



# TRANSITION EXAMINATION

Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
<b>00-028020 Incarcerated Grievance Program Supervisor Trainee</b>	<i>Equated to</i> <b>G-14</b>	<b>\$53,764</b>	<b>\$0</b>

**Multiple-Choice Test  
To Be Held:  
DECEMBER 13, 2025**

**Applications MUST Be Submitted  
Online or Postmarked By:  
OCTOBER 29, 2025**

**ONLINE APPLICATION PROCESS AVAILABLE** at <https://www.cs.ny.gov/jobseeker>

Due to current testing space limitations, candidates may need to travel to a test site to take this examination. Candidates will be notified of their test site location on their admission notice.

This **TRANSITION EXAMINATION** is one of several concepts included in a Memorandum of Intent agreed to by New York State and CSEA and is designed to provide opportunities for employees within state service.

**Transition examination open to all qualified employees of the New York State  
Department of Corrections and Community Supervision.**

**The eligible list resulting from this transition examination will be used to fill one-year traineeships  
leading to Incarcerated Grievance Program Supervisor G-19.**

**Minimum Qualifications:** On or before December 13, 2025, you must be a qualified employee of the New York State Department of Corrections and Community Supervision and have had three months of permanent competitive, non-competitive NY HELPS\*, or 55-b/55-c service **AND** must have a bachelor's degree. If you have received a permanent appointment to a qualifying title and served provisionally\*\* in that title immediately preceding your permanent appointment, such provisional service may be counted towards meeting the time in title required for this examination.

*If you were permanently appointed to a qualifying title on or before September 13, 2025, and have served continuously in this title since that date, you are eligible to file for this examination.*

*\*If you were permanently appointed via the New York Hiring for Emergency Limited Placement Statewide (NY HELPS) program to a qualifying title in the non-competitive class on or before September 13, 2025, and have served continuously in this title since that date, you may apply for this examination.*

*\*\*If you were permanently appointed to a qualifying title and had provisional service in the same title immediately preceding the permanent appointment, such provisional service may be counted towards meeting the time in title required to apply for this examination. Your provisional appointment must have been on or before September 13, 2025, to qualify for this examination.*

- If you expect to meet the educational requirements by **June 30, 2026**, you can take the test. You **MUST** submit proof of successful completion of the educational requirements to the hiring agency at the time of the employment interview or you will not be considered for appointment. Failure to meet the educational requirements by **June 30, 2026**, may result in your removal from the eligible list.
- Your required educational credentials must have been awarded by an educational institution accredited by a regional, national, or specialized agency recognized as an accrediting agency by the United States (U.S.) Department of Education/Secretary of Education. If awarded by an institution outside of the U.S. and its territories, you must provide independent verification of equivalency. A list of companies that provide these services (fees must be paid to the company you choose) can be found at: <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You will be required to provide this information to the hiring agency at the time of interview.

**Qualifying Experience For Appointment From The Eligible List:** After one year of service described in the Minimum Qualifications, successful candidates will be qualified for appointment from the eligible list.

Employees appointed to a non-competitive position via the NY HELPS program to a qualifying title in the non-competitive class will have their names restricted from appointment from the eligible list until their position is covered-in to the competitive class by action of the New York State Civil Service Commission or otherwise obtain permanent competitive status in the position.

If you have received a permanent appointment to a qualifying title and served provisionally in that title immediately preceding your permanent appointment, such provisional service may be counted towards meeting the time in title required for appointment from the eligible list.

**Traineeships:** An appointee's performance in the trainee position and in the set training and development programs will be observed and evaluated. The training and development program will include extensive on-the-job training and carefully designed and monitored work experience. If an appointee does not meet the standard requirements, they may be terminated at any time after the initial eight weeks and before completion of the traineeship.

**The Positions:** These positions exist in the New York State Department of Corrections and Community Supervision and are located statewide.

**Duties:** As an **Incarcerated Grievance Program Supervisor Trainee**, you would be responsible for coordinating, supervising, and enforcing the Incarcerated Grievance Program from the facility level and, when necessary, through the additional appellate process. This requires frequent direct one-to-one and group contact with incarcerated individuals. You would inform the incarcerated individuals and facility staff of legal mandates and policies concerning incarcerated individual grievances and provide them with training regarding the program. You would also ensure that all necessary information and documentation regarding an incarcerated individual's grievance is available for consideration by the facility Incarcerated Grievance Resolution Committee (IGRC), Superintendent, and Central Office Review Committee (CORC) to facilitate the rendering of complete and accurate responses at each level of the program. You would respond to questions regarding the legitimacy of grievances under this program from facility and Central Office staff, and the Office of the Attorney General, including for litigation matters. You would inform the facility staff and incarcerated individuals of changes in the program's policy and procedure, maintain a confidential log of daily grievance activity, and generate monthly and annual reports on grievance activity and outcomes.

**Notes:**

1. Appointees must travel to nearly every area of a correctional facility, including general population and special housing units. The Incarcerated Grievance Program Office is located in an area which is readily accessible to the general incarcerated population.
2. This examination has special minimum qualifications in addition to the usual "time in service requirement." If you are filing on the internet, please list all pertinent information online. If you are applying on NYS-APP application form, you must list all pertinent information on the application. Attach additional sheets if needed.

**Subject of Examination:** To be considered for appointment to this title, you must pass the **multiple-choice test**. The **multiple-choice test** evaluates your knowledge, skills, and/or abilities in the following areas:

1. **Preparing written material** - These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.
2. **Principles and practices of interviewing/investigating** - These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations, as well as fundamental concepts in the area of field investigation. These questions cover such areas as obtaining the cooperation of individuals involved in an investigation, preparing for the investigation and/or interview, investigative principles, interviewing principles and practices, behavior and attitudes of the investigator and others, gathering of data and evidence, and presenting the results of an investigation.

**Subject of Examination (continued):**

3. **Understanding and applying the Incarcerated Grievance Program's policies and guidelines** - These questions test for the ability to read, understand, and apply written and tabular materials. You will be provided with reading materials detailing policies and procedures concerning the Incarcerated Grievance Program (IGP) and be required to answer questions about the IGP's policies and guidelines or determine the appropriate action(s) to take in hypothetical situations presented in the questions. For some questions, you will be required to deal with material presented as a chart or table. ALL INFORMATION NEEDED TO ANSWER THESE QUESTIONS IS CONTAINED WITHIN THE READING MATERIALS PROVIDED. No prior knowledge of that information is necessary to answer these questions.

**Test Guide:** A General Guide to Multiple-Choice Tests is available at <http://www.cs.ny.gov/testing/testguides.cfm>.

If you pass, your seniority credit(s), if any, will be included in the computation of your final score. Your final score on the eligible list will be determined after adding any Veterans' credits.

**Credit For Seniority:** Seniority is credited at the rate of one credit for each five-year period (or fraction thereof), excluding the first year of service.

**Admission To The Test:** If approved for a multiple-choice test, you will receive an admission notice which will indicate your assigned test date and the way your test will be administered. Your test may be administered with paper and pencil or online at a state test site. **You cannot request to change your scheduled day or request a specific type of test administration.**

**Applicants are required to have a Personal NY.gov account and keep their email address up to date.** The Department of Civil Service and other state agencies will communicate with you through email correspondence. This may include notification of your application status, your test arrangements, examination results, and canvassing you for interest in appointment. It will be important for you to keep your email address, phone number, and mailing address current by logging into <https://www.cs.ny.gov/home/myaccount>.

**How To Apply:** You will need a **personal NY.gov ID** to apply for these examinations. If you do not have a **personal NY.gov account**, please [create an account](#).

- Online our Internet address is <http://www.cs.ny.gov/jobseeker>; or
- Download an examination application [NYS-APP form](#); or
- Email [cs.sm.examinfo@cs.ny.gov](mailto:cs.sm.examinfo@cs.ny.gov) to request NYS-APP forms; or
- Obtain an NYS-APP form from a state agency or facility personnel/business office; or
- Request NYS-APP form by calling the Department of Civil Service in the Albany area at 518-457-2487 or toll free at 1-877-697-5627.

*The NYS Department of Civil Service reserves the right to reject for lateness or to accept applications filed after the advertised filing period. All statements you make on your application are subject to investigation.*

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**ADDITIONAL INFORMATION**

**NEW YORK STATE IS AN EQUAL OPPORTUNITY EMPLOYER:** It is the policy of the State of New York to provide for and promote equal opportunity employment, compensation, and other terms and conditions of employment without unlawful discrimination on the basis of age, race, color, religion, disability, national origin, gender, sexual orientation, veteran or military service member status, marital status, domestic violence victim status, genetic predisposition or carrier status, arrest and/or criminal conviction record, or any other category protected by law, unless based upon a bona fide occupational qualification or other exception.

**RELIGIOUS ACCOMMODATION:** Most multiple-choice tests are held on Saturdays. If you cannot take the test on the announced test date, due to a conflict with a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different date (usually the following day).

**REASONABLE ACCOMMODATIONS IN TESTING:** It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Accommodation Unit of the Department of Civil Service at [Testaccommodation@cs.ny.gov](mailto:Testaccommodation@cs.ny.gov).

**ADMISSION TO EXAMINATION:** Notice to appear for the test may be conditional as review of applications may not be made until after the test. If you have not received your notice to appear for the multiple-choice test three days before the date of the test, email us at [AdmissionNotices@cs.ny.gov](mailto:AdmissionNotices@cs.ny.gov). Please provide your first and last name, address, and the last four digits of your social security number, and we will provide you with the information you need to attend your multiple-choice test. If you have an issue other than not receiving your admission notice, please contact our office at (518) 474-6470 in the Albany area or toll free at 1-877-697-5627. Please leave a clear concise message and provide your first and last name, last four digits of your social security number and a daytime phone number.

**TAKING STATE AND LOCAL EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied to take a multiple-choice test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this multiple-choice test, you must notify each of the local jurisdictions no later than two weeks before the test date to make arrangements for taking all tests at one test site. All tests will be held at the state examination center. For your convenience, contact information for all local civil service agencies is available on our website at: <http://www.cs.ny.gov/jobseeker/local.cfm>.

**ELIGIBILITY FOR EXAMINATION:** To be considered a qualified employee eligible to compete in this examination, you must be employed in, or on leave from, the specified department or agency on a permanent or contingent permanent basis in the competitive class, or in the non-competitive class or labor class if specifically noted on this announcement (or be on an appropriate preferred list), and have the specified time in the specified title or salary grade. You may not compete in a test for a title if you are permanently employed in that title (unless you are still on probation) or in a higher direct line of promotion.

**CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE:** The use of cell phones, beepers, headphones, or any electronic or other communication devices at your personal testing site or in the test room, hallways, restrooms, building, grounds, or other areas, except as expressly authorized by the Department of Civil Service, could result in your disqualification.