



**Department of
Civil Service**

Disqualification Process for All Professional Career Opportunities Job Titles

Eligible Disqualification Process for PCO Select Job Titles
Agency Human Resources Staff Guidance

The Professional Career Opportunity examination has a disqualification (DQ) process in place for all PCO Job Titles (Generalist and Select). Each eligible is entitled to due process and must remain active and coded as non-select (NS) while their qualifications are reviewed and a determination is made by the Department of Civil Service's (DCS) Staffing Division. Once a Staffing Representative informs an agency that a determination has been made to disqualify an eligible, agencies may code the eligible "IC" (inactivate for this canvass) on a list certification while the amendment process is pending.

All list appointments require the agency HR staff to verify the eligible meets the announced additional qualifications for all job titles. If during the verification process, the agency determines the information provided by the eligible is not acceptable to meet the additional qualifications, the eligible must receive due process.

You, as the agency HR staff, should ensure all materials and information provided by the eligible are thoroughly reviewed. If the original information provided does not verify that the eligible meets the qualifications, you should contact the eligible directly, via e-mail (samples below), and **provide 5 business days to respond if sent via e-mail, and 10 business days to respond if sent via hardcopy mail** with additional information.

Sample "Due Process" e-mail to the eligible:

After a careful review of your information, we have found that you do not meet the Minimum Qualifications for the (insert title) PCO (Professional Career Opportunities) Job Title because (insert the reason for the disqualification).

The Minimum Qualifications for the (insert title) PCO job title are (insert qualifications from the PCO Title Page at <https://www.cs.ny.gov/examannouncements/types/oc/pco-titles.cfm>)

If you have additional information that may qualify you, please contact us on or before (insert date, allow 5 business days to respond if sent via e-mail, and 10 business days to respond if sent via hardcopy mail) and provide proof that you meet the Minimum Qualifications described above. If you do not contact us by (insert date) we will notify the New York State Department of Civil Service to inactivate your name on the (insert title) PCO Job Title list and you will no longer be considered for appointment to (insert title). You will not receive any additional notice. This action will not affect your status on the PCO Generalist Job Titles list.

****If Due Process e-mail is to ascertain whether the candidate has a bachelor's degree for a generalist title, then use the following paragraph instead of the one above, and omit "This action will not affect your status on the PCO Generalist Job Titles List":***

If you have additional information that may qualify you, please contact us on or before (insert date, allow 5 business days to respond if sent via e-mail, and 10 business days to respond if sent via hardcopy mail) and provide proof that you meet the Minimum Qualifications described above. If you do not contact us by (insert date) we will notify the New York State Department of Civil Service to inactivate your name on the PCO eligible list.

1. If the eligible **does not respond** to the agency's due process within the appropriate timeframe (5 business days to respond if sent via e-mail, and 10 business days to respond if sent via hardcopy mail):
 - a. The candidate may be coded as "IC" Inactive for this Canvass
 - b. E-mail your agency's Staffing Representative and indicate your request for the eligible's disqualification on the Job Title list for (**insert title**).

The e-mail must contain:

- eligible name;
- eligible e-mail address;
- eligible Social Security number;
- the list number and job title;
- documentation that clearly demonstrates why the eligible is not qualified (the documentation may include interview or agency questionnaire responses about the qualifications);
- all communications with the eligible (the due process e-mail including time/date stamp);
- an attestation that the eligible did not respond to the due process communication.

When the **Department of Civil Service (DCS)** receives acceptable agency documentation, they will inactivate the eligible from the list in question and notify the eligible of the action.

2. The eligible **did respond** to the agency's due process within the appropriate timeframe (5 business days to respond if sent via e-mail, and 10 business days to respond if sent via hardcopy mail):
 - a. If the eligible responds and the supporting information is not acceptable to verify the minimum qualifications, e-mail your Staffing Representative to request disqualification of the eligible for the (**insert title**) Job Title list.

The e-mail must contain:

- eligible name;
- eligible e-mail address;
- eligible Social Security number (last four);
- the list number and job title;
- documentation that clearly demonstrates why the eligible is not qualified (the documentation may include interview or agency questionnaire responses about the qualifications);
- detailed information about lack of qualifications;
- all communications with the eligible (the due process e-mail including time/date stamp).

If DCS receives acceptable agency documentation and upholds the agency's determination, they will inform the agency, inactivate the eligible from the list in question and notify the eligible of the action.

If DCS finds that the eligible meets the minimum qualifications, whether they provided information or not, the eligible will be notified by DCS. In addition, DCS will notify the agency HR staff to consider the eligible for the position(s).

If DCS receives your e-mail request and documentation, and finds that the due process was inadequate, DCS will provide a new due process (5 business days to respond if sent

via e-mail, and 10 business days to respond if sent via hardcopy mail) and request information from the eligible regarding their qualifications. The agency will be notified of the determination once the additional due process is complete.

- b.** Code the certification as “NS” until such time as the DCS reviews the information and e-mails you with a determination.
- c.** E-mail the eligible to indicate receipt of the additional information and provide agency’s determination.

Sample e-mail to the eligible:

Thank you for the additional information about your qualifications. After a careful review, we have found that you still do not meet the Minimum Qualifications for the (insert title) Professional Career Opportunities (PCO) Job Title.

We have sent your information to the New York State Department of Civil Service. Your name will remain active on the eligible list while they review and process your information. The next communication you receive will be from the Department of Civil Service.

- 3.** The eligible **did respond** to the agency’s due process within the appropriate timeframe (5 business days to respond if sent via e-mail, and 10 business days to respond if sent via hardcopy mail) and the information provided is acceptable to verify that they meet the additional qualifications, you will e-mail the eligible as follows:

Sample approval e-mail to the eligible:

Thank you for the additional information. After a careful review, we have found that you meet the Minimum Qualifications for the (insert title) Professional Career Opportunities (PCO) Job Title. (Agency name) may consider you for our position(s).



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