



**STATE OF NEW JERSEY**

**FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION**

In the Matter of Gina Artman and  
Rebecca Thomas, Quality Assurance  
Specialist, Health Services  
(PS2874K), Department of Human  
Services

Examination Appeal

CSC Docket Nos. 2018-1404 and  
2018-1405

**ISSUED: APRIL 2, 2018** (SLK)

Gina Artman and Rebecca Thomas appeal the determinations of the Division of Agency Services (Agency Services) that they were below the minimum requirements in experience for the promotional examination for Quality Assurance Specialist, Health Services (PS2874K), Department of Human Services.

The examination at issue was announced with specific requirements that had to be met as of the April 21, 2017 closing date. The education requirement for the examination was a Bachelor's degree. The experience requirements were three years of specialized experience in the field of quality assurance in a mental health, geriatric, health care setting, or human service agency, which includes monitoring and/or evaluation of clinical or human services records and program, which may include allegations of abuse, neglect, exploitation, or incidents of client abuse or safety and well-being. A total of 28 employees applied for the examination which resulted in a list of nine eligibles with an expiration date of November 8, 2020. Certification PS171899 was issued containing the names of the nine eligibles on November 9, 2017.

On her application, Artman indicated that she possessed a Bachelor's degree, was a Standards and Procedures Technician 1 from January 2013 to the April 21, 2017 closing date and held various other positions in both State service and in the private sector from August 2002 to January 2013. Agency Services credited her for having met the education requirement, but determined that she lacked three years of experience.

Thomas indicated that she possessed a Bachelor's degree, was a Standards and Procedures Technician 1 from April 2013 to the April 21, 2017 closing date and held various other positions in both State service and the private sector from June 1995 to April 2013. Agency Services credited her for having met the education requirement, but determined that she lacked three years of experience.<sup>1</sup>

On appeal, both Artman and Thomas highlight duties that they performed as a Standards and Procedures Technician 1 and how each duty related to the job specification for the subject title.

## CONCLUSION

*N.J.A.C.* 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the promotional announcement by the closing date.

The Civil Service Commission (Commission) finds that Artman and Thomas meet the requirements for the subject examination. The subject examination requires a Bachelor's degree and three years of specialized experience in the field of quality assurance in a mental health, geriatric, health care setting, or human service agency, which includes monitoring and/or evaluation of clinical or human services records and program. A review of the job specification for Standards and Procedures Technician 1 indicates that incumbents in this title may, among other things, review provider or contract agencies for compliance with department standards and procedures. In other words, incumbents in this title are making sure that the work of provider or contract agencies meet the standards that the department sets. This is quality assurance work. Artman's and Thomas' applications both indicate that they were performing such duties by reviewing human services records and programs. Specifically, in addition to both possessing Bachelor's degrees, Artman has four years and four months and Thomas has four years and one month of applicable experience as Standards and Procedures Technician 1s. Further, given that the Commission finds that Artman and Thomas met the requirements by the closing date, it is appropriate to add their names to the subject list for current appointment consideration.

## ORDER

Therefore, it is ordered that these appeals be granted and Artman's and Thomas' applications be processed for current employment opportunities.

This is the final administrative determination in this matter. Any further review should be pursued in a judicial forum.

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<sup>1</sup> Artman and Thomas both began provisionally serving in the subject title after the closing date.

DECISION RENDERED BY THE  
CIVIL SERVICE COMMISSION ON  
THE 27<sup>th</sup> DAY OF MARCH, 2018



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