

NEW YORK STATE DEPARTMENT OF CIVIL SERVICE

DIVISION OF STAFFING SERVICES

GENERAL INFORMATION BULLETIN No. 01-03

TO: All State Agency Human Resource Directors
FROM: William E. Doyle, Director of Staffing Services
DATE: September 19, 2001

**ONE COPY OF THIS BULLETIN IS BEING PROVIDED TO EACH ADDRESSEE.
PLEASE SHARE THIS BULLETIN WITH APPROPRIATE STAFF IN YOUR AGENCY.**

Commissioner Sinnott's memo of September 13, 2001 stated that the employees of the Department of Civil Service would do whatever we can to support your staff as you deal with the aftermath of last week's tragic events. Based on phone calls from many agencies, we know that "business as usual" is impossible because of the disruption of mail and telephone services.

Problems, for the most part, must be dealt with on a case-by-case basis. Solutions to some of the issues you've raised may include:

- Entering NYSTEP transactions for agencies who have lost access to their computer systems.
- Extending Certs or issuing new Certs for filling positions in the affected area.
- Changing "no reply" to "temporarily unavailable" for individuals who live in the affected area and/or being canvassed for positions in the affected area.
- Allowing additional time for temp/canvass appointments, therefore giving agencies the additional time needed to properly canvass eligible lists.

These are examples of the steps we can take to assist you with your staffing needs at this very difficult time. We will work with agencies to solve problems involving NYSTEP transactions, eligible list certifications and appointments. If you find that you need help in any of these areas, please call our Employment Records Section at (518) 457-8149 or (518) 457-7683 and we will do our best to help work out solutions.