

B-68

STATE OF NEW JERSEY

FINAL ADMINISTRATIVE
ACTION
OF THE
CIVIL SERVICE COMMISSION

In the Matter of Frances Boisselle
and Joseph Ochal, Jr., Department of
Health

Classification Appeal

CSC Docket Nos. 2016-4001 and
2016-2593

ISSUED: NOV 29 2016 (SLK)

Frances Boisselle and Joseph Ochal, Jr. appeal the attached decisions of the Division of Agency Services (Agency Services) that the proper classification of their positions with the Department of Health is Technical Support Specialist 2. The appellants seek a classification of Technical Support Specialist 1. These appeals have been consolidated due to common issues presented.

By way of background, the appellants sought reclassification of their positions, alleging that their duties were more closely aligned with the duties of a Technical Support Specialist 1. Ms. Boisselle is assigned to Public Health Infrastructure, Laboratories and Emergency Preparedness, Clinical Laboratory Improvement Series and reports to Joan Mikita, Quality Assurance Coordinator. Ms. Boisselle has no direct supervisory or lead worker responsibility. Mr. Ochal is assigned to the Division of Management and Administration, Office of Policy and Strategic Planning, Office of Information and Technology Services and reports to Janet Caiola, Project Manager, Data Processing. Mr. Ochal has no direct supervisory or lead worker responsibility. In support of their requests, the appellants submitted a Position Classification Questionnaire (PCQ) and other documentation detailing the different duties they perform as a Technical Support Specialist 2. Agency Services reviewed and analyzed the PCQs completed by the appellants. On December 22, 2015, Agency Services conducted a telephone audit with the Mr. Ochal and a follow-up interview with Caiola later that same day. On March 17, 2016, Agency Services conducted a telephone audit with Ms. Boisselle and a follow-up interview with Mikita later that same day. In its decisions, Agency Services determined that the duties performed by the appellants were consistent with the definition and examples of work included in the job specification for Technical Support Specialist 2.

On appeal, Ms. Boisselle disputes Agency Services' determination that she is not a lead worker. She indicates that she is the only Technical Support Specialist in her unit and therefore is designated as the Team Leader when there are any hardware or software changes and upgrades and that she supports both technical and non-technical staff. She maintains that, due to staff shortages and freezes, she is forced to work with any available staff who is assigned to her even if they are performing out-of-title work. She asserts that there is another MIS technician who is assigned to her unit when upgrades and other support is needed; however, she states that she is the one who is first given directions and guidance. She reiterates that, due to the hiring freeze, she is forced to work alone and therefore she maintains that she is doing more work than if she had someone underneath her to support her. She presents that she is the Team Leader and Project Manager when changes are made to the system, meetings are held with Supervisors and Directors, and budgets are developed for the database system. She submits past emails to demonstrate her work and to show that Directors ask her for training.

Mr. Ochal presents that there is no Technical Support Specialist 1 in the building and therefore he alone is the point person to resolve all technical issues. He maintains that there is another individual who is located in a different building who has his same responsibilities and that individual's position has a Technical Support Specialist 1 classification. He submits several emails which show a lower-level employee asking him for assistance, that he is the subject matter expert for SAS and Adobe Licensure, that he is in charge of updating Windows operating systems, that he is responsible for managing static IP addresses, that he is in charge of assisting consultants' assessment of equipment, and that he is responsible for installing and configuring certain Xerox devices. He also asserts that his work is more complex than the duties of a Technical Support Specialist 2, that previously it took two employees to perform his duties, and he provides examples where he performs duties which he contends rise to the level of a Technical Support Specialist 1.

Further, he asserts that a Technical Support Specialist 2 has help to accomplish things. However, he reiterates he leads each project by himself and that he is the sole person responsible for reviewing and accomplishing tasks. Therefore, he argues that he is the lead worker in his building. He emphasizes that he is responsible for making sure that each user's issue is fixed and if the issue is not within his area of expertise, he is responsible for making sure that a team member resolves the issue and he does so without direction from his supervisor. He states that it is his responsibility to train users on all technology and he provides an example where he was given the responsibility of training staff after their department converted from Lotus Notes to Office 365. He highlights that his supervisor stated in a letter that he is the lead when it comes to working with external consultants and technicians who are onsite. He explains that his manager has specifically chosen him to be the subject matter expert on SAS and Adobe

Licensure and as such, he is the lead person for any issues related to these matters. He maintains that his building is the most complex building in his department and that he has to undertake many items which no other technician has to accomplish. He also submits his current interim Performance Assessment Review (PAR) and highlights the sections in the PAR that refer to his training and supporting other staff.

CONCLUSION

The definition section of the job specification Technical Support Specialist 2 states:

Under general supervision, in a mainframe environment, provides direct hands on support to a work shift of the Data Processing Operations unit in resolving production problems from verbal or written problem reports; consults with Technical Support Specialist 1, and/or network management and systems programming staff for problem diagnosis, assistance, and resolution; monitors and allocates space or direct access storage devices; uses productivity aids in implementing and maintaining software, applications, and systems libraries; OR, in a client/server environment, provides hardware/software support to end users; installs hardware and software on servers and/or workstations; does other related duties.

The definition section of the job specification for Technical Support Specialist 1 states:

Under general supervision, as a lead worker in a mainframe environment, provides guidance and direct hands on support to a work shift of the Data Processing Operations unit in resolving complex production problems from verbal or written problem reports; consults with, and assists network management and systems programming staff in the diagnosis, and resolution of complex problems; monitors and allocates space on direct access storage devices; uses and guides the use of productivity aids in implementing and maintaining software, applications, and system libraries; OR, as a lead worker in a client/server environment, provides direct support to end users and/or guidance to help desk and/or desktop technical personnel in the provision of direct support; installs and guides the installation of hardware and software on servers and/or workstations; does other related duties.

In the present matter, it is clear that the appellants' positions are properly classified as Technical Support Specialist 2. In reviewing the job specification

definitions for the titles in question, an incumbent in the Technical Support Specialist 1 title is a lead worker while an incumbent in the Technical Support Specialist 2 title is not. 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. Being a lead worker does not mean that the work is performed by only one person, but involves mentoring others in work of the title series. *See In the Matter of Henry Li* (CSC, decided March 26, 2014).

In reviewing Ms. Boisselle's PCQ, she does not indicate that she assigns work or regularly reviews completed work of specific employees. Further, on appeal, she mentions that there is another MIS technician who recently got promoted and is assigned to her unit when there are upgrades and she asserts that she is the one who is first given directions and guidance. However, she did not list this individual on her PCQ as someone that she regularly assigns and reviews their work. Moreover, she does not indicate that she spends the majority of her time leading this individual as she states that this employee is assigned to her unit only when upgrades and support are needed. Accordingly, she is not acting as a lead worker.

Similarly, in reviewing Mr. Ochal's PCQ, he does not indicate that he regularly trains, assigns and reviews work of other employees. Instead, he indicates that he spends 70 percent of his time providing direct computer support to employees and 30 percent of his time on other duties which also do not primarily involve the training, assigning and reviewing of work of others. Additionally, a review of the audit notes from interviews with Mr. Ochal and his supervisor do not indicate that his primary responsibility is to train, assign, and review work of others. The mere fact that there may not be a Technical Support Specialist 1 in his building does not mean that his primary responsibility is to be a lead worker. The fact that lower level employees may ask for his assistance does not mean that it is his primary responsibility to train, assign, and review the work of lower level employees. Further, the fact that he may have acted as the lead in assisting temporary employees does not mean that it is his full-time responsibility to be a lead worker. Moreover, being a subject matter expert for SAS and Adobe Licensure or being in charge of certain hardware and software installations and maintenance does not establish that he is performing lead worker duties as leading a project is not the same as leading staff. *See In the Matter of John Freise* (CSC, decided May 1, 2013) (Being the sole expert in a particular area did not establish that the appellant's position should be classified by a lead worker title). Additionally, the fact that there is another employee who he maintains is performing the same duties in another building as him whose position is classified as a Technical Support

Specialist 1 is not relevant as a classification appeal cannot be based solely on a comparison to the duties of another position, especially if that position is misclassified. See *In the Matter of Carol Maita, Department of Labor* (Commissioner of Personnel, decided March 16, 1995); *In the Matter of Dennis Stover, Middletown Township* (Commissioner of Personnel, decided March 28, 1996). See also, *In the Matter of Lorraine Davis, Office of the Public Defender* (Commissioner of Personnel, decided February 20, 1997), *affirmed*, Docket No. A-5011-96T1 (App. Div. October 3, 1998).

With reference to the Ms. Boisselle's claim that she is performing more work since she does not have anyone to support her and Mr. Ochal's claim that he is performing the duties that used to be performed by two employees, how well or efficiently an employee does his or her job, length of service, volume of work and qualifications have no effect on the classification of a position currently occupied, as *positions*, not employees are classified. See *In the Matter of Debra DiCello* (CSC, decided June 24, 2009).

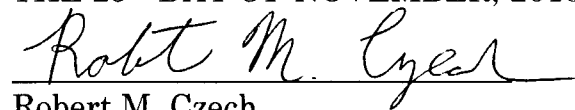
In respect to Mr. Ochal's assertion that he is being punished for having to work harder than others who have the same responsibility that he has in other buildings but whose positions have a higher classification because they act as lead workers to others who can assist them, in *In the Matter of Patricia Lightsey* (MSB, decided June 8, 2005), *aff'd on reconsideration* (MSB, decided November 22, 2005), it was affirmed that the outcome of position classification is not to provide a career path to the incumbent, but rather to ensure the position was classified in the most appropriate title available within the State's classification plan. With regard to his statement that the duties he performs in his building are more complex than those with similar responsibility in other buildings, even if true, he is still not performing lead worker duties as there has been no evidence presented that indicates that he spends 50 percent or more of his time training, assigning and reviewing work of other employees on a regular and recurring basis. See *In the Matter of Lawrence Craig and Louis Muzyka* (CSC, decided February 11, 2009) (Commission determined that Police Sergeants who were serving in an acting capacity of Police Lieutenant less than 50% of the time should not be reclassified as Police Lieutenants). Additionally, his current interim PAR cannot be considered as it was not submitted prior to Agency Services' determination letter. However, even if it was considered, while it does indicate that the appellant has some responsibility training and supporting other staff, it does not indicate that he is spending 50 percent or more of his time performing lead worker duties.

ORDER

Therefore, the Civil Service Commission concludes that the positions of Frances Boisselle and Joseph Ochal, Jr. are properly classified as a Technical Support Specialist 2.

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

DECISION RENDERED BY THE
CIVIL SERVICE COMMISSION ON
THE 23rd DAY OF NOVEMBER, 2016



Robert M. Czech
Chairperson
Civil Service Commission

Inquiries
and
Correspondence

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

Attachments

c: Frances Boisselle
Joseph Ochal, Jr.
Loreta Sepulveda
Kelly Glenn
Records Center



STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION

DIVISION OF AGENCY SERVICES
P. O. Box 313
Trenton, New Jersey 08625-0313

Chris Christie
Governor
Kim Guadagno
Lt. Governor

Robert M. Czech
Chair/Chief Executive Officer

April 19, 2016

Ms. Frances G. Boisselle
[REDACTED]

Re: Classification Appeal: Technical Support Specialist 2; Position #: 647061
CPM Log #: 01160067; EID #: 000372922

Dear Ms. Boisselle:

This is to inform you and the Department of Health of our determination concerning your classification appeal. This determination is based upon a thorough review and analysis of all information and documentation submitted, as well as a telephone audit conducted with you on March 17, 2016 and a follow-up interview with your supervisor, Joan Mikita, Quality Assurance Coordinator (R29, 55955), later that same day.

Issue:

You are appealing the current classification of your position (647061), Technical Support Specialist 2 (P20, 53061). You allege that your duties are not properly classified and that you are seeking to reclassify your position to that of Technical Support Specialist 1 (P24, 53063), which you feel more appropriately reflects your current duties and responsibilities.

Organization:

Your position (647061) is located within the Department of Health, Public Health Infrastructure, Laboratories and Emergency Preparedness (PHEL), Clinical Laboratory Improvement Services (CLIS). The CLIS seeks to fulfill its mandated responsibilities by developing New Jersey Administrative Code rules for the licensing and operation of blood banks and clinical laboratories which reflect current best practices and which meet or exceed applicable federal regulations. Your position reports to Joan Mikita, Quality Assurance Coordinator (R29, 55955). The rest of the unit is composed of two (2) Clinical Laboratory Evaluator 2 positions; one (1) vacant Clinical Laboratory Evaluator 2 position; two (2) Clinical Laboratory Evaluator 1 positions; and one (1) Principal Laboratory Technician, Chemistry position. Your position does not have any lead worker, or supervisory responsibilities.

Finding of Fact:

The primary responsibilities of your position include, but are not limited to, the following:
New Jersey is an Equal Opportunity Employer

- Works as the sole technical support with network management and systems programming staff for assistance in the resolution of more difficult problems.
 - Provides hardware/software support to Clinical Laboratory Improvement Services (CLIS) database users.
 - Creates and updates system manuals and SOP's for using/accessing the CLIS database including developing the utilities and maintenance sections.
 - Troubleshoots and resolves system errors, identifies production errors or problems and suggests corrective actions while working with network management staff and analysts (OIT).
 - Answers inquiries from system users, explains system functions and provides technical assistance in the use and application of system features.
- Conducts regular meetings with employees to determine how to make improvements to the software system so it may be more accessible.

Review and Analysis:

Your position is currently classified as a Technical Support Specialist 2 (P20, 53061). The definition section of the specification for this title states:

“Under general supervision, in a mainframe environment, provides direct hands on support to a work shift of the Data Processing Operations unit in resolving production problems from verbal or written problem reports; consults with Technical Support Specialist 1, and/or network management and systems programming staff for problem diagnosis, assistance, and resolution; monitors and allocates space or direct access storage devices; uses productivity aids in implementing and maintaining software, applications, and systems libraries; OR, in a client/server environment, provides hardware/software support to end users; installs hardware and software on servers and/or workstations; does other related duties.”

A Technical Support Specialist 2 in a client/server environment typically provides direct hands on support to end-users in the use and operation of computer hardware and software and is responsible for installing software on servers and/or workstations. This entails running diagnostics, maintaining software, applications, systems and libraries and assisting end-users in the proper use of these systems.

You believe that your duties are consistent with the Technical Support Specialist 1 (P24, 53063). The definition section of the specification for this title states:

“Under general supervision, as a lead worker in a mainframe environment, provides guidance and direct hands on support to a work shift of the Data Processing Operations unit in resolving complex production problems from verbal or written problem reports; consults with, and assists network management and systems programming staff in the diagnosis, and resolution of complex problems; monitors and allocates space on direct access storage devices; uses and guides the use of productivity aids in implementing and

maintaining software, applications, and system libraries; OR, as a lead worker in a client/server environment, provides direct support to end users and/or guidance to help desk and/or desktop technical personnel in the provision of direct support; installs and guides the instillation of hardware and software on servers and/or workstations; does other related duties.”

A Technical Support Specialist 1 in a client/server environment typically functions as a team leader, providing guidance and taking the lead over lower-level Technical Support Specialists in the provision of direct support to end-users and/or guidance to help desk and/or desktop technical personnel in the provision of direct support, installing hardware, or software on servers and/or workstations. 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 responsibility for the preparation of performance evaluations.

While your position works in a client/server environment and provides direct hands on support to end-users in the use and operation of computer hardware and software and is responsible for installing software on servers and/or workstations, your position does not function as a team leader. Your position does not provide guidance, nor does it take the lead over lower-level Technical Support Specialists on a regular and recurring basis in the provision of direct support to end-users and/or guidance to help desk and/or desktop technical personnel responsible for providing direct support, installation of hardware and/or software on servers and/or workstations. Additionally, your position does not take the lead over lower-level Technical Support Specialists responsible for running diagnostics, maintaining software, applications, systems and libraries, or assisting end-users in the proper use of these systems.

Your position, working in a client/server environment, typically provides direct hands on support to end-users in the use and operation of computer hardware and software and is responsible for installing software on servers and/or workstations. Other duties of your position include creating problem reports, sending problem reports to OIT analysts if the technical issue is too complex, providing consistent upgrades to software for a user friendly workplace, maintaining printer efficiency, and responding to requests for assistance. These duties are consistent with the classification of Technical Support Specialist 2 (P20, 53061).

Determination:

By copy of this letter, the Appointing Authority is advised that your position is presently and properly classified as Technical Support Specialist 2 (P20, 53061).

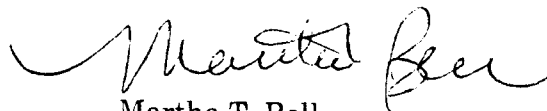
The title is descriptive of the general nature and scope of the functions that may be performed by the incumbent in this position. However, the examples of work are for illustrative purposes and are not intended to restrict or limit performance of the related tasks not specifically listed.

An appeal of this decision may be filed within twenty (20) days of receipt of this letter. Since an appeal will be subject to final administrative review, all arguments that you wish considered should be submitted within the specific timeframe. Appeals should be addressed to the Written Records Appeals Unit, Division of Appeals and Regulatory Affairs, P.O. Box 312, Trenton, New

Ms. Frances Boisselle
April 19, 2016
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Jersey 08625-0312. Please note that the submission of an appeal must include a copy of the determination letter being appealed as well as written documentation and/or argument substantiating the portions of the determination being disputed and the basis for the appeal.

Sincerely,



Martha T. Bell
Human Resources Consultant 5
Division of Agency Services

MTB/sf

Cc: Loreta Sepulveda
Ann Kopczynski



Chris Christie
Governor
Kim Guadagno
Lt. Governor

STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION
DIVISION OF AGENCY SERVICES
P. O. Box 313
Trenton, New Jersey 08625-0313

Robert M. Czech
Chair/Chief Executive Officer

January 12, 2016

Mr. Joseph S. Ochal, Jr.

Re: Classification Appeal: Technology Support Specialist 2; Position #: 952490;
CPM Log #: 10150094; EID #: 000702339

Dear Mr. Ochal:

This is to inform you and the Department of Health of our determination concerning your classification appeal. This determination is based upon a thorough review and analysis of all information and documentation submitted, as well as a phone audit conducted with you on December 22, 2015 and a follow-up interview with your supervisor, Janet Caiola, Project Manager, Data Processing (S30, 53023), later that same day.

Issue:

You are appealing the current classification of your position (952490), Technology Support Specialist 2 (P20, 53061). You allege that your duties are not properly classified and that you are seeking to reclassify your position to that of Technology Support Specialist 1 (P24, 53063), which you feel more appropriately reflects your current duties and responsibilities.

Organization:

Your position (952490) is located within the Division of Management and Administration, Office of Policy and Strategic Planning, Office of Information and Technology Services. The Office of Information and Technology Services ensures the reliability of network services to Department of Health staff, including the technical support and management of local and wide area networks, telephone services, e-mail, internet access, and associated information technology and communication devices. Your position reports to Janet Caiola, Project Manager, Data Processing (S30, 53023). The rest of the unit is composed of one Administrative Analyst 1, Data Processing; one (1) Network Administrator 1; one (1) Technical Support Specialist 1; one (1) Principal Technician, Management Information Services; one (1) Senior Technician, Management Information Services; and one (1) Information Technology Specialist (vacant). The position does not have any lead worker, or supervisory responsibilities.

Finding of Fact:

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

- In a client/server environment provides end-user support to Department of Health staff with technical support issues located throughout various buildings, including: computer networking; software related issues; computer hardware; printers; scanners; computerized laboratory equipment; and the secure VLANS (virtual) Network. This work takes up approximately 70% - 80% of your normal workweek.
- Installs security software. Runs diagnostics and ensures that computers are free of viruses. If viruses are present, reimages machines and runs various scans to ensure that data is secure. Encryption is installed on all mobile devices and on some desktops, tabletops and laptops. Supports android devices, fixes problems and answers user questions.
- Upgrades obsolete computer systems. Performs the migration of Lotus Notes to Microsoft Outlook, installs software for specialized project management (Microsoft) systems. Inventories computer supplies and related equipment.
- Conducts informal, one-on-one training for end-users in the proper use/operation of hardware and software for new and existing applications.
- Conducts research on new technology in order to find the best systems available to do certain jobs and makes recommendations as to the ability to use existing equipment, or the need to purchase new equipment/systems.

Review and Analysis:

Your position is currently classified as a Technology Support Specialist 2 (P20, 53061). The definition section of the specification for this title states:

“Under general supervision, in a mainframe environment, provides direct hands on support to a work shift of the Data Processing Operations unit in resolving production problems from verbal or written problem reports; consults with Technical Support Specialist 1, and/or network management and systems programming staff for problem diagnosis, assistance, and resolution; monitors and allocates space or direct access storage devices; uses productivity aids in implementing and maintaining software, applications, and systems libraries; OR, in a client/server environment, provides hardware/software support to end users; installs hardware and software on servers and/or workstations; does other related duties.”

A Technology Support Specialist 2 in a client/server environment typically provides direct hands on support to end-users in the use and operation of computer hardware and software and is responsible for installing software on servers and/or workstations. This entails running diagnostics, maintaining software, applications, systems and libraries and assisting end-users in the proper use of these systems.

You believe that your duties are consistent with the Technology Support Specialist 1 (P24, 53063). The definition section of the specification for this title states:

“Under general supervision, as a lead worker in a mainframe environment, provides guidance and direct hands on support to a work shift of the Data Processing Operations unit in resolving complex production problems from verbal or written problem reports; consults with, and assists network management and systems programming staff in the

diagnosis, and resolution of complex problems; monitors and allocates space on direct access storage devices; uses and guides the use of productivity aids in implementing and maintaining software, applications, and system libraries; OR, as a lead worker in a client/server environment, provides direct support to end users and/or guidance to help desk and/or desktop technical personnel in the provision of direct support; installs and guides the instillation of hardware and software on servers and/or workstations; does other related duties."

A Technology Support Specialist 1 in a client/server environment typically functions as a team leader, providing guidance and taking the lead over lower-level Technical Support Specialists in the provision of direct support to end-users and/or guidance to help desk and/or desktop technical personnel in the provision of direct support, installing hardware, or software on servers and/or workstations. 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 responsibility for the preparation of performance evaluations.

While your position works in a client/server environment and provides direct hands on support to end-users in the use and operation of computer hardware and software and is responsible for installing software on servers and/or workstations, your position does not function as a team leader. Your position does not provide guidance, nor does it take the lead over lower-level Technical Support Specialists in the provision of direct support to end-users and/or guidance to help desk and/or desktop technical personnel responsible for providing direct support, installation of hardware and/or software on servers and/or workstations. Additionally, your position does not take the lead over lower-level Technical Support Specialists responsible for running diagnostics, maintaining software, applications, systems and libraries, or assisting end-users in the proper use of these systems.

Your position, working in a client/server environment, typically provides direct hands on support to end-users in the use and operation of computer hardware and software and is responsible for installing software on servers and/or workstations. Other duties of your position include running diagnostics, maintaining software, applications, systems and libraries and assisting end-users in the proper use of these systems. These duties are consistent with the classification of Technology Support Specialist 2 (P20, 53061).

Determination:

By copy of this letter, the Appointing Authority is advised that your position is presently and properly classified as Technology Support Specialist 2 (P20, 53061).

The title is descriptive of the general nature and scope of the functions that may be performed by the incumbent in this position. However, the examples of work are for illustrative purposes and are not intended to restrict or limit performance of the related tasks not specifically listed.

An appeal of this decision may be filed within twenty (20) days of receipt of this letter. Since an appeal will be subject to final administrative review, all arguments that you wish considered should be submitted within the specific timeframe. Appeals should be addressed to the 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 letter being appealed as well as written documentation and/or argument substantiating the portions of the determination being disputed and the basis for the appeal.

Sincerely,



Martha T. Bell
Human Resources Consultant 5
Division of Agency Services

MTB/rwz

Cc: Loreta Sepulveda
Ann Kopczynski
CSC Log #: 10150094