

B-51



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Georgina Johns, *et al.*, Child Support and Paternity Specialist 2 (PS2555K), Division of Family Development

Examination Appeals

CSC Docket Nos. 2014-2167, 2014-2190 and 2014-2191

ISSUED: JUL 17 2014 (SLK)

Georgina Johns, Shameka Pullen, and Soraya Vasquez appeal the determinations of the Division of Selection Services (Selection Services) which found that they were below the minimum requirements in experience for the promotional examination for Child Support and Paternity Specialist 2 (PS2555K), Division of Family Development. These appeals have been consolidated due to common issues presented.

The examination at issue was announced with specific requirements that had to be met as of the October 21, 2013 closing date (see attached). Twenty-four employees applied for the examination, and eight were deemed eligible. The subject examination has not yet been scheduled.

Ms. Johns indicated on her application that she was provisionally serving in the title under test from March 2013 to the October 21, 2013 closing date and an Investigator for the Judiciary from February 1996 to March 2013. Personnel records indicate that she was an Investigator from February 2006 to March 2013. Selection Services credited her with having possessed a Bachelor's degree, having eight months general and supervisory experience based on her provisional experience, but determined that she lacked one year and four months of general experience and four months of supervisory experience.

Ms. Pullen indicated on her application that she was provisionally serving in the subject title from December 2012 to the October 21, 2013 closing date, a Social

Worker 2 for the Department of Corrections from August 2008 to December 2012, an Emergency Housing Case Manager for Transitional Housing Services Inc. from July 2005 to August 2008, a Residential Counselor-Capable Adolescent Mothers for Cross Roads Programs, Inc. from January 2003 to June 2005, and an Intake Coordinator/Service Coordinator from September 2001 to September 2005. Selection Services credited her with having possessed a Bachelor's degree and having 11 months of general and supervisory experience for her provisional experience, but determined that she lacked one year and one month of general experience and one month of supervisory experience.

Ms. Vasquez indicated on her application that she was a Senior Probation Officer for the Judiciary from April 2006 to February 2013. Personnel records indicate that she was provisionally serving in the title under test from February 2013 to the October 21, 2013 closing date, a Senior Probation Officer for the Judiciary from April 2011 to February 2013, a Probation Officer for the Judiciary from April 2006 to October 2011, and an Investigator for the Judiciary from November 2005 to March 2006. Selection Services credited her with having possessed a Bachelor's degree, but determined that she lacked two years of experience as her provisional experience was not listed on her application and her other experience was not applicable.

On appeal, Ms. Johns presents that she possesses a Bachelor's degree and has been serving provisionally in the subject title since March 23, 2013. Previously, she worked for the Camden County Judiciary as a Child Support Investigator for seven years and prior to that she worked as a Program Coordinator for Catholic Charities, Emergency and Community Development for 10 years. She submits an outline of her experience in the three positions. Further, as an Investigator, she highlights that she provided case management, monitored, and enforced orders for child support cases. She also was proficient in several computer applications, conducted fact-finding investigations, monitored operations and procedures for child support agencies to ensure compliance with regulations, promoted the development of the agency and counseled individuals on agency programs, negotiated bail releases, determined the status of customer service complaints, and collected case statistics. As a Program Coordinator, she states that she developed and implemented funding proposals for Social Service programs, informed and determined client eligibility for services, monitored and prepared statistics, maintained a voting position on various Social Services Boards, analyzed and developed operating procedures, promoted agency services and counseled individuals on agency programs, and supervised staff. She asserts that she has 18 years of the required experience.

Ms. Pullen presents that as a Case Manager for Transitional Housing Services she worked with homeless families applying for assistance, and one of her duties was to ensure that clients did what various agencies required them to do in

order to maintain their assistance. As a Social Worker 2 for the Department of Corrections, she states that one of her responsibilities was working with Non-Custodial Parent inmates regarding the child support system. She also maintained statistics to report on the utilization of these services. She argues that between her experience in the subject title, as a Social Worker 2, and as a Case Worker, she has over seven years of experience and therefore she exceeds the experience requirement. She also highlights that she has a Bachelor's degree and therefore meets the education requirement.

Ms. Vasquez states that since October 2005 she has been employed in the area of child support by the Judiciary as an Investigator, then as a Probation Officer, and then as a Senior Probation Officer. She presents that the child support program is monitored by the appointing authority and that prior to serving provisionally in the subject title, she had been performing the same duties as the subject title for over five years. While working for the Judiciary, she maintains that she developed programs and plans to ensure that the child support programs were in compliance with State and Federal requirements and she also assisted with audits to ensure that the child support program ran effectively and within their guidelines. Additionally, she highlights that she assigned tasks to clerical and junior staff and developed training materials for them. Also, she notes that she reviewed reports and developed projects based on these reports to ensure that goals were met. As a Senior Probation Officer, she presents that some of her main duties were to assist clients with child support collection and to update court orders in the system. Further, she states that she actively participated in work groups such as assisting on the Statewide child support call center, working with the appointing authority on the implementation of the new child support program, and delivering information to her unit through trainings. Moreover, she highlights that she presented cases for appeals, made recommendations to Judges, performed court ordered audits, provided case disposition information to clients, handled client correspondence, and worked with agencies to determine possible fraud. Therefore, she asserts that she meets the minimum requirements for the position.

CONCLUSION

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

N.J.A.C. 4A:4-2.1(f) provides that an application may only be amended prior to the announced closing date.

N.J.A.C. 4A:4-6.3(b) provides that the appellant has the burden of proof in examination appeals.

A review of the record indicates that Selection Services correctly determined that the appellants are not eligible for the subject examination. In order for experience to be considered applicable, it must have as its primary focus full-time responsibilities in the areas required in the announcement. See *In the Matter of Bashkim Vlashi* (MSB, decided June 9, 2004). The appellants needed two years of experience in the analysis, development, coordination and monitoring of operating procedures for a social welfare agency, one year of which shall have included the monitoring of child support programs. Ms. Johns and Ms. Vasquez assert that their various experiences as an Investigator, Probation Officer, and/or Senior Probation Officer for the Judiciary and Ms. Pullens asserts that her experience as a Social Worker 2 for the Department of Corrections and as a Case Manager for Transitional Housing Services Inc. provide them the required experience. However, in each one of the positions, the appellants' primary duties were to manage and resolve cases at the individual level, while the subject title requires experience in improving operations at the agency level. Further, while the appellants highlight some responsibility involving the improving of operating procedures at the agency level, it was not their primary responsibility in these positions. Therefore, Selection Services properly did not credit the appellants for these positions.

With respect to Ms. Johns' argument that she gained 10 years of applicable experience as a Program Coordinator for Catholic Charities, the Commission notes that Ms. Johns did not include this experience on her application nor did she provide a resume with her application. Information submitted on appeal pertaining to duties in a given position that expands or enlarges information previously submitted is considered clarifying and is accepted. However, any documentation indicating work in a setting that was not previously listed on an application or resume cannot be considered after the closing date. Thus, the Commission can only consider information provided on appeal regarding the positions listed on the appellant's original application. Therefore, since Ms. Johns did not indicate her experience with Catholic Charities on her original application, it cannot be considered in the adjudication of this appeal.

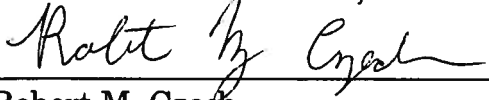
A thorough review of all material presented indicates that the determination of the Division of Selection Services, that the appellants did not meet the announced requirements for eligibility by the examination closing date, is supported by the record. Thus, the appellants have failed to support their burden of proof in these matters.

ORDER

Therefore, it is ordered that these appeals be denied.

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

DECISION RENDERED BY THE
CIVIL SERVICE COMMISSION ON
THE 16th DAY OF JULY, 2014



Robert M. Czech
Chairperson
Civil Service Commission

Inquiries
and
Correspondence

Henry Maurer
Director
Division of Appeals
and Regulatory Affairs
Civil Service Commission
Written Record Appeals Unit
P.O. Box 312
Trenton, New Jersey 08625-0312

Attachment

- c: Georgina Johns
- Shameka Pullen
- Soraya Vasquez
- Antoinette Sargent
- Dan Hill
- Joseph Gambino

NEW JERSEY CIVIL SERVICE COMMISSION-STATE SERVICE
PROMOTIONAL ANNOUNCEMENT

\$25.00 PROCESSING FEE REQUIRED
Make Check/Money Order Payable to NJCSC

SYMBOL: **PS2555K**

WEIGHT CODE: *

TITLE: **CHILD SUPPORT AND PATERNITY SPECIALIST 2**SALARY: **\$55,438.00 - \$78,643.00**ISSUE DATE: **October 01, 2013**CLOSING DATE: **October 21, 2013**TITLE CODE: **61972/VIRXR7**CLASS CODE: **23**DEPARTMENT: **HSP/HUMAN SERVICES**UNIT SCOPE: **K500 Division of Family Development**APPLICATIONS MAY BE OBTAINED
FROM AND MUST BE RETURNED TO:

**ONLY ON LINE APPLICATIONS
WILL BE ACCEPTED
FOR THIS ANNOUNCEMENT**

Open to employees in the competitive division who are currently serving in a title to which the announcement is open and have an aggregate of one year of continuous permanent service as of the closing date in the following title(s):

Child Support and Paternity Specialist 3

Or to employees in the competitive division who have an aggregate of one year of continuous permanent service as of the closing date in any competitive title and meet the requirements listed below:

Education: Graduation from an accredited college or university with a Bachelor's degree. You must indicate either possession of a degree or total number of college credits completed to date on your application. (Foreign degrees/transcripts must be evaluated by a recognized evaluation service.) Failure to do so will result in rejection from the examination process.

Applicants who do not possess the required education may substitute experience as indicated below on a year for year basis.

Experience: Two (2) years of experience in the analysis, development, coordination and monitoring of operating procedures for a social welfare agency, one (1) year of which shall have included the monitoring of child support programs.

License: Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle rather than employee mobility, is necessary to perform the essential duties of the position. The responsibility for ensuring that employees possess the required motor vehicle license, commensurate with the class and type of vehicles they operate, rests with the Appointing Authority.

IMPORTANT INFORMATION

1. NJAC 4A:4-2.6 states that all requirements listed, including assignment to the department and unit scope, must be met as of the closing date.
2. **YOU MUST COMPLETE YOUR APPLICATION IN DETAIL.** Your score may be based on a comparison of your credentials with the job requirements. Failure to complete your application properly may lower your score or cause you to fail.
3. This examination is open to full- and part-time permanent employees. If an employment list results from this announcement, it may be certified to fill full-time and part-time positions. If 35- and 40-hour positions are used within the unit scope, the resulting list may be used to fill either work week position.
4. NJAC 4A:4-1.5 states that any employee who is serving on a provisional basis and who fails to file for and take an examination which has been announced for his/her title **SHALL BE SEPARATED FROM THE PROVISIONAL TITLE.**
5. In accordance with Public Law 2010 c.26, **Veterans pay a reduced application fee of \$15.00** if they have previously established Veterans Preference with the DMAVA (as defined by N.J.S.A. 11A:5-1 et seq.), or your claim is approved by DMAVA at least 8 days prior to the issuance of this eligibility list. **PLEASE NOTE THIS REDUCED FEE DOES NOT APPLY TO PUBLIC SAFETY TITLES.**
6. **SAVE ON POSTAGE! GO PAPERLESS! RECEIVE IMMEDIATE CONFIRMATION THAT YOUR APPLICATION HAS BEEN RECEIVED!** You can now file an application for this examination on-line. Visit the Civil Service Commission website at <http://info.csc.state.nj.us/epoa>. Select the promotional announcement and click on the link, "Click Here to file On-Line" at the top of the announcement. **You can now complete and submit your application and payment on-line to the Civil Service Commission and you will receive an immediate receipt confirmation!**
7. **SPECIAL NOTE TO ALL APPLICANTS** Please make sure you are assigned to the unit scope indicated above. If you do not know your unit scope assignment, please contact your Human Resource Office. If you file an application for this announcement and you are not assigned to the unit scope indicated above, **YOU WILL BE FOUND INELIGIBLE FOR THIS EXAM AND YOUR APPLICATION FEE WILL NOT BE REFUNDED.**

DPF-256A * Revised 03/09