NEW YORK STATE | Department of Civil Service

# STATE & LOCAL AGENCY SURVEY RESULTS

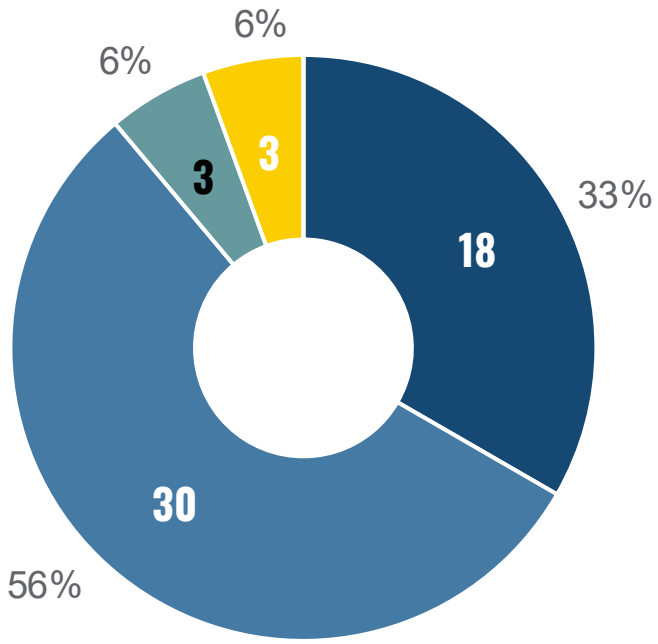
STATE & LOCAL PERSONNEL COMMUNITY FEEDBACK HIGHLIGHTS

AUGUST 21, 2025

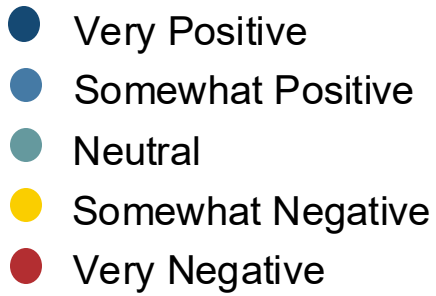
# STATE & LOCAL AGENCY SURVEY RESULTS

## What is your first impression of the transformation approach presented?

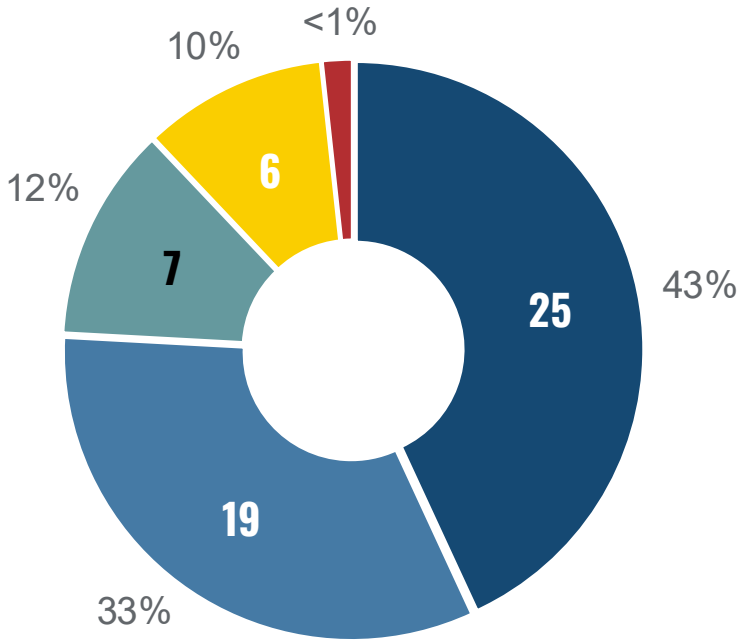
### State Agencies




(54)
Responses Received



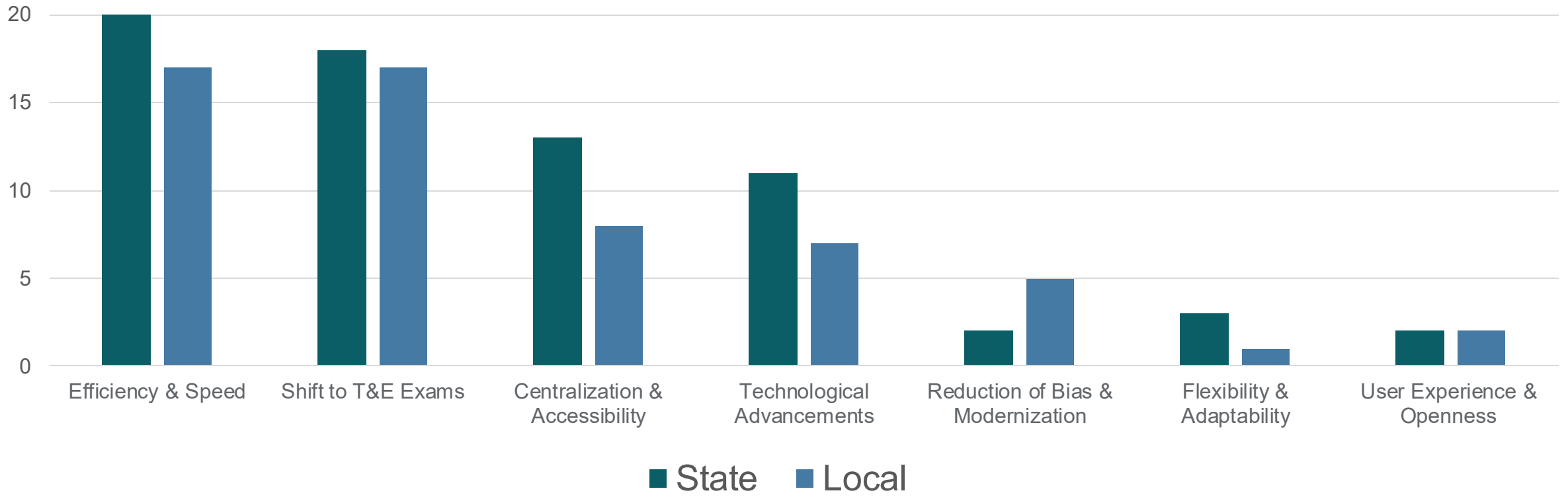

### Local Agencies




(59)
Responses Received

# STATE & LOCAL AGENCY SURVEY RESULTS

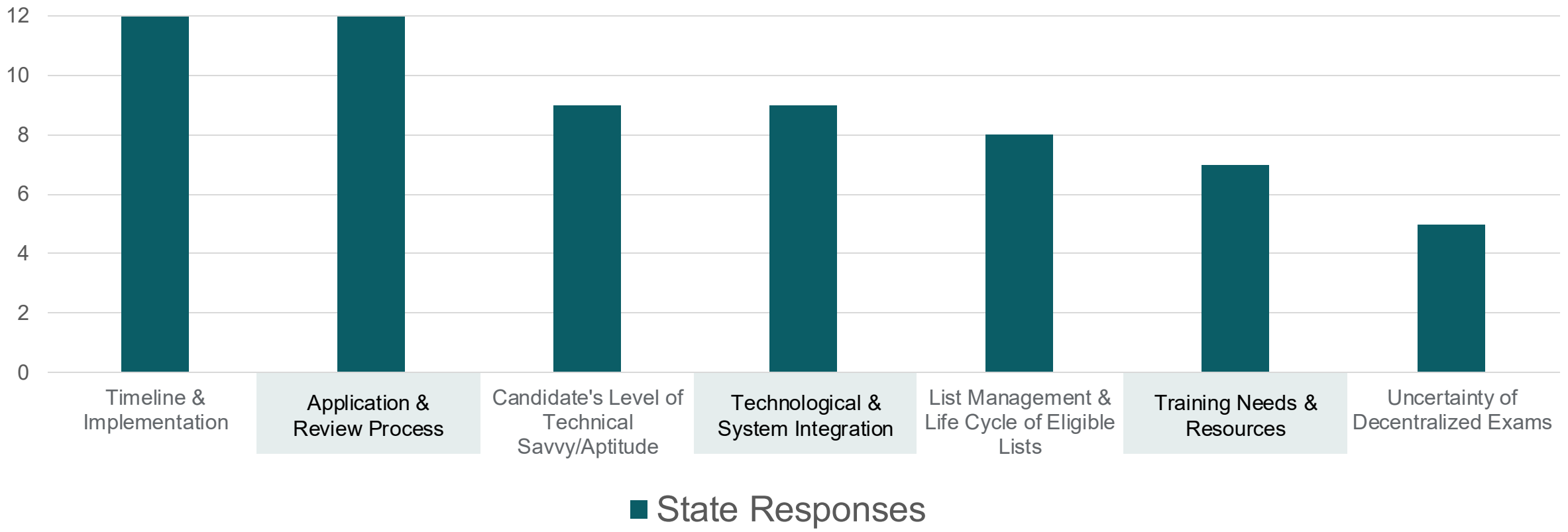
## What aspects of the transformation approach did you like most?




**Note:** The total number of responses outlined exceeds the total number of responses received. This is due to individuals indicating more than one key aspect in their response.

# STATE & LOCAL AGENCY SURVEY RESULTS

## What aspects of the transformation approach are most concerning?

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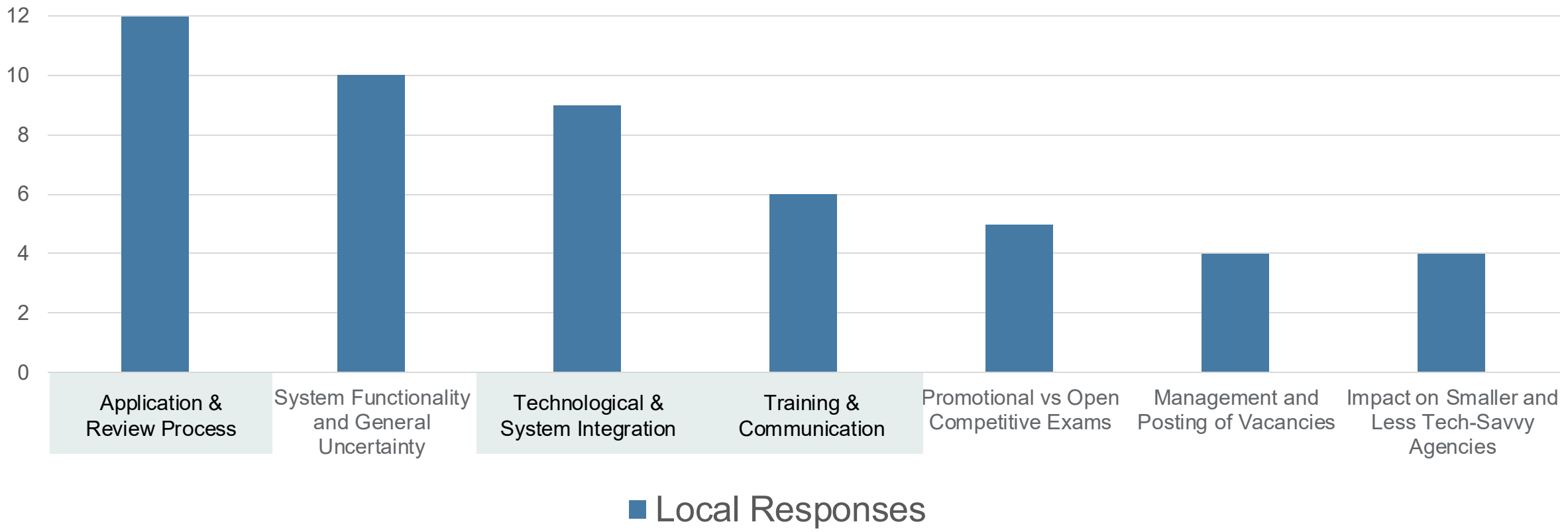
## What aspects of the transformation approach are most concerning?

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# STATE & LOCAL AGENCY SURVEY RESULTS

HOT TOPICS

## State Agencies

| | |
|---|---|
| **1. Eligible Lists and Canvassing**<br>a) How long will it take for lists to be generated?<br>b) How long will lists stay active? | 15 |
| **2. System Integration**<br>a) How will this integrate (or not) with other systems?<br>b) How will the Applicant Management System work with existing HR systems, ELMS, or NYSTEP? | 11 |
| **3. Application Review and Disqualification Process**<br>a) How will qualifications be confirmed?<br>b) What will the process be to remove unqualified people in a timely manner from eligible lists?<br>c) What is the process for DQ and score adjustments? | 9 |
| **4. Technical Implementation & Training**<br>a) How will candidates without access to an email/computer navigate the system?<br>b) Can you explain more about agency user responsibilities?<br>c) Is there more information on training and onboarding plans? | 6 |
| **5. Implementation Timeline**<br>a) What is the timing for this to all be developed and released for use?<br>b) If the timeline isn't met within a reasonable timeline, will DCS consider asking the Commission to extend NY HELPS? | 6 |

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HOT TOPICS

## State Agencies

| | |
|---|---|
| **6. T&E Exams**<br>a) Will promotion / transition exams also be administered as T&Es?<br>a) Will T&E exams be on a continuous recruitment basis?<br>b) What will the T&E piece look like in the applicant management system? | 6 |
| **7. Communication**<br>a) What will the statewide messaging be like for these changes?<br>b) What's the communication plan for applicants regarding these changes? | 4 |
| **8. Scoring**<br>a) How will a final score be determined?<br>b) Are applicants ranked against standards or one another?<br>c) Will the grading process be transparent? | 4 |
| **9. Postings**<br>a) Will we be able to hire multiple positions from one posting?<br>b) What will the process be for reposting/re-examining?<br>c) How will the system work if we extend our posting close date? | 3 |
| **10. Reporting**<br>a) What metrics will the new system provide?<br>b) Will we be able to run reports on recruitment activities? | 2 |

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## Local Agencies

| | |
|---|---|
| **1. Implementation Timeline**<br>a) What is the timeline for implementation and how will it be managed? | 10 |
| **2. Eligible Lists and Canvassing**<br>a) How will eligible lists be managed and maintained?<br>b) Will canvassing be required if the system is vacancy-based? | 6 |
| **3. Promotional Exams**<br>a) Why isn't the new style appropriate for promotional exams?<br>b) Will the grading be automated and how will it work? | 6 |
| **4. Application Review and Appeals**<br>a) Who will handle application reviews and appeals at the state level?<br>b) Will local agencies still have a role in verifying qualifications? | 5 |
| **5. Special Accommodations and Testing Centers**<br>a) How will special accommodations be managed?<br>b) Can local agencies offer space for testing centers? | 5 |
| **6. General Administration**<br>a) How will the administration of the system be handled?<br>b) What will the change management plan look like? | 5 |

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## Local Agencies

| | |
|---|---|
| **7. Costs and Financial Impact**<br>a) How much will the transformation cost for individual agencies?<br>b) What are the financial requirements for municipalities? | 2 |
| **8. Uniform Qualifications and Discrepancies**<br>a) Will agencies need to use uniform qualifications for the same title?<br>b) How will discrepancies in qualifications between agencies be handled? | 2 |
| **9. Manuals and Guidance**<br>a) Will the manuals for local agencies be updated and available with the new system? | 1 |
| **10. Vacancy-Based Posting and Certification**<br>a) How will vacancy-based postings be managed across different agencies?<br>b) How will the certification of eligibles be produced and maintained? | 1 |

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# Department of Civil Service