



# BUILDING TOMORROW'S WORKFORCE TODAY.

## What We Do

The Department of Civil Service is the central personnel agency for the Executive Branch of New York State government, serving approximately 140,000 employees. In this capacity, the Department oversees the administration of the civil service merit system, as well as the New York State Health Insurance Program (NYSHIP).

## Transformation Efforts

Under Governor Hochul's leadership, the Department is working to completely transform the civil service merit system. Our vision is aimed at leveraging technology to develop a customer-friendly, fully accessible, innovative method to examine for merit and fitness, while also building a workforce that mirrors the diversity and ability of all New York State residents.

## Progress To Date



**CCG Locations:** New York City, Albany, Buffalo, Rochester, Syracuse, Utica, Plattsburgh, Poughkeepsie, Yonkers, Long Island.



### NY HELPS Program.

Temporarily waives the entrance exam for nearly all jobs open to the public.

*To date, more than 27,500 appointments into New York State jobs and more than 6,800 appointments across participating local government agencies.*



**"NYS is Hiring!"** First-ever statewide marketing campaign to tout the many available public service jobs.

*The campaign delivered more than 237 million impressions and is estimated to have reached approximately 93 percent of New Yorkers aged 18+. In addition, the media placements reached more than 72 percent of Spanish-speaking New Yorkers. The campaign is running again through June 2025.*



**Centers for Careers in Government (CCG).** 10 regional locations opened in DOL Career Centers.

*Each CCG has a dedicated Civil Service employee to meet jobseekers where they are and work with the local community to create awareness of the many opportunities that are available in public service.*



**NYSHIP.** Provided more than 1.2M members with access to high quality providers and services.

*In 2025, maintained a zero percent increase for state employees covered under The Empire Plan.*

## What's to Come in 2025



**Testing Centers:**  
Coming Soon



### Modernizing Pay Structure.

The Department is working with a vendor to conduct a total compensation analysis to review the current value of the compensation packages employees receive.



### Computer-Based Testing Centers.

The Department will begin opening these centers across the State.

*In 2025: Syracuse and Cohoes.*

*In FY 2025-26: Buffalo, Rochester, NYC, Long Island, Utica, Newburgh, Binghamton.*

*In FY 2026-27: North Country, second Capital District, second NYC metro locations.*



## Included in Enacted Budget



- **Expand NY HELPS.** The Department is expanding the program for another year to run through June 2026.



- **Waive Exam Fees.** Continue to waive fees for those State exams still in place to remove an unnecessary barrier to entry.



- **Implement New Jobs Portal.** The Department will seek to implement a new NYS Jobs Portal and Application Tracking System to streamline recruitment, modernize the hiring process, and improve efficiency.



- **Bolster Public Safety Recruitment.** Raise the New York State Police retirement age to 63 and change the maximum age restriction for law enforcement recruitment to 43 years old.



Scan the code to sign up for exam notifications, follow us on social media, and learn more about the transformations happening in Civil Service.

<https://linktr.ee/nyscivilservice>