



Department of
Civil Service

CIVIL SERVICE TRANSFORMATION

THE NEXT GENERATION OF PUBLIC SERVANTS

MAY 2026

AGENDA



Mission



Key Accomplishments



Adaptations to a Changing World



Transformation: What's Next?



Stakeholder Engagement



Questions

CIVIL SERVICE'S MISSION

THE MERIT SYSTEM IN 1895

On January 1, 1895, a new constitution became effective. Among its provisions was a simple declaration that:

“Appointments and promotions in the civil service of the state and all of the civil divisions thereof, including cities and villages, shall be made according to merit and fitness to be ascertained, so far as practicable, by examinations, which, so far as practicable, shall be competitive.”

MISSION OF MERIT & FITNESS



Since then, the mission of the Department of Civil Service is to uphold the principles of merit and fitness for the State and municipalities by:

**BUILDING TOMORROW'S WORKFORCE TODAY
BY PROMOTING A DIVERSE, INCLUSIVE, AND
TALENTED WORKFORCE.**

MISSION OF MERIT & FITNESS



Department of
Civil Service

We lead and deliver world-class workforce management strategies by providing innovative solutions based on merit, fitness, and equality of opportunity.

MUCH HAS CHANGED IN THE WORLD SINCE 1895, BUT OUR COMMITMENT TO MERIT AND FITNESS REMAINS.



Uber driver. New York City, 1895

KEY ACCOMPLISHMENTS

NY HELPS PROGRAM

At a critical time for our state, **NY HELPS** temporarily waives the entrance examination for nearly all jobs open to the public.

MORE THAN
41,000
NYS APPOINTMENTS

MORE THAN
16,000
LOCAL APPOINTMENTS



MARKETING CAMPAIGNS

- To promote the thousands of open jobs across state government and the breadth of career opportunities available to all, the Department of Civil Service ran first-ever multi-faceted marketing and public awareness campaigns in 2024 and 2025.
 - Featured across digital and out-of-home channels in both English and Spanish, highlighting the value of public service and the benefits and diverse opportunities available across state government.
 - Delivered more than 527 million impressions and reached approximately 93% of New Yorkers aged 18+.
- In October 2025, launched “You Belong Here” campaign in partnership with the Chief Disability Office to highlight career opportunities for people with disabilities and NY as an Employment First state.



CENTERS FOR CAREERS IN GOVERNMENT (CCGs)

- The Department partnered with the New York State Department of Labor in establishing **10 Centers for Careers in Government** within specific DOL Career Centers to provide comprehensive support to assist jobseekers in their job searches by helping them to learn about the State's civil service merit and job classification systems.
- Since opening in 2024, the CCGs have met with nearly 350,000 jobseekers, attended more than 1,440 job fairs, provided over 1,260 educational workshops, and attended more than 300 community events.



Unlocking Opportunities
Navigating NYS Civil Service
Applications for Job Seekers

MODERNIZATION OF DEGREE REQUIREMENTS & PAY STRUCTURE

- In October 2025, the Department updated qualifications for entry- and promotional-level civil service titles to allow equivalent experience as an alternative for college degrees.
 - The change impacts close to 20,000 positions in 800 titles, which are used by state agencies to fill professional job types across a wide range of disciplines.
 - By combining experience-based hiring with degree-based hiring, New York is expanding opportunities for many jobseekers without diluting the quality of the candidate pool.
- In 2025, the Department undertook a comprehensive study on the civil service pay structure. The study, which engaged a variety of stakeholders, reviewed cash and non-cash compensation benefits.
 - *Once finalized, the study will provide recommendations to ensure overall compensation packages for state employees are competitive with public and private employers.*



“This common-sense change...will eliminate a barrier to rewarding careers faced by many perspective public servants and allow them to put their experience to work to benefit all New Yorkers”

Governor Kathy Hochul

ADAPTATIONS TO A CHANGING WORLD

ADAPTATIONS TO A CHANGING WORLD

THE MERIT SYSTEM TODAY

- Over the last 130 years, we have gone from **simple** to **so complex** that only a few understand all the nuances.
 - Much has changed since inception, but processes and systems have not evolved.
-
- We have done the best we can to adapt:
 - Automation
 - Title Consolidation
 - T&Es (42% of post pandemic exams)
 - “Soft Skills” Testing
 - Reclassifications
 - Computer-Based Testing Centers
 - Virtual Proctoring Pilots

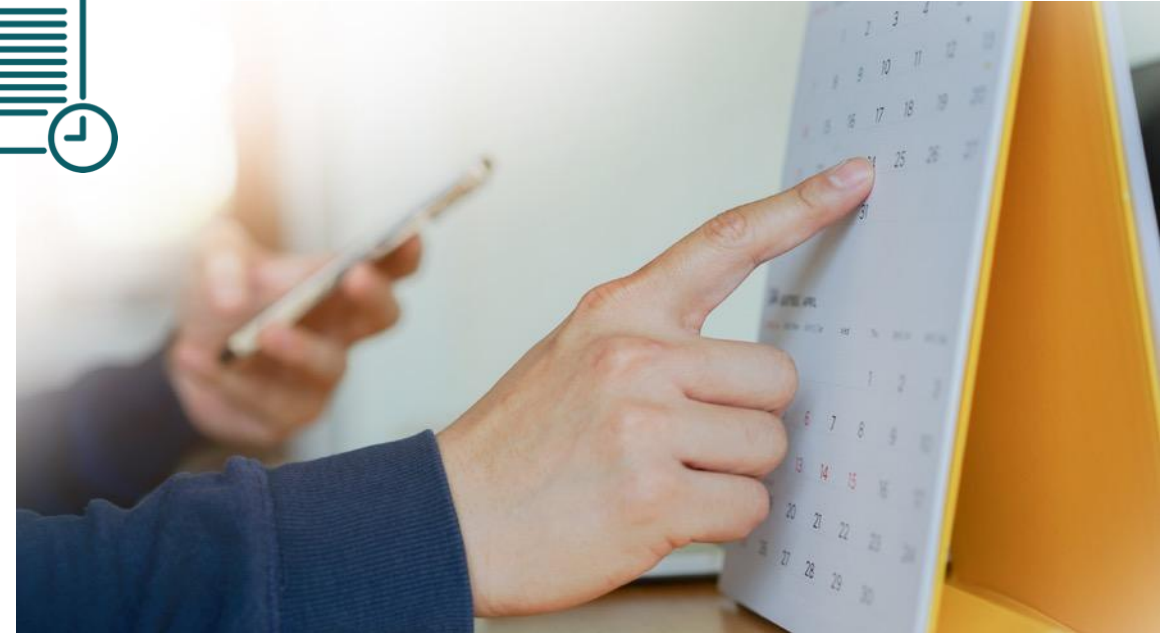


WE ARE STILL NOT SUFFICIENTLY MEETING THE NEEDS OF CANDIDATES, EMPLOYEES, STATE AGENCIES OR LOCAL GOVERNMENT.

ADAPTATIONS TO A CHANGING WORLD

BARRIERS OF THE TRADITIONAL EXAMINATION APPROACH

- The timeline between testing and canvass means on average, **exam candidates must wait over 26 weeks** before applying to an actual job vs. the average unemployed job seeker finding employment in **19.5 weeks**, with over half finding employment in **8.1 weeks**.
- Exams and hiring process are lengthy, complex and viewed as inaccessible to jobseekers.
- Job postings are frequently not consistent or intuitive.
- The perception exists that exam scoring does not always match the right candidate to the right job.



- The onboarding experience for jobseekers and hiring managers is not always optimal.
- New York State has had a reputation of being an outdated, out-of-touch, slow employer.

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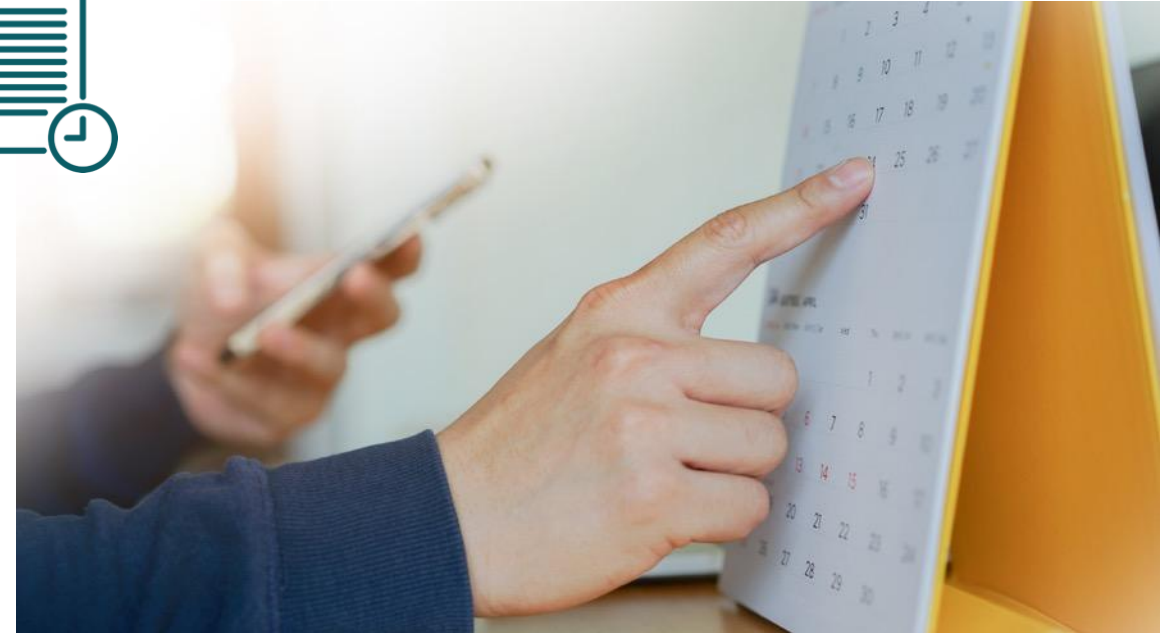


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TRANSFORMATION - WHAT'S NEXT?

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1 IMPLEMENT NEW JOBS PORTAL AND APPLICANT MANAGEMENT SYSTEM

NY HELPS has been a game-changer by removing barriers such as the traditional lengthy examination process to streamline hiring across New York State.

We cannot go back to the way things had been done before.

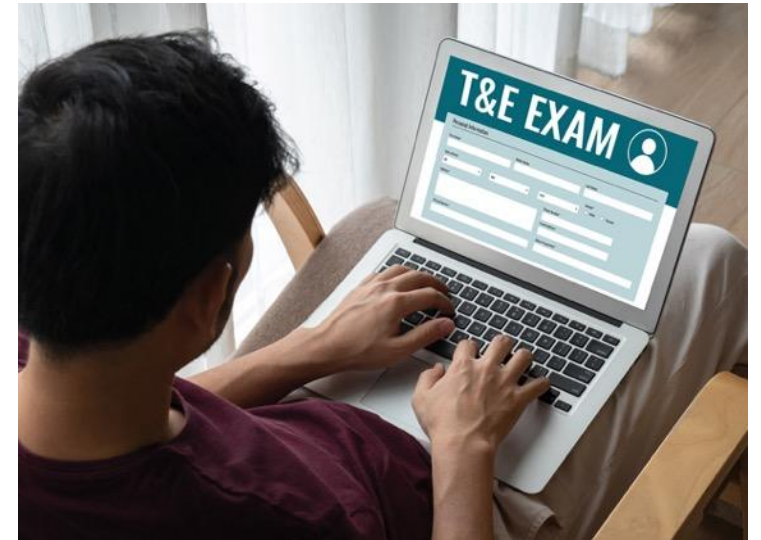
- The contract for the Jobs Portal and Applicant Management System is fully executed. The selected vendor is Regiment Technology Group and the Department will work with them to implement Eightfold, the software solution for the system.

- The new system will build off the success of NY HELPS by leveraging technology to stream-line recruitment, modernize the hiring process, and improve efficiency.
- We are currently in a 12-15 week analysis period with the vendor to discuss functionality. After this period, the Department will have more information to share on the overall project timeline that considers all stakeholders.

TRANSFORMATION – WHAT’S NEXT?





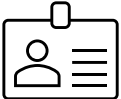
2 VACANCY-BASED TRAINING & EXPERIENCE EXAMS – JOBS OPEN TO THE PUBLIC

- Through the new Jobs Portal and Applicant Management System, we will transition to holding most state and local open-competitive via vacancy-based training & experience (T&E) exams.
- Candidates will apply to jobs postings they are interested in online and will go through an online T&E exam to evaluate their ability to perform the job.
 - The submitted application for a job vacancy will be scored and ranked automatically based on the candidate meeting the minimum or preferred qualifications for that position, with **veterans credits** applied when applicable.
- The Department has used T&Es for decades, and they are currently utilized to assess and hire candidates for a broad range of open-competitive, entry level titles. These include some of the most high-volume titles such as Correction Officer and Motor Vehicle Representative, as well as a variety of professional titles such as Attorneys, Engineers, Child Protective Specialists, and Nurses.
- Benefits – Convenient for jobseekers, efficient scoring, alignment with other governments.



TRANSFORMATION – WHAT’S NEXT?

TRANSFORMING THE JOBSEEKER EXPERIENCE: **VACANCY-BASED EXAMS**

	Typical Process Duration	Min. Job Search Length	Max. Job Search Length
 Create online profile	1 day	1 day	1 day
 Apply to a current exam/vacant position with a click of a button	As soon as profile completed	1 day	1 day
 Resumé, employment application, assessment of training and experience (T&E) against min/preferred qualifications sent to hiring agencies	As soon as deadline passes	1 day	2 weeks
 Interview and receive offer	30-60 days	1 month	2.5 months
 First day on the job.	30-60 days	2 months	4.5 months

TRANSFORMATION – WHAT’S NEXT?

APPLICANT MANAGEMENT SYSTEM & JOBS PORTAL

JOB SEEKER BENEFITS:

Improves, demystifies and modernizes the overall jobseeker experience, leading to a larger pool of candidates for agencies and enhanced reputation of New York State as an employer of choice by:

- Matching active, interested candidates with relevant job openings based on their education, experience, and skills to improve job offer outcomes.
- Streamlining the application process by saving candidates profiles for easy, repeated use.
- Ensuring clear and consistent communication throughout the hiring process.



AGENCY BENEFITS:

Reduces the overall time and associated cost of hiring, onboarding and retaining qualified staff by:

- Automating routine recruiting and onboarding tasks, allowing HR to focus on strategic priorities and candidate communication.
- Offering advanced reporting, dashboards, and tracking not available in current manual processes.
- Enabling data-driven decision-making for improved recruiting, training and hiring practices.
- Reducing time-to-hire by minimizing administrative burdens.

TRANSFORMATION – WHAT’S NEXT?

TRANSFORMED OPEN-COMPETITIVE JOBS ARE A WIN **ACROSS THE BOARD**

Timeframe	Efficient for jobseekers	Increased pool of interested applicants	Efficient for hiring agencies
Before NY HELPS	X	X	X
NY HELPS	✓	✓	X
Transformation	✓	✓	✓



The transformation approach combines the **proven NYS T&E Exam Model** with **Automated Applicant Management** to create one **centralized automated T&E** for most open-competitive examinations.

TRANSFORMATION – WHAT’S NEXT?

3 EXTENSION OF NY HELPS

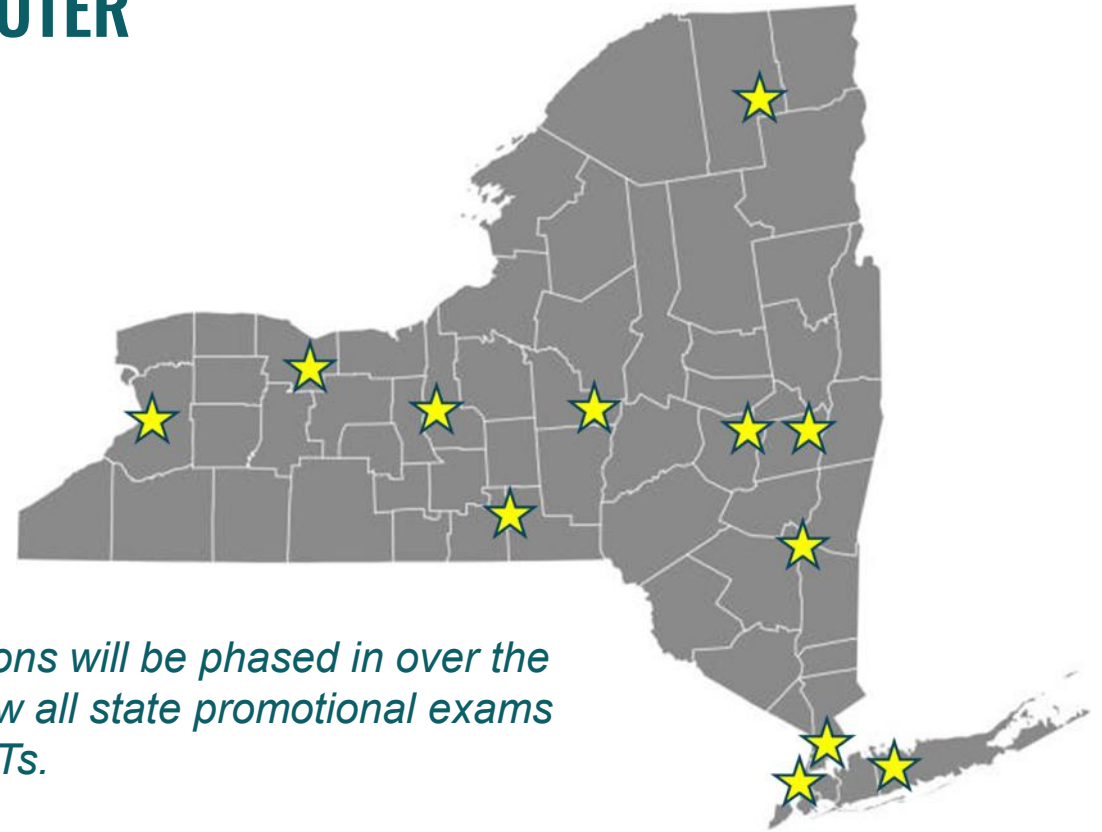
- Both State and Local agencies are supportive of NY HELPS and have advocated for coordination and communication regarding the new Jobs Portal and Applicant Management System to ensure a successful transition to the future state.
- The Civil Service Commission has approved an extension of the NY HELPS program for state and local use through June 30, 2028. The extension will allow more time for stakeholder engagement and input into the transformation process.



TRANSFORMATION – WHAT’S NEXT?

4 TRANSFORM PROMOTION EXAMS: COMPUTER BASED TESTING CENTERS

- In 2026, the Department began holding certain promotional exams in CBTs across the State, with the opening of the first locations in Central NY and the Capital Region, Buffalo and Rochester.



Additional locations will be phased in over the next year to allow all state promotional exams to be held in CBTs.



TRANSFORMATION – WHAT’S NEXT?

CBT TIMELINE AND CENTER STATUS

- The Department is on schedule and opened multiple Testing Centers in Fiscal Year (2025-26), beginning with the center in **Syracuse** and then the Capital Region site in **Cohoes**, followed by sites in **Buffalo** and **Rochester**.
- For Fiscal Year 2026-27, the Department plans to open a second Capital District site, along with sites located in the **North Country**, **Utica**, **Binghamton**, **Long Island**, **Newburgh** and both **NYC** metropolitan locations.
- Of these locations, the status of the leases and sites as of today is as follows:

Executed Leases / Construction Complete

- Cohoes
- Syracuse
- Rochester
- Buffalo

Leases In Negotiations

- NYC Site 1 (Manhattan)
- NYC site 2 (Harlem)
- Long Island
- Newburgh
- Utica
- Binghamton
- North Country (Plattsburgh)
- Schenectady

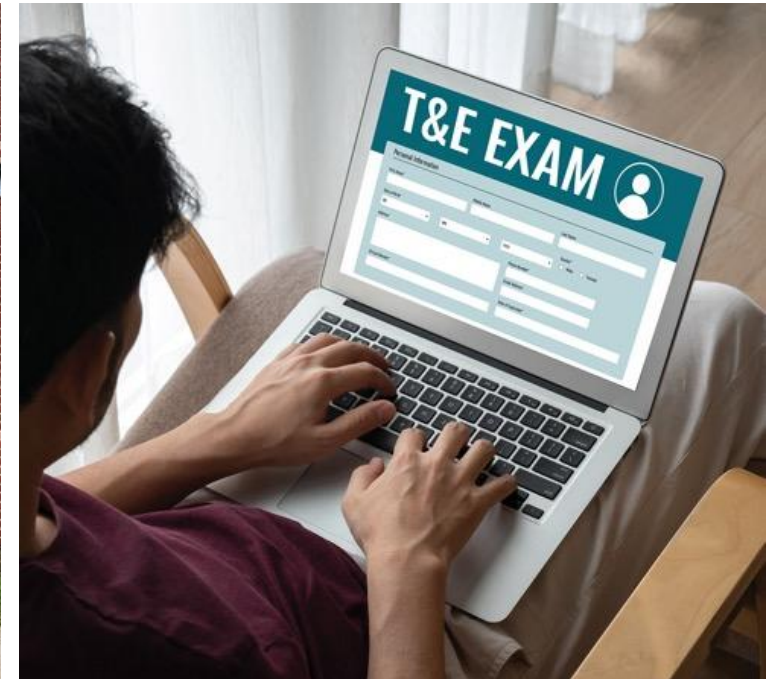


TRANSFORMATION – WHAT’S NEXT?

5

LONG-TERM PROMOTION TRANSFORMATION: CBTs + APPLICANT PORTAL

Focus on updating exam content, offering promotion exams more frequently, and integrating of promotion examination and hiring into applicant management system.



STAKEHOLDER ENGAGEMENT

MEETING WITH KEY STAKEHOLDERS

Over the last year, the Department has been engaging with state agency HR personnel, local civil service agency HR personnel, major unions, and legislative partners to present the future state transformation plans for open-competitive and promotional hiring within public service.

- This engagement has included in-person meetings, virtual presentations, phone calls, surveys, and regular email updates.
- The Department also launched a new webpage dedicated to Civil Service transformation efforts at cs.ny.gov/transformation.



COMPLETE TRANSFORMATION PACKAGE

The new **Open-Competitive Examination Model** and **Jobs Portal & Applicant Management System** are the next evolution in the Civil Service transformation package that builds on our recent investments and accomplishments.



Our transformation and success is only possible through the leadership of Governor Hochul and the legislative support we have received to bolster the Department of Civil Service.



**Department of
Civil Service**

AVAILABLE RESOURCES

AVAILABLE RESOURCES

- Stay connected and informed regarding our transformation efforts by visiting the **DCS Transformation webpage** on our DCS website.
- You can find:
 - Progress to date
 - What's to come
 - Summary of stakeholder meetings and collected feedback
 - Frequently asked questions (FAQs)
 - Additional resources (recorded presentations, flyers, T&E fact sheet)

QUESTIONS?



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