



PROMOTION EXAMINATION

Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
31-515020 Child Protective Services Specialist 2	20	\$74,193	\$0
31-516020 Child Protective Services Specialist 3	23	\$86,681	\$0

Multiple-Choice Test
To Be Held:
OCTOBER 17, 2026*

Applications MUST Be Submitted
Online or Postmarked By:
SEPTEMBER 2, 2026

*Due to the size of the candidate population for this date, candidates will be tested at a Computer-Based Testing Center in their area and may schedule to take their test on either Saturday, October 17, 2026, or Sunday, October 18, 2026. Candidates will receive a notification email from CBTAdministration@cs.ny.gov requiring them to self-schedule for one of the open exam sessions being administered. Candidates will receive their admission notice after self-scheduling for their test and will be notified of their test site location on their admission notice.

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

Promotion examination open to all qualified employees of the New York State
Office of Children and Family Services.

Minimum Qualifications: On or before October 17, 2026, you must be a qualified employee of the New York State Office of Children and Family Services and have had three months of permanent competitive, non-competitive NY HELPS**, or 55-b/55-c service as shown below. If you have received a permanent appointment to a qualifying title listed 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.

For Exam No. 31-515020: Child Protective Services Specialist 1, Child Protective Services Specialist 1 (Spanish Language), Child Protective Services Specialist Trainee, or Child Protective Services Specialist Trainee (Spanish Language).

For Exam No. 31-516020: Child Protective Services Specialist 2.

Only the title or titles listed are qualifying.

If you were permanently appointed to a qualifying title on or before July 17, 2026, 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 July 17, 2026, 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 July 17, 2026, to qualify for this examination.*

Qualifying Experience For Appointment From The Eligible List:

For Exam No. 31-515020: After one year of service at the full performance level, successful candidates will be qualified for appointment from the eligible list.

For Exam No. 31-516020: After one year of service described in the Minimum Qualifications, successful candidates will be qualified for appointment from the eligible list.

Employees appointed 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 listed 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.

Additional Requirements for Appointment:

Background Investigation/Justice Center Review: In some agencies, the names of all prospective employees **may**:

- be checked against the Staff Exclusion List (SEL), maintained by the Justice Center for the Protection of People with Special Needs. Prospective employees whose names appear on the SEL as having been found responsible for serious or repeated acts of abuse or neglect will be barred from appointment and may have their names removed from the eligible list(s) for the title(s);
- be investigated through a Criminal Background Check (CBC). You must report all convictions. Conviction of a felony or misdemeanor or any falsified or omitted information may bar appointment or result in removal after appointment. Each case will be determined on its own merits, consistent with the applicable provisions of state and federal law;

And will:

- be screened against the Statewide Central Register of Child Abuse and Maltreatment (SCR). Prospective employees whose names appear on the SCR may be barred from appointment.

You are responsible for payment of all required fees.

The Positions: These positions exist in the Albany-Capital District area and are located in Menands and Rensselaer, New York.

Duties: As a **Child Protective Services Specialist 2**, you would supervise and train Child Protective Services Specialist 1's responsible for intake functions, post intake functions, and various tasks in support of the Statewide Central Register 24/7 Child Abuse and Maltreatment Hotline (SCR); handle cases of extreme difficulty or sensitivity; implement new requirements and procedures; and evaluate the effect of changes in agency policy and procedures on SCR operations.

As a **Child Protective Services Specialist 3**, you would function as a second level supervisor over lower level staff on the Statewide Central Register 24/7 Child Abuse and Maltreatment Hotline (SCR). You would supervise Child Protective Services Specialist 2's; manage daily hotline call volume and staffing resources using knowledge and understanding of relevant sections of child protective laws, rules, and regulations, as well as agency policies and procedures; promote staff development, quality assurance, productivity, and relationships with local districts and voluntary agencies; and collect and interpret intake data as necessary.

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:	For Examination Nos.	
	31-515020	31-516020
1. Evaluating conclusions based on factual information - These questions test your ability to evaluate and draw conclusions from factual information presented. Each question consists of a set of factual statements and a conclusion. You will be asked to determine whether the conclusion can be proven to be true by the facts, proven to be false by the facts, or if the facts are inadequate to prove the conclusion.	X	X
2. Interviewing - These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.	X	
3. Laws, rules, regulations and concepts related to child abuse and neglect - These questions test both for a knowledge of New York State law, policies, and administrative directives in effect as of January 1, 2026, which are related to child abuse and neglect and for a knowledge of the standard concepts, behaviors, and indicators which enable a worker to determine that the circumstances presented meet the criteria for registering a report.	X	X

Subject of Examination (Continued):	For Examination Nos.	
	31-515020	31-516020
4. 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.	X	X
5. Supervision - These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.	X	
6. Administrative supervision - These questions test for knowledge of the principles and practices involved in directing the activities of a large subordinate staff, including subordinate supervisors. Questions relate to the personal interactions between an upper level supervisor and their subordinate supervisors in the accomplishment of objectives. These questions cover such areas as assigning work to and coordinating the activities of several units, establishing and guiding staff development programs, evaluating the performance of subordinate supervisors, and maintaining relationships with other organizational sections.		X

Test Guide & Sample Test Material: A General Guide to Multiple-Choice Tests is available at <http://www.cs.ny.gov/testing/testguides.cfm>. If Sample Test Material is available for a subject area described above, it can be found at <http://www.cs.ny.gov/testing/sampletestmat.cfm>.

Time Allowance: The time allowance to answer all questions in each exam is listed below. This time allowance does not include travel time to and from the computer-based testing center, or check-in time at the computer-based testing center. Each exam is timed separately.

For Exam No. 31-515020: 3 hours 30 minutes

For Exam No. 31-516020: 3 hours

Candidates scheduled to take multiple examinations on the same date will be limited to a maximum of eight (8) hours of total testing time.

Note: The time allowance is subject to change. If changed, approved applicants will receive an email notification before the exam date with the revised time allowance.

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 Computer-Based Test (CBT): If you are approved to sit for a computer-based test, you can choose your own test date and time. You will receive an email from CBTAdministration@cs.ny.gov asking you to choose an open exam session. You can change your test date and time to another available option any time before the scheduling period ends. After you schedule your test, you will receive an electronic admission notice that includes your test date, time, and location. **The Department of Civil Service will contact you directly if you are approved for a reasonable accommodation. We will tell you the date, time, and location of your test.** Please call us if you have questions or concerns that are not related to receiving your admission notice. The Department of Civil Service can be reached at (518) 474-6470 or call us toll-free at 1-877-697-5627. Please leave a clear message with your first and last name, the last four digits of your Social Security number, and a phone number where you can be reached during regular business hours. Please note: Receiving a notice to appear for a test does not guarantee you have been qualified for the examination. You may receive a notice to take the test before your application is fully reviewed and approved. You may also be asked to provide additional information regarding your application. If it is determined that you are not qualified for the examination, you will be notified that your application for this examination has been disqualified. If you are disqualified after appearing for the test, you will not receive a score or be active for appointment from the eligible list.

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 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.

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.

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.