



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION

In the Matter of Jaleila Wilson,  
Department of Law and Public Safety

CSC Docket No. 2015-2484

Classification Appeal

**CORRECTED**

ISSUED: OCT 20 2015 (DASV)

Jaleila Wilson appeals the attached determination of the Division of Agency Services (Agency Services) that her position is properly classified as an Auditor 3. The appellant seeks an Auditor 2 or Investigator 1, Law and Public Safety classification in this proceeding.

By way of background, the appellant is permanent in the title of Auditor 3 (class code 20) in the Division of Consumer Affairs, Mortuary Science/Accounting/Cemetery/Court Reporting – Team 8, Department of Law and Public Safety, but contended that the duties of her position were commensurate with the duties of an Auditor 2 (class code 23). The appellant submitted a request for reclassification and completed a Position Classification Questionnaire (PCQ) on November 26, 2012. The PCQ indicated that the appellant works under “general supervision” and, among her responsibilities, 60% of the time was spent administering the Certified Professional Examination (CPE)<sup>1</sup> Audit Program, which included determining, planning and organizing audit procedures; conducting and taking the lead in the audit of licensees; and providing training, guidance, and/ or instruction as needed regarding the audits. Additionally, 15% of the appellant’s time was spent reinstating or reactivating licenses, which included revising applications and instructions to expedite the review process. Further, 10% of the appellant’s time was spent on processing requests for CPE credit. Along with that responsibility, the appellant created three standardized credit request forms and revised the same in response to regulatory changes. The appellant’s immediate

<sup>1</sup> CPE also refers to “continuing professional education.”

supervisor and Deputy Director signed the PCQ on November 26, 2012 and December 10, 2012, respectively. The appellant's supervisor agreed with the appellant's listed duties and considered the following duties as the most important duties of her position: determining audit procedures, conducting audits, and reinstating licenses. He also stated that the appellant "completely revamped the way the Board conducts audits."

The appointing authority rejected the appellant's request for reclassification and indicated that representatives of the appointing authority met with the appellant and advised her that out-of-title duties would be removed from her position "effective immediately" and duties equivalent to her current title of Auditor 3 would be assigned. The appointing authority also indicated that a revised PCQ would be submitted to this agency. The appointing authority's counsel signed the November 26, 2012 PCQ on March 27, 2014. By letter dated March 27, 2014, the appointing authority forwarded the appellant's request for reclassification to this agency. By letter dated August 5, 2014, a revised PCQ was submitted. The appellant's supervisor and Deputy Director signed the revised PCQ on July 24, 2014, and the appellant's refusal to sign the PCQ was noted. Further, the appointing authority indicated on that PCQ that "higher-level duties were removed from the [appellant's] position on February 6, 2014" during the above-referenced meeting. The revised PCQ indicated that the appellant still received general supervision, but the appellant no longer determined, planned or organized audit procedures or took the lead in audits, although she still administered the CPE Audit Program 60% of the time. The appellant also did not provide training, guidance, or instruction regarding audits. Moreover, any reference to creation or development of forms or procedures was deleted from the revised PCQ. The appellant's Performance Assessment Review (PAR) for the rating period between November 1, 2013 to October 31, 2014 was also presented and reflected that the appellant refused to sign the same on July 17, 2014. The appellant's supervisors signed the PAR on July 17, 2014 and noted, among other things, that the appellant's job responsibilities were performed under "limited supervision." That PAR did not demonstrate lead worker duties. However, a prior PAR for the same rating period, which was agreed to and signed by the appellant and her supervisors on February 10, 2014, reflected that the appellant received "general supervision" and conducted and took the lead in audits.

Thereafter, Agency Services conducted a review of the appellant's position and found that the preponderance of the duties and responsibilities of the appellant's position was significantly descriptive of tasks assigned to an Auditor 3. In that regard, it found that the appellant was primarily responsible for the CPE program; conducting routine audits; and conducting an initial review of CPE credit requests. The appellant's work also involved reinstating and/or reactivating licenses; compiling information and drafting responses to legislative referrals; and overseeing the drafting of responses to e-mails. The appellant did not have

supervisory responsibility. Additionally, Agency Services noted that an Auditor 2 position is characterized by leadership responsibility by acting regularly as a team leader or independently conducting the more complex field or office audits, which Agency Services did not find the appellant performed.

On appeal to the Civil Service Commission (Commission), the appellant contends that she is working under "general supervision." She notes that no one above her has the knowledge and experience to oversee her work. She states that she designed and developed the new audit program and administers it by herself. Moreover, the appellant contests that her audits are routine. Prior to her administration of the CPE Audit Program, a routine audit consisted of auditing every tenth licensed accountant on a list ("random approach") and resulted in fines totaling \$200,000. Her audits are more complex in the way licensees are selected and how an audit is conducted ("targeted approach"). Four times as many accountants have been found to have deficiencies and fined, amounting to over \$4 million dollars in assessments. Furthermore, the appellant asserts that she takes the lead on CPE audits. She states that there is another Auditor 3 in her unit whose work she oversees. The appellant provides guidance to this auditor by answering her questions and making any necessary corrections to her work.

In support of her appeal, the appellant submits what appears to be her final PAR for the 2013 to 2014 rating cycle, which was signed by her supervisors on December 19, 2014 and April 27, 2015, and states, among other things, that she performed her job responsibilities under "general supervision." Further, the PAR notes that the appellant "worked in a semi-supervisory capacity" by ensuring that staff completed required training assignments. The appellant also reviewed regulatory changes with staff and provided them with guidance and training. Additionally, the appellant presents documents, including an article concerning her work, and the Commission's decision, *In the Matter of Victoria Yip* (CSC, decided October 1, 2014). In that case, Ms. Yip appealed the determination that her position was properly classified as an Accountant 3. She sought a position reclassification to Accountant 2 or Auditor 2, which the Commission denied, finding that Ms. Yip was not performing lead worker duties or conducting complex audits and that she worked under "limited supervision" and not "general supervision." In contrast, the appellant maintains that she works under "general supervision," has leadership responsibility by administering the CPE Audit Program, acts regularly as a team leader, and performs audits that are more complex and profitable than previous audits due to regulatory changes and advanced audit methods. Further, the appellant submits a letter, dated November 12, 2012, from her supervisor, which confirms the forgoing information. The appellant's supervisor believed that her position should be classified as an Auditor 2. The appellant notes that this letter was not submitted by the appointing authority to Agency Services. In addition, the appellant acknowledges that as of May 2014, she was no longer primarily responsible for the reinstating and/or reactivating of licenses. However,

this allowed her to devote more time to the CPE Audit Program. Nonetheless, the appellant maintains that, since 2009, her position has undertaken a leadership role.

In response, Agency Services verifies that the November 12, 2012 letter from the appellant's supervisor was not included in the initial request for reclassification. Further, the appellant's supervisor retired in May 2014, nine months before the appellant's position was reviewed. Nevertheless, Agency Services indicates that the appellant's PCQ did not demonstrate that she performed complex audits. Moreover, Agency Services states that the organizational chart at the time of the position audit did not show that the appellant took the lead over another Auditor 3, nor did the appellant's PAR show it as a duty. Rather, the information gathered in the audit demonstrated that the appellant's duties are of a technical nature and her position is best classified as an Auditor 3. Agency Services notes that the title of Investigator 4, Law and Public Safety, Specialized Credentials (class code 18), was considered for the appellant's position, but it would have resulted in the appellant's demotion.

In reply, the appellant indicates that her audits are "more complex" and should be performed by an Auditor 2. Moreover, she argues that she should not be penalized for her former supervisor's retirement or the inexplicable delay in processing her reclassification request. Furthermore, she maintains that she has leadership responsibility over the other Auditor 3. The appellant disagrees that her PAR does not reflect this duty, as the first job responsibility in the PAR she submits lists that she conducts and takes the lead in audits. The appellant's PCQ also reflects this information. In addition, the appellant states that although other titles were considered for her position, "ironically," the title of Investigator 1, Law and Public Safety (class code 26) was not considered. The appellant indicates that an incumbent in that title coordinates an investigative program, which she undertakes as the administrator of the CPE Audit Program. Accordingly, the appellant contends that the best classification for her position is Investigator 1, Law and Public Safety.

In a supplemental submission, the appellant clarifies the events surrounding her request for reclassification. She initially notes that on February 14, 2014, a new PAR had been created for the 2013 to 2014 rating period, which accurately reflected the duties of her position. She filed a grievance to correct that PAR in July 2013, which consisted of secretarial duties and had nothing to do with removing out-of-title duties. It is noted that according to the e-mails that the appellant submits, her original PAR for the 2013 to 2014 rating cycle was drafted pursuant to a reorganization effort and included "duties that the employee will be expected to perform during the rating cycle." The appellant alleges that only after her PAR was corrected did management consider removing the out-of-title duties. Moreover, she claims that although the PCQ signed by the appointing authority's counsel on March 27, 2014 indicated that out-of-title duties were to be removed, she continued

to perform the duties. On July 10, 2014, the appellant filed another grievance since the higher level duties remained. She requested that she receive a lump sum payment for her out-of-title work from January 1, 2010 to the date that the duties were actually removed. The grievance was settled on August 21, 2014. In that regard, the parties agreed that they would wait for the classification determination by his agency. Specifically, it was written that the "Employee and CWA has [sic] been advised that we are awaiting a definitive answer from [the Commission]."

In the meantime, the appointing authority forwarded the revised PCQ to this agency. The appellant notes that this PCQ stated that her level of supervision was general, but her new PAR reflects "limited supervision." In addition, she claims that she did not refuse to sign the new PAR or PCQ. There were no meetings on the dates that she supposedly refused to sign the documents. They "were signed behind [her] back." Furthermore, the appellant acknowledges that she briefly discontinued performing higher level duties in July and August 2014 relating to the audit function, but she resumed these duties "since they kept threatening [her] with write-ups for not performing" them. The appellant states that, ultimately, the only duties that were removed were clerical, such as the reinstatement of applications and CPE credit requests. However, analytical duties were added to help improve operations.

The appellant also submits her PAR for the November 1, 2014 to October 31, 2015 rating period, which she maintains demonstrates that higher level duties were not removed and, in fact, additional higher level duties were added. In conclusion, the appellant alleges that "this whole fiasco was due to the childish vindictive and petty attempts of certain employees with [the Office of the Attorney General's Human Resource] department to get back at [her] for filing a grievance over [her PAR] in July 2013." She emphasizes that the appointing authority held her PCQ for over a year and falsified documents claiming that duties were removed which resulted in an erroneous classification determination. In further support of her appeal, the appellant submits various e-mails and audio recordings of meetings.

It is noted that on July 1, 2015, the appellant and her Executive Director completed a new PCQ, requesting that the appellant's position be reclassified to Administrative Analyst 1. In conjunction with the PCQ, the appellant indicated that "[s]ince May 2014, the primary focus of [her] responsibilities is the overall operational analysis of Team 8 with the direct responsibility for the recommendation, planning, and implementation of improvements for the Team as a result of such analysis." However, the appellant indicates that the appointing authority rejected her request and removed out-of-title duties. Agency Services received the request for classification review in late August 2015. The classification determination is pending.

## CONCLUSION

The definition section of the job specification for Auditor 3 states:

Under limited supervision of a supervisory official in a State department, institution, or agency, does independent auditing or accounting work of average difficulty; does other related duties as required.

The definition section of the job specification for Auditor 2 states:

Under general supervision in a State department or agency, leads a group of auditors conducting audits of financial transactions and records of private corporations, State, and local government, or local school districts, or independently conducts the more complex field or office audits or accounting work; does other related work.

The Auditor 3 is required to perform auditing or accounting work of average difficulty and can work independently. The job specification for Auditor 2 has two parts. If not working as a lead worker, an Auditor 2 is expected to perform the non-routine, important or problematic work on a consistent basis and under general supervision, with considerable latitude to apply judgment. It is noted that a leadership role refers to those persons whose titles are non-supervisory in nature, but are required to act as a leader of a group of employees in titles at the same or a lower level than themselves. Duties and responsibilities would include training, assigning and reviewing work of other employees on a regular and recurring basis, such that the lead worker has contact with other employees in an advisory position. However, such duties are considered non-supervisory since they do not include the responsibility for the preparation of performance evaluations.

In the appellant's case, it is initially noted that her work would not be considered as "the more complex field or office audits or accounting work." Although the appellant describes her audits as not routine, her description involves the manner in which information is retrieved and not the complexity of the subject matter. In other words, while the appellant performs in depth audits, utilizing a more efficient and profitable system to identify non-compliant licensees, she has not shown that the cases assigned to her are necessarily the more complex. Nevertheless, while not a majority of the time, the appellant did in fact perform some lead worker duties. The appellant's November 26, 2012 PCQ listed that 60% of her time was spent administering the CPE Audit Program, which included determining, planning and organizing audit procedures; conducting and taking the lead in the audit of licensees; and providing training, guidance, and/ or instruction as needed regarding the audits. There was another Auditor 3 in the appellant's unit to whom she provided guidance. Furthermore, the appointing authority

acknowledged the performance of these duties when it indicated on the revised PCQ that the out-of-title duties were removed from the appellant's position on February 6, 2014, and those duties were no longer listed. While the record indicates that there was a time that the appellant ceased performing certain tasks, the out-of-title duties were not fully removed. The appellant had filed a grievance, which was settled on August 21, 2014 by the parties, who agreed to wait for Agency Services' determination. It is not clear whether Agency Services was aware of the circumstances as described above or of the different versions of the appellant's PCQ and PAR. Nevertheless, upon a review of this matter, the Commission finds that the appellant was in fact performing lead worker duties a portion of the time, and as such, her position was misclassified.

However, the position's duties are not commensurate with the duties of an Auditor and cannot be classified in that title series. In that regard, Auditor positions are charged with systematically reviewing and verifying the accuracy of accounts, reports, and supporting documents and ensuring the acceptability and efficiency of accounting structures and other financial determinations of concern to the State, such as compliance with laws and regulations, proper conduct of fiduciary responsibilities, and proper assessment and remittance of taxes and fees. The primary focus of the appellant's position does not involve the review of such fiscal records. Rather, the position primarily audits licensees and performs all the necessary work to ensure that the licensees are in compliance with regulatory requirements, from identifying violators to reporting deficiencies and taking corrective actions, which are short of a fine or penalty. In its review, Agency Services considered the title of Investigator 4, Law and Public Safety (Specialized Credentials) for the appellant's position. On appeal, the appellant is in agreement with the title series, but she contends that the non-variant higher title of Investigator 1, Law and Public Safety is more appropriate. In that regard, the definition section of the job specification for Investigator 4, Law and Public Safety (Specialized Credentials) states:

Under supervision of a Supervising Investigator or under the guidance and/or supervision of an Investigator 1 or other supervisory official in the Department of Law and Public Safety, performs regulatory audits and inspections of licensed premises; reviews records, files, financial statements, and other transactions to determine compliance with rules or regulations governing consumer protection laws; conducts, under guidance, civil and regulatory investigative activities or investigations, requiring specialized credentials, to detect alleged noncompliance with or violations of New Jersey State statutes, administrative codes, or Professional Rules of Conduct, or consumer protection laws; does other related work as required.

The definition section of the job specification for Investigator 1, Law and Public Safety states:

Under direction of a Supervising Investigator or other supervisory official in the Department of Law and Public Safety, leads an investigative unit or team or coordinates an investigative program, conducting in depth regulatory and administrative audits and inspections of licensed premises; reviews records, files, financial statements, and other transactions to determine compliance with rules or regulations governing consumer protection laws; performs other confidential and sensitive civil and regulatory investigative activities or specialized investigations to detect alleged noncompliance with or violations of New Jersey State statutes, administrative codes, Professional Rules of Conduct, or consumer protection laws; performs other related duties as required.

Upon review, the Commission finds that the appellant's duties and responsibilities compare favorably with the Investigator, Law and Public Safety title series. However, although the appellant may be considered to be performing lead worker duties, the primary focus of her position is not leading a unit or team in order to classify her position to Investigator 1, Law and Public Safety. As found above, the record indicates that the appellant's position primarily audits licensees, rather than providing guidance and reviewing the work of other employees a majority of the time. Furthermore, although the appellant may have developed the new CPE Audit Program, she continues to perform audits. Thus, she does not primarily coordinate an investigative program. Therefore, an Investigator 1, Law and Public Safety classification is inappropriate. Additionally, the Investigator 3 and 4, Law and Public Safety job specifications do not describe the appellant's position, as an incumbent in those titles does not conduct in depth audits or perform lead worker duties. However, the definition section of the job specification for Investigator 2, Law and Public Safety (class code 23) states:

Under supervision of a Supervising Investigator or other supervisory official in the Department of Law and Public Safety, conducts in depth regulatory and administrative audits and inspections of licensed premises; reviews records, files, financial statements, and other transactions to determine compliance with rules or regulations governing consumer protection laws; performs other confidential and sensitive civil and regulatory investigative activities or specialized investigations to detect alleged noncompliance with or violations of New Jersey State statutes, administrative codes, Professional Rules of Conduct, or consumer protection laws; performs other related duties required.



There is no dispute that the appellant conducts in depth administrative audits, reviews records to determine compliance with rules and regulations, and performs specialized investigations. Further, the Examples of Work for an Investigator 2, Law and Public Safety include investigating information on applications and other documents; collecting evidence obtained from an investigation; cataloging evidence for presentation to supervisor; selecting individuals, organizations, or companies for routine investigation and inspection; notifying violators of noncompliance with laws, rules, or regulations; examining records, documents, or other official recorded material required to be maintained by licensed individuals, organizations, vendors, service providers, and agencies; reviewing applications for licenses, permits, certificates, or renewals; locating individuals for or under investigation; recommending procedures for initiating corrective action or abatement; conducting administrative searches; implementing restoration, suspension, or revocation of licenses or renewal of licenses; checking for appropriate license, bond, certificate, or permits; and training subordinate investigators in investigative duties and techniques. Thus, the Examples of Work for this title include lead worker duties, which the appellant performs. Accordingly, the Commission finds that an Investigator 2, Law and Public Safety classification best describes the duties and responsibilities of the appellant's position.<sup>2</sup>

As for the effective date of reclassification, *N.J.A.C.* 4A:3-3.9(c)7 requires that the appointing authority submit an employee's classification appeal to this agency within 10 days of receipt of the appeal. In this case, the appointing authority failed to do so. The appointing authority's counsel did not even sign the November 26, 2012 PCQ until March 27, 2014. Additionally, *N.J.A.C.* 4A:3-3.9(e)3i provides that if an appeal is granted by the Commission, the effective date of implementation shall be, in State service, the pay period immediately after 14 days from the date an appropriate Commission representative first received the appeal or reclassification request, or at such earlier date as directed by the Commission. Given the inexplicable delay in this matter and for equitable reasons, the effective date of reclassification will be based on the date that the Deputy Director signed the appellant's original PCQ, which was on December 1, 2012. As such, considering the 10-day and 14-day periods set forth in *N.J.A.C.* 4A:3-3.9(c)7 and *N.J.A.C.* 4A:3-3.9(e)3i, respectively, the appropriate effective date is January 12, 2013, which is the beginning of the pay period after the foregoing time periods. It is noted that although the appellant claims that she was performing out-of-title duties since 2009 or 2010, she did not file a request for classification review until 2012. In that regard, it is emphasized that the foundation of position classification, as practiced in New Jersey, is the determination of duties and responsibilities being performed at a given point in time as verified through an audit or other formal study. Thus,

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<sup>2</sup> Although the appellant performs specialized investigations to detect alleged noncompliance, the record does not indicate that the appellant's investigations require specialized credentials to warrant a position classification to the variant title of Investigator 2, Law and Public Safety (Specialized Credentials).

classification reviews are based on a current review of assigned duties and any remedy derived therefrom is prospective in nature since duties which may have been performed in the past generally cannot be reviewed or verified.

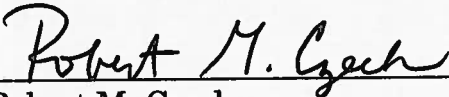
Therefore, since the record does not indicate that higher level out-of-title duties were in fact fully removed, the appellant's record will reflect an appointment to the Investigator 2, Law and Public Safety title, effective January 12, 2013, and the appointing authority is ordered to pay the appellant differential pay beginning on that date. However, if Agency Services finds that the appellant is currently performing duties of a different title based on her current request for position classification review, she will only be entitled to such differential pay up to the effective date of Agency Services' new determination. Accordingly, Agency Services is ordered to perform an expedited review of the new matter in order to finally resolve the appellant's position classification.

### ORDER

Therefore, it is ordered that the appellant's appeal be granted in part, and the appellant's position be classified as an Investigator 2, Law and Public Safety, effective January 12, 2013, and she receive differential pay. It is further ordered that Agency Services perform an expedited review of the appellant's current position in accordance with this decision.

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

DECISION RENDERED BY THE  
CIVIL SERVICE COMMISSION ON  
THE 7<sup>TH</sup> DAY OF OCTOBER, 2015



Robert M. Czech  
Chairperson  
Civil Service Commission

Inquiries  
and  
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Henry Maurer  
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**Attachment**

**c:     Jaleila Wilson  
       Mirella Bednar  
       Kenneth Connolly  
       Joseph Gambino**



STATE OF NEW JERSEY  
CIVIL SERVICE COMMISSION  
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Chris Christie  
Governor  
Kim Guadagno  
Lt. Governor

Robert M. Czech  
Chair/Chief Executive Officer

February 11, 2015

Ms. Jaleila A. Wilson

[REDACTED]

**RE: Classification Appeal - Auditor 3**  
**AS# 04140063, Position# 074050, EID# [REDACTED]**

Dear Ms. Wilson:

This is to inform you, and the Department of Law and Public Safety, of our determination concerning your classification appeal. This determination is based upon a thorough review and analysis of all information and documentation submitted.

**Issue:**

You are appealing your current permanent title of Auditor 3 (P19) is not consistent your current assigned duties and responsibilities. You contend that the title Auditor 2 (P22) is consistent with the duties that you currently perform.

**Organization:**

According to the organizational chart that was submitted, your position is assigned to the Division of Consumer Affairs, Mortuary Science/Accounting/Cemetery/Court Reporting - Team 8. You currently report directly to Khaled Madin, Executive Secretary, and do not possess supervisory responsibility.

**Finding of Fact:**

The primary responsibilities of your position include, but are not limited to the following:

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- Administering the Board's Certified Professional Examination (CPE) Program including: conducting audits, preparing reports, and correspondence of audit findings.
- Conducting routine audits for 1500+ licensed professionals working in the State of New Jersey including: reviewing documents submitted by each licensee and calculating CPE credits completed.
- Reinstating and/or reactivating licenses for: CPA, PA, RMA, and PSA.
- Conducting initial review of CPE credit requests to determine if all information is present and computing credits based on information submitted and/or applicable regulations.
- Compiling information and drafting response for legislative referral to be reviewed by Executive Director.
- Overseeing the drafting of responses to Ask Consumer Affairs' email.

**Review and Analysis:**

Your position is currently classified by the title Auditor 3 (P19-50962). The definition section of the job specification for this title states:

“Under limited supervision of a supervisory official in a state department, institution, or agency, does independent auditing or accounting work of average difficulty; does other related duties as required.”

The definition section of the job specification for the title Auditor 2 (P22-50963) states:

“Under general supervision in a state department or agency, leads a group of auditors conducting audits of financial transactions and records of private corporations, state, and local government, or local school districts, or independently conducts the more complex field or office audits or accounting work; does other related work.”

Positions at this level are characterized by leadership responsibility by acting regularly as a team leader of a small group of professional Auditors conducting audits, or independently conducting the more complex field or office audits.

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The Examples of Work for his title include: conducting or leading a group of auditors conducting field or internal audits, inspections, or investigations of state agencies, institutions, private corporations, and those financial transactions and records under jurisdiction or regulation of the State of New Jersey; auditing or leading a team in the audit of revenues, payroll records, invoices, and other financial documents and preparing audit reports; conducting and taking the lead in financial and/or operational audits, internal control reviews, and program evaluations; and providing guidance and instruction to Auditors.

A review of your primary job duties and responsibilities finds that the position is primarily responsible for: administering the Board's Certified Professional Examination (CPE) Program including: conducting audits, preparing reports, and correspondence of audit findings; conducting routine audits for 1500+ licensed professionals working in the State of New Jersey including: reviewing documents submitted by each licensee and calculating CPE credits completed; and conducting initial review of CPE credit requests to determine if all information is present and computing credits based on information submitted and/or applicable regulations.

The preponderance of assigned duties and responsibilities that you perform are significantly descriptive of those tasks assigned to the title, Auditor 3 (P19-50962).

**Determination:**

Based upon the findings of fact above, it is my determination that the assigned duties and responsibilities of your position are properly classified by your current title Auditor 3 (P19-50962).

Please be advised that in accordance with *N.J.A.C. 4A:3-3.9*, you may appeal this decision within twenty (20) days of receipt of this letter. This appeal should be addressed to Written Records Appeals Unit, Division of Appeals and Regulatory Affairs, P.O. Box 312, Trenton, New Jersey 08625-0312. Please note that the submission of an appeal must include a copy of the determination being

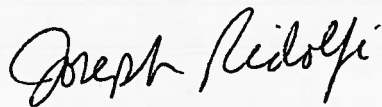
Ms. Jaleila A. Wilson

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appealed as well as written documentation and/or argument substantiating the portions of the determination being disputed and the basis for the appeal.

Sincerely,

A handwritten signature in cursive script that reads "Joseph Ridolfi".

Joseph Ridolfi, Team Leader  
Agency Services

JR/rmd

c: Ms. Margaret Pillar, Department of Law and Public Safety