

Civil Service Commission Performance Indicators-2021	Frequency	Desired Trend	FY20 Actual	FY21 Revised	FY22 Target
Classification & Personnel Management					
Final layoff plans reviewed and approved within 30 days	m	maintain	90%	100%	100%
State government certifications issued within 10 business days	m	maintain	100%	100%	100%
Local government certifications issued within 5 business days	m	maintain	99%	100%	100%
Pending classification appeals	m	maintain	269	300	300
Percentage of classification appeals completed within 180 days	m	increase	48%	100%	100%
Selection Services					
Calendar days from job announcement to list issuance	m	reduce	172	79	110
Job announcements older than six months as a percentage of all active announcements	m	reduce	41.0%	11.1%	15.0%
Open Competitive job announcements accepting applications via the Online Application System only	m	maintain	100%	100%	100%
Promotional job announcements accepting applications via the Online Application System only	m	maintain	100%	100%	100%
Average number of minutes a caller remains in the queue until connected to a call center employee	m	reduce	1.5	1.5	1.5
Appeals & Regulatory Affairs					
Complete more written records appeals, including those in a backlog status, than received in the current month	m	maintain	94.1%	100%	100%
Pending written record appeals aged greater than six months	m	reduce	18.0%	15.0%	15.0%
Training & Development					
Number of contact training hours - Classroom	a	increase	35,667	1,000	2,000
Number of contact training hours - Electronic	a	increase	115,947	150,000	160,000
Number of contact outreach hours - Employee Advisory Service	a	increase	219	100	100