
Higher Education	Prevention Dom. Violence	
Housing & Comm. Renewal		



Appendix E Staff and Responsibilities

Career Tools and Resources – Diane Wallace, Mike Testo

CMO Web Site
Glossary of Titles Inquiry Tool (GOT-IT)

Career Mobility Services – Julio Viera, Paul McGinn

Workshops/Information Days
E-mails
Phone calls
Individual Counseling Sessions

Reemployment – Lisa O’Connor, Chris Terry, Jim Keough

Reemployment Lists
Reemployment System

Career Mobility Office

New York State Department of Civil Service
Alfred E. Smith Office Building
Room 175
Albany, New York 12239
Phone: (518) 485-6199 or (800) 553-1322
Fax: (518) 457-9430
E-Mail: Careermobility@cs.state.ny.us
Website: <http://careermobilityoffice.cs.state.ny.us>

Pam Chandler, Coordinator Career Mobility
Jim Keough, Staffing Services Representative
Paul McGinn, Associate Staffing Services Representative
Lisa O’Connor, Associate Staffing Services Representative
Phyllis Scafidi, Secretary 1
Chris Terry, Staffing Services Representative
Mike Testo, Staffing Services Representative
Julio Viera, Associate Staffing Services Representative
Diane Wallace, Associate Staffing Services Representative



Appendix F Workshops

Understanding the Merit System

Description: Since most state employees are in the classified service, their career mobility options are governed by the Merit System. This workshop teaches State employees how the Merit System works.

Topics: The importance of taking examinations
Eligible lists and the selection process
Leaves of absence
Probation
Voluntary transfers
Reinstatements

Materials: PowerPoint Presentation

Handouts: Vocabulary list of technical terms
How New York State hires
Canvass Letter
Transfer Information Sheet
Reinstatement Information Sheet

Length: 3.5 hours

Resume Preparation

Description: This workshop teaches State employees how to prepare a professional resume that reflects their skills, knowledge and education that are relevant to the job they are seeking.

Topics: What information to include in your resume
How to clearly and concisely present your skills and abilities
Styles of resumes
Common rules and common mistakes made in a resume

Materials: PowerPoint Presentation

Handouts: Resume Preparation worksheet
Sample Resume

Length: 3.5 hours

Preparing for an Interview

Description: This workshop helps State employees develop their interviewing skills to improve their chances of being selected for the job.

Topics: What to expect when you go on a job interview
What is expected of you
Answering tough questions
Keeping your nerves under control

Materials: PowerPoint Presentation

Handouts: Sample questions
Legal and illegal questions

Length: 3.5 hours



Career Mobility Office

New York State Department of Civil Service
Alfred E. Smith Office Building
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Phone: (518) 485-6199 or (800) 553-1322
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E-Mail: Careermobility@cs.state.ny.us

The Career Mobility Office (CMO) is jointly funded through the negotiated agreements between the State of New York and the Civil Service Employees Association, Inc., and the Public Employees Federation, AFL-CIO. Program administration and additional funding is provided by the Governor's Office of Employee Relations and the Department of Civil Service.