



STATE OF NEW JERSEY

 FINAL ADMINISTRATIVE ACTION
 OF THE
 CIVIL SERVICE COMMISSION

 In the Matter of Robynn Waller,
 Social Work Supervisor (PC0586V),
 Union County

CSC Docket No. 2018-463

Examination Appeal

ISSUED: November 2, 2017 (RE)

Robynn Waller appeals the decision of the Division of Agency Services (Agency Services) which found that she did not meet the experience requirements for the promotional examination for Social Work Supervisor (PC0586V), Union County.

The subject examination announcement was issued with specific requirements which had to be met as of the June 21, 2017 closing date (see attached). A total of 37 employees applied for the subject examination which resulted in a list of 11 eligibles with an expiration date of October 11, 2019. The eligible list has been certified once, but no appointments have yet been made.

Ms. Waller indicated on her application that she possessed a Bachelor's degree, and a Master's degree in Public Administration and Criminal Justice. As this was not a proper Master's degree, per the substitution clause for education, she was required to possess three years of announced experience. She listed five positions on her application: Social Worker, Human Services Specialist 2, Human Services Specialist 1, Senior Director of Operations with the Kintock Group, and Director of State Male Work Release Program with the Kintock Group. She was credited with two years, eleven months of experience in her position as Social Worker from August 2014 to the June 2017 closing date, and was found to be lacking one month of required experience.

On appeal, Ms. Waller states that she should be eligible as she has over 10 years of supervisory experience, over 20 years of experience between two agencies, a Bachelor's degree in Political Science, and a Master's degree in Public Administration

and Criminal Justice. She submits a resume, a copy of her transcripts, with various courses highlighted, a copy of her Bachelor of Arts degree conferred in 1996, a copy of her Master degree indicating a Masters of Public Administration was conferred in May 2011, a certification that she completed a prescribed course in studies in the Criminal Justice Program at the Brooklyn Campus Long Island University in the academic year 1995-1996, a copy of the announcement and her application. The appellant argues that she thought that once a resume was uploaded it remained in a file to be used each time she applied for a test. She states that she did not send her entire resume, which included positions as a Senior Case Manager and Case Manager as "the document would also be three pages long and unacceptable and submitted." She provides some duties of her Senior Case Manager and Case Manager positions. She maintains that her degree from Kean University was in Public Administration and Criminal Justice, and she states that she has 24 credits towards a Master's degree in Communication Studies.

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 be amended prior to the announced closing date.

CONCLUSION

The appellant was correctly denied admittance to the subject examination. She does not possess a Master's degree in Social Work, Psychology, Sociology, Guidance and Counseling or other field related to social work or social services. While the appellant maintains that her Master's degree was in Public Administration and Criminal Justice, a copy of the degree indicates that it was a Master of Public Administration, which is not a field related to social work or social services. Public Administration is in the field of public service and involves the implementation of government policy in the lives of individuals, such as planning, implementing or analyzing the effects of public policy. An incomplete Master's degree is not acceptable. As such, per the substitution clause for education, the appellant was required to possess three years of applicable experience.

The appellant was credited with two years, eleven months of applicable experience based on her position of Social Worker. 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). As to Ms. Waller's experience, her prior positions are clearly inapplicable. None of them had social work experience involving gathering social information from clients, determining their needs, and planning and carrying out treatment plans and/or service plans geared to individual client needs as the primary focus.

When an applicant indicates extensive experience in titles established under the State Classification Plan, it is appropriate to utilize the job specifications to determine the primary focus of the duties of incumbents serving in career service titles. In the eligibility screening process for open competitive examinations, reliance on the job specifications to determine the primary focus of duties for incumbents of a particular title or title series provides a standardized basis on which Agency Services can evaluate what an applicant indicates on his or her application to what incumbents in a particular title series generally perform. *See In the Matter of William Moore* (MSB, decided May 10, 2006). According to the job specification, incumbents in the Human Services Specialist 1 title, primarily perform work involved in the field and office work involved in the collection, recording and evaluation of data, to include the employability, the medical status and the physical or mental health of applicants/clients, for the purpose of determining applicants'/clients' eligibility for program services; provides information to families and individuals to achieve self-sufficiency through employment opportunities and/or child support services. Incumbents in the Human Services Specialist 2 title may also involve more discretion and independent judgment, as well as more analyzation of information, and negotiation with absent parents. The appellant's description of duties for her positions in these titles matches this, and she was not working out-of-title performing social work.

As a Senior Director of Operations with the Kintock Group, the appellant directed the daily tasks of staff providing service to multiple programs in correction facilities, developed the policies and procedures, monitored behavior management processes, and performed supervisory duties. As a Director of State Male Work Release Program in a residential work release facility with the Kintock Group, the appellant supervise daily operations of a 274 bed facility, that including the supervision of staff, revising standards, for minimizing work, developed and implemented procedures, and similar other duties. These positions are clearly inapplicable.

The appellant maintains that she believed that her resume, submitted in June 2014 and February 2013, would be considered, and that there was too much information for one application. It is noted that these resumes do not have positions entitled Senior Case Manager and Case Manager. The additional positions on those resumes include Deputy Director of Operation, State Male/Female Treatment Program and Deputy Director of Administration, State Treatment Program. The resume provided on appeal has Senior Case Manager, and the time in that title overlaps with that of Deputy Director of Administration, State Treatment Program on her prior resumes. She also did not provide months of service, and whether or not the position was full- or part-time. In addition, the appellant filed four other applications and Senior Case Manager and Case Manager are not listed on those either. In fact, the dates of service for her positions differ. For example, on the current application, she indicated she was a Senior Director of Operations from

August 2003 to August 2006. The dates of service for this position for various applications were Investigator (S0382S) - May 2004 to August 2006; Parole Officer Recruit (S0566R) - January 2005 to August 2006; and Administrative Analyst (M0235R) - August 2000 to August 2006. On the application for Parole Counselor Apprentice State Parole (S0129R), she indicates that she was a Senior Director or Director from May 2000 to August 2006, and provides one set of duties. The number of staff and support staff varies as well on the applications. On this basis alone, it is clear that the Commission cannot rely on the appellant's prior submissions to round-out her employment experience.

Aside from the fact that it is axiomatic that an applicant for a position should describe his or her experience in a manner that would demonstrate meeting the qualifications for a particular position, as well as the fact that it is an applicant's responsibility to do so, the Commission provides sufficient instructions to all applicants with respect to filling out examination applications. Instructions for completing the application state, "Carefully review your application to ensure that it is complete and accurate before submitting," and "You must complete your application in detail. Your score may be based on a comparison of your background with the job requirements. Failure to complete your application properly may cause you to be declared ineligible or may lower your score if your application is your test paper." Further, the applications states, "Employment Record: You may be declared ineligible or you may not receive proper credit for scoring purposes if you do not properly complete your application. If you held different positions with the same employer, list each position separately. Make sure you give full dates of employment (month/year), indicate whether the job was full or part time, and the number of hours worked per week. If you are currently employed in this position, enter the current month and year in the Employed To section. Since your application may be your only test paper, be sure it is complete and accurate. Failure to complete your application properly may cause you to be declared ineligible, lower your score, or possibly cause you to fail." The Online Application System User Guide asks candidates to review the application to make sure the information is complete and accurate. It also states that, by clicking "yes" to make a payment and submit the application, the candidate is told that he or she is certifying that the application is complete and accurate. Additionally, the Guide includes instructions on submitting additional information by mail.

On appeal, the appellant provides positions that were not on her original application. *N.J.A.C. 4A:4-2.1(f)* provides that an application may only be amended prior to the announced closing date. For example, information submitted on appeal pertaining to duties in a given title 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. See *In the Matter of Diana Begley* (MSB, decided November 17, 2004). In *In the Matter of Subhash C. Kapoor* (CSC, decided

April 17, 1984), the appellant did not indicate dates of employment for two particular positions in two lower level appeals and ultimately provided this information in an appeal to the Commission. In denying the appeal, the Commission explained that it was essential to prohibit the amendment or supplementation of applications after its closing date because the agency receives hundreds of thousands of applications a year and test eligibility must be determined from the application in order to meet administrative responsibilities and to establish uniform and fair requirements for all candidates. *See also, In the Matter of Pamela B. Ward* (CSC, decided June 7, 1984). This supplemental information was received after the closing date and cannot be accepted. The examination is competitive with eleven candidates on the eligible list, so there would be no basis to relax this requirement in the instant matter. The appellant lacks one month of qualifying experience as of the June 2017 closing date.

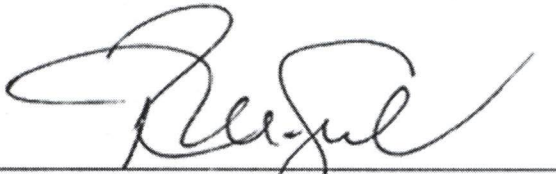
An independent review of all material presented indicates that the decision of Agency Services that appellant did not meet the announced requirements for eligibility by the closing date is amply supported by the record. Appellant provides no basis to disturb this decision. Thus, appellant has failed to support her burden of proof in this matter.

ORDER

Therefore, it is ordered that this appeal 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
THE 1st DAY OF NOVEMBER, 2017



Robert M. Czedo, Chairperson
Civil Service Commission

Inquiries
and
Correspondence

Christopher S. Myers
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: Robynn Waller
Kelly Glenn
Records Center

NEW JERSEY CIVIL SERVICE COMMISSION
 COUNTY AND MUNICIPAL GOVERNMENT SERVICES
PROMOTIONAL ANNOUNCEMENT



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

SYMBOL: PC0586V	WEIGHT CODE: *
TITLE: SOCIAL WORK SUPERVISOR	SALARY: \$73,861.00 - \$97,112.00
ISSUE DATE: June 01, 2017	CLOSING DATE: June 21, 2017
TITLE CODE: 03733/ RIFVR9	JURISDICTION CODE: N20000030
JURISDICTION: UNION COUNTY	
DEPARTMENT: HUMAN SERVICES	

RETURN COMPLETED APPLICATIONS TO: **Visit www.state.nj.us/csc
 And select "Job Announcements"
 to view this announcement and to file an application**

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):

**Social Work Specialist 03732
 Social Work Specialist Bilingual in Spanish and English 05206**

Or to employees in the competitive division who have an aggregate of one year of continuous permanent service as of the closing date, are currently serving in the following title(s) and meet the requirements listed below:

**Social Worker 03734
 Social Worker Aging 05019
 Social Worker Bilingual in Spanish and English 03735**

Education: Graduation from an accredited college or university with a Bachelor's degree supplemented by a Master's degree in Social Work, Psychology, Sociology, Guidance and Counseling or other field related to social work or social services. 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.

Note: Applicants who do not possess the Bachelor's degree may substitute additional experience as indicated below on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience. Applicants who do not possess the required Master's degree may substitute one (1) additional year of experience.

Experience: Two (2) years of social work experience involving gathering social information from clients, determining their needs, and planning and carrying out treatment plans and/or service plans geared to individual client needs.

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.

Note: This announcement may be tested via the Supervisory Test Battery, a computer-administered exam. For information regarding the Supervisory Test Battery, please refer to our website <http://www.state.nj.us/csc/seekers/about/steps/step7.html>.

Revised 6/6/17

IMPORTANT INFORMATION

1. NJAC 4A:4-2.6 states that all requirements listed must be met as of the closing date, including assignment to jurisdiction/department, and satisfying the permanent status requirement.
2. ONLY ON-LINE APPLICATIONS WILL BE ACCEPTED. 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-time and part-time permanent employees. If an employment list results from this announcement, it may be certified to fill both full-time and part-time positions. If 35- and 40-hour positions are used within the department, 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 Department of Military and Veterans Affairs (DMAVA) (as defined by N.J.S.A. 11A:5-1 et seq.). Those claiming Veterans Preference but have not yet received approval from DMAVA must pay the full application fee and may request a refund if the claim is approved at least 8 days prior to the issuance of this eligibility list. PLEASE NOTE THIS REDUCED FEE DOES NOT APPLY TO PUBLIC SAFETY TITLES. (i.e. Police, Fire, Corrections and Sheriff).

6. **SPECIAL NOTE TO ALL APPLICANTS** Please make sure you are assigned to the department indicated above. If you do not know your department, please contact your Human Resource Office. If you file an application for this announcement and you are not assigned to the department indicated above, **YOU WILL BE FOUND INELIGIBLE FOR THIS EXAM AND YOUR APPLICATION FEE WILL NOT BE REFUNDED.**
7. If you are having difficulty submitting your application online, technical support and customer care are available during regular business hours, 8:00 a.m. to 4:00 p.m. EST, Monday - Friday, excluding holidays and emergency closings. Please Email: OAS.support@csc.state.nj.us or call (609) 292-4144. Please note that application support requests received outside of regular business hours on the closing date will not change the application filing deadline, so **PLEASE FILE EARLY.**
8. Application fees submitted via personal check or money order must be postmarked within **five (5) business days** of submitting your application. If your fee is postmarked after five (5) business days, or is returned as invalid, you will be declared ineligible and denied admittance to the examination process.

DPF-256A * Revised 07/06