



Annual Report

Fiscal Year 2022

Philip D. Murphy
Governor

Sheila Y. Oliver
Lt. Governor

Deirdré L. Webster Cobb
Chair/Chief Executive Officer

**CIVIL SERVICE
COMMISSION**
STATE OF NEW JERSEY

TABLE OF CONTENTS



1. Welcome Message.....4

2. Who We Are

- Mission Statement.....6
- Key Priorities.....6
- Responsibilities.....6
- History.....7

3. Divisions and Offices

- Division of Administrative and Employee Services.....9
 - Center for Learning and Improving Performance (CLIP)..... 11-14
 - Division of Information Technology Services (ITS)..... 15-16
 - Employee Advisory Service (EAS)..... 18-19
- Division of Agency Services.....20-23
- Division of Appeals and Regulatory Affairs.....24-26
- Division of Test Development, Analytics and Administration.....27-29
- Division of Equal Employment Opportunity and Affirmative Action (EEO/AA).....30-33
- Office of Diversity Programs.....34-38
- Office of Strategic Communications.....37

4. Chair/Chief Executive Officer Biography.....39

5. Executive and Senior Leadership Team.....41



WELCOME MESSAGE





STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION

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On behalf of the Civil Service Commission (CSC), I am pleased to share with you our annual report for FY 2022. The report continues to demonstrate CSC's commitment to building an environment of excellence in advancing New Jersey government with fair and efficient human resources responsive to the needs of the Civil Service workforce.

We believe that our efforts are a partnership with our employees and constituents, including state and local government appointing authorities, unions and affinity groups. We hope that you will enjoy reading the employee spotlights and accomplishments our organization has made during this fiscal year.

Our goal is to provide excellent customer service to our constituents, including expert problem solving, responsiveness, transparency, and education. To this end, in this edition of the annual report, you will see that our organization has moved beyond the pandemic and has worked diligently to re-engage our employees and constituents to show that the State of New Jersey is an Employer of Choice. We are actively implementing important programs such as the Telework Pilot Program, the State as a Model Employer Program, and several initiatives aimed at improving diversity in law enforcement, all of which are major priorities to Governor Murphy and the residents of New Jersey.

Please make sure to share our annual report with your peers and colleagues. A copy of our fiscal report can also be found on our website at: <https://www.nj.gov/csc/>.

Lastly, I encourage you to take advantage of my open-door policy. If you have any issues or helpful suggestions that you would like to bring to my attention, please do not hesitate to contact my office directly.

Remember, CSC Works for You.

Sincerely,

A handwritten signature in cursive script that reads "Deirdre Webster Cobb".

Deirdré L. Webster Cobb, Esq.
Chair/Chief Executive Officer
New Jersey Civil Service Commission

WHO WE ARE



OUR MISSION

Our Mission Statement

The mission of the Civil Service Commission is to advance NJ government with fair and efficient human resources responsive to the needs of the Civil Service workforce.

Key Priorities

1. Renewed Responsiveness
2. Expert Problem Solving
3. Transparency and Education
4. Removing barriers to elevate the status and desirability of public service

Responsibilities

The Civil Service Commission possesses a variety of responsibilities aimed at responding to both employers' and employees' needs. Overall, the CSC is responsible for:

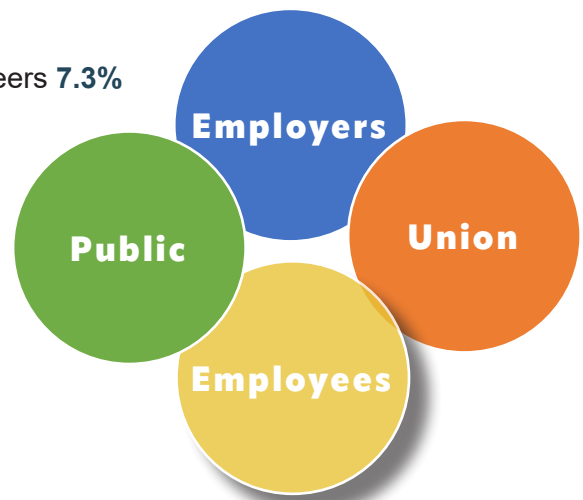
- Recruitment and examination of qualified candidates
- Administration of the classification and compensation program for State employees
- Promoting equal employment opportunity and diversity and inclusion
- Providing administrative and disciplinary appeal procedures for employees
- Providing professional and personal development opportunities for employees

The CSC serves as the public service employment system governing body for the State, which provides customer service, regulatory oversight and/or information to 15 State departments; 20 counties; 384 local governments and some school districts; 9 State college/universities; and approximately 15 other various commissions and agencies.

State Employees by Union Representation

50 Bargaining Units (18 of which consist of Executive, Managerial, and Confidential Titles)

- Communications Workers of America **56.1%**
- American Federation of State, County & Municipal Employees **9.9%**
- Police Benevolent Association **9.0%**
- International Federation of Professional & Technical Engineers **7.3%**
- Probation Officers Association **4.5%**
- Judiciary Council of Affiliated Unions **3.4%**
- State Troopers Fraternal Association **3.0%**
- International Brotherhood of Electrical Workers **2.6%**
- State Police Non-Commissioned Officers Association **1.7%**
- Law Enforcement Supervisors **1.0%**
- Fraternal Order of Police **0.9%**
- State Police Superior Officers Association **0.4%**
- Law Enforcement Commanding Officers **0.1%**
- Court Reporters **0.0%**



HISTORY

The State of New Jersey Constitution, Article VII - Section 1, Paragraph 2, states “Appointments and promotions in the civil service of the State, and of such political subdivisions as may be provided by law, shall be made according to merit and fitness to be ascertained, as far as practicable, by examination, which, as far as practicable, shall be competitive; except that preference in appointments by reason of active service in any branch of the military or naval forces of the United States in time of war may be provided by law”. “To meet this Constitutional mandate, in 1908, the New Jersey legislature created the Civil Service Commission.”

After the adoption of the 1947 State Constitution, the new Department of Civil Service was established as one of the principal executive departments, with the Civil Service Commission continuing as a prime entity. The full “merit and fitness” provision that was in the original 1908 law was now included in the 1947 State Constitution.

As the State has acquired more responsibilities and more employees, the civil service system has expanded to meet these needs. Many improvements in the selection system have been developed and implemented. Innovative programs at the time, such as the Employee Advisory Service and the Suggestion Award Program were created. The Division of Equal Employment Opportunity and Affirmative Action (EEO/AA) was established in 1977 by Executive Order and then was statutorily established in 1981.

The 1986 Civil Service Act (Title 11A) established the New Jersey Department of Personnel, which included a bipartisan Merit System Board and a Commissioner of Personnel. The Merit System Board has rulemaking and quasi-judicial functions and the Commissioner, who also serves as chairperson of the Merit System Board, has executive and technical responsibilities. The new organization replaced the Department of Civil Service, the Civil Service Commission, and the President of the Commission. The Administrative Code (Title 4A) was revised based on this new statute.

Under the 1986 law, the Commissioner of Personnel was allowed to delegate certain personnel functions to appointing authorities and was permitted to consolidate personnel functions for efficiency and economy. The law provided for the establishment of a Senior Executive Service, advisory boards, one-year pilot programs outside the provisions of existing law and rules, mandated performance reviews, flexibility in pay structure and in the duration of employment lists, promotions from noncompetitive to competitive

career (formerly known as ‘classified’) positions, the adoption of rules that reduce the extent of bumping in layoffs, and voluntary alternatives to layoffs. The “rule of three” was retained, but without several cumbersome tie-breaking mechanisms. Although employees were still given an opportunity for a hearing by the appointing authority before major disciplinary action was taken, prior hearing was not required if the employee’s conduct posed a threat to the public or other employees, or if the employee was facing criminal charges. The preference to disabled veterans and veterans was continued without changes.

On June 30, 2008, the law was revised by Chapter 29 of the Laws of 2008. The Department of Personnel was abolished as a principal executive department. It was replaced by the Civil Service Commission, which is in, but independent of any supervision or control by the Department of Labor and Workforce Development. The areas under the Office of Workforce Initiatives and Development (OWID) were transferred to the Department of the Treasury on that same date. The OWID included the Human Resources Development Institute (HRDI) which was the training department for State employees; the Employee Advisory Service (EAS) which offers professional counseling and referrals to employees dealing with personal, family or work-related issues; and housed the State Division of Equal Employment Opportunity and Affirmative Action (EEO/AA).

On June 30, 2012, the FY2013 budget legislation returned the functions in Office of Workforce Initiatives and Development to the NJ Civil Service Commission. The Employee Advisory Services and HRDI, which was renamed the Office of Training, became part of the Division of Administrative and Employee Services. The Division of Equal Employment Opportunity and Affirmative Action reported to the Office of the Chair/Chief Executive Officer.



DIVISIONS AND OFFICES



DIVISION OF ADMINISTRATIVE AND EMPLOYEE SERVICES

Kimberly Rogers-McLean, Chief Executive Director



MISSION

The offices comprising Administrative and Employee Services strive to provide consistent quality services and critical support functions to the other CSC Divisions and offices assisting them in fulfilling their mandated and mission critical services.

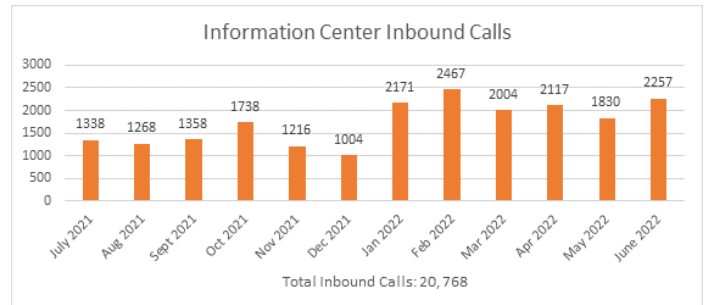
RESPONSIBILITIES

The **Facilities and Support Services Unit** is responsible for day to day operations and logistics, including: building management, fleet management, access and security, printing liaison services, and mailing.

The **Office of Financial Management** is responsible for all aspects of financial resources and internal control. Main tasks include: budget analysis and control, accounting, expenses, cash management, and financial reporting.

The **Office of Human Resources** provides a wide range of human resource services for staff within Civil Service Commission. This includes organization planning and design, recruitment, hiring, promotion, classification, compensation, employee development, performance appraisal, payroll, timekeeping, leave administration, workplace injuries, and health benefits.

The **Information Center** is the primary point of contact for the general public regarding questions about public employment, job announcements, testing, and general inquiries about the activities of the Commission.



- Information Center who provides direct assistance to candidates saw their calls double from last year based on the announcement of the Law Enforcement Examination (LEE).
- Office of Financial Management is actively assisting operational divisions and units in securing new vendors for the diversity in law enforcement initiatives, Employee Advisory Service and Division of Equal Employment Opportunity.

For More Information, visit <https://www.nj.gov/csc/about/divisions/admin/>

CENTER FOR LEARNING AND IMPROVING PERFORMANCE (CLIP)

Holly Foster, Director



MISSION

To provide learning and development opportunities and resources that support New Jersey's public-sector employees' skill enhancement and relevancy in today's competitive work environment.

RESPONSIBILITIES

The Center for Learning and Improving Performance (CLIP) develops and offers a variety of training courses designed for public employees. CLIP's partnership with the New Jersey Community College Consortium for Workforce Development and Rutgers University enhances our ability to provide public employees with state-of-the-art classroom courses. CLIP also uses a Learning Management System (LMS) to offer online training as a fast and efficient way to educate staff and complement our instructor led courses.

- South Jersey Transportation Authority
- NJ Highlands Council
- Ocean County Soil Conservation District
- Department of Labor and Workforce Development – Boards
- DOH – Women, Infants & Children

- **LMS System Features Drive Compliance Rates** – Due to the sophistication of the SABA LMS platform, CLIP was able to leverage built in system tools to support agencies in achieving state mandated policy training compliance. CLIP created three (3) certification courses with CLIP Automatic Assignment features with trackable due dates and learner system notifications. Since deploying the certification courses compliance rates significantly improved.

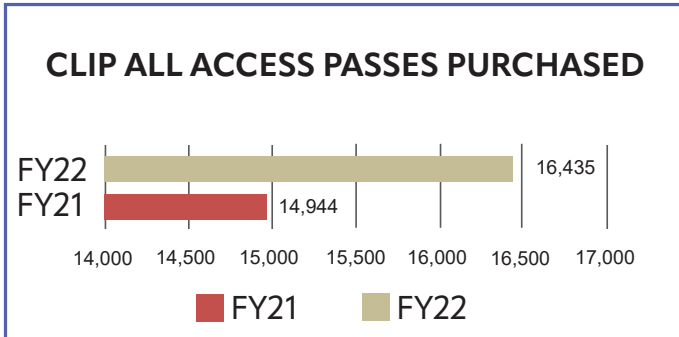
- **Successfully Met the Increased Demand for CLIP All Access Passes** – One learning delivery method CLIP offers is web-based training via the LMS. To provide a comprehensive catalog of web-based courses CLIP contracts with Open Sesame, one of the largest providers of online eLearning content. CLIP offers access to this catalog at an additional cost on the LMS via a CLIP All Access Pass subscription. Through web-based training, CLIP has been able to help agencies maintain employee skill growth during the Coronavirus Pandemic which placed restrictions on traditional in-person training. As CLIP and other state entities needed to adjust to new operations the value of on-demand, learn from anywhere, technology increased. To meet the increased needs of our customers, CLIP increased the amount of



FISCAL YEAR 2022 HIGHLIGHTS

- **LMS Customers Expanded** – The necessity for an LMS platform continues to rise for agencies looking to fulfill various learning and communication needs. This fiscal year, CLIP provided LMS accounts holding domains to the following onboarded agencies and special programs:
 - Essex County Division of Family Assistance and Benefits

available CLIP All Access Pass subscriptions to the Open Sesame courses available for purchase from 8,000 annually to 20,000 annually. The increased number of subscriptions available ensured that CLIP was able to provide interested agencies learning and development options that remained relevant and accessible during the changing workplace landscape.

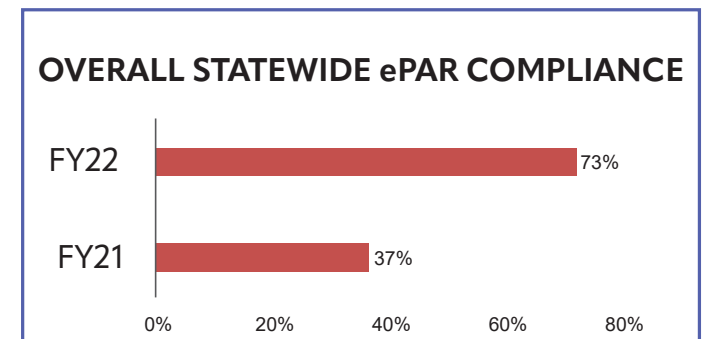


discounted tuition for state employees and their families.

- Thomas Edison University is reviewing CLIP courses to offer college course credits for learners. This institution also offers discounted tuition for state employees.

- **Delivered Statewide Mandatory Training for the workSmart Telework Program** – On April 6, 2022, the Civil Service Commission established the workSmart Telework Program, which allows approved state employees to replicate their workday at an alternative worksite up to two days in a calendar week. In record time, CLIP staff developed and delivered five training modules, which included guidance and suggestions for employee and managerial success when working in a remote environment. Over 19,519 employees completed the full training curriculum by June 30, 2022.

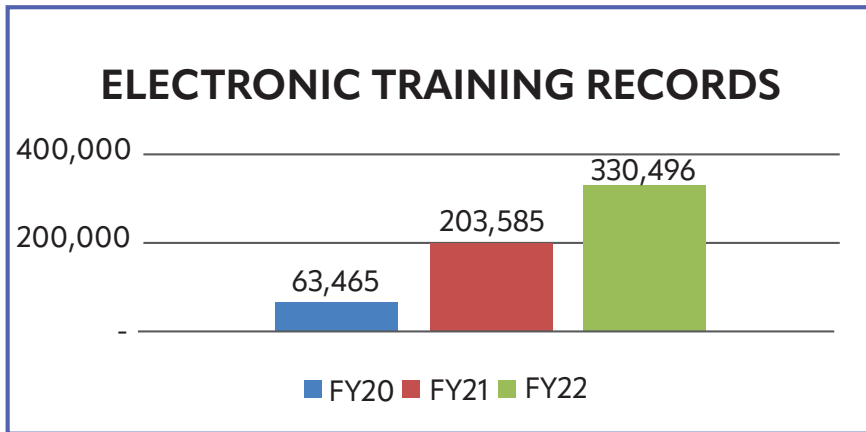
- **Electronic Performance Assessment Review (ePAR)** – The ePAR provides the state workforce with an important management tool to define, assess, and enhance employee performance. The New Jersey ePAR is designed to help managers and supervisors communicate with employees about their performance and plan employee development. The State government workforce does important work to provide services and enhance the lives of the people in New Jersey. The ePAR program makes the connection between the goals of the organization and the work of each employee. The overall statewide ePAR Compliance increased dramatically in FY2022 from 36% to 73%.



- **LMS System Usage Increased** – The LMS has proven to be the perfect platform for streamlining statewide training and development opportunities. Through web-based training, CLIP has been able to help agencies continue employee skill growth during the COVID-19 pandemic, which placed restrictions on traditional in-person training. The value of on-demand, learn from anywhere technology has increased opportunities for learners to garner new and improved skills.

- **Curated New Course Opportunities** – CLIP also maintained a consistent flow of fresh course options for learners to choose from. Curating the most relevant and trending skill building courses for upload to the LMS on a bi-monthly schedule. The catalog of Learning Paths, featuring easy-to-navigate collections of recommended multi-class online curriculums, has continued to grow as CLIP packaged new content. New to the available benefits included with a CLIP All Access Pass is the addition of Audio Books and Summaries, which distill full-length business and personal development books down to bite-sized chunks of approximately 15-minute podcasts and synopses, allowing learners to absorb all the key insights and information of each book for a fraction of the time investment. The current catalog has over a thousand course offerings. New learning paths included WorkSmart+ for Employees and Managers; Mindful Living: Channeling Power from Within; Grow your Career as a Mentee; and Mentorship 101: Cultivating Successful Programs.
- **Expanded Partnerships with Colleges and Universities** – Collaboratively worked with Rutgers School of Public Affairs and Administration (SPAA) to host a graduation ceremony for the 2020 and 2021 graduates, and created a Reaccreditation Report for submission to the National Certified Public Manager Consortium Accreditation Review Team for review and reaccreditation interviews. Approximately 190 graduates of the NJ Certified Public Manager (CPM) Program. The New Jersey Certified Public Manager (CPM) Program was awarded reaccreditation status for six-years (until 2027).

- Secured additional opportunities for higher education with Rider University for

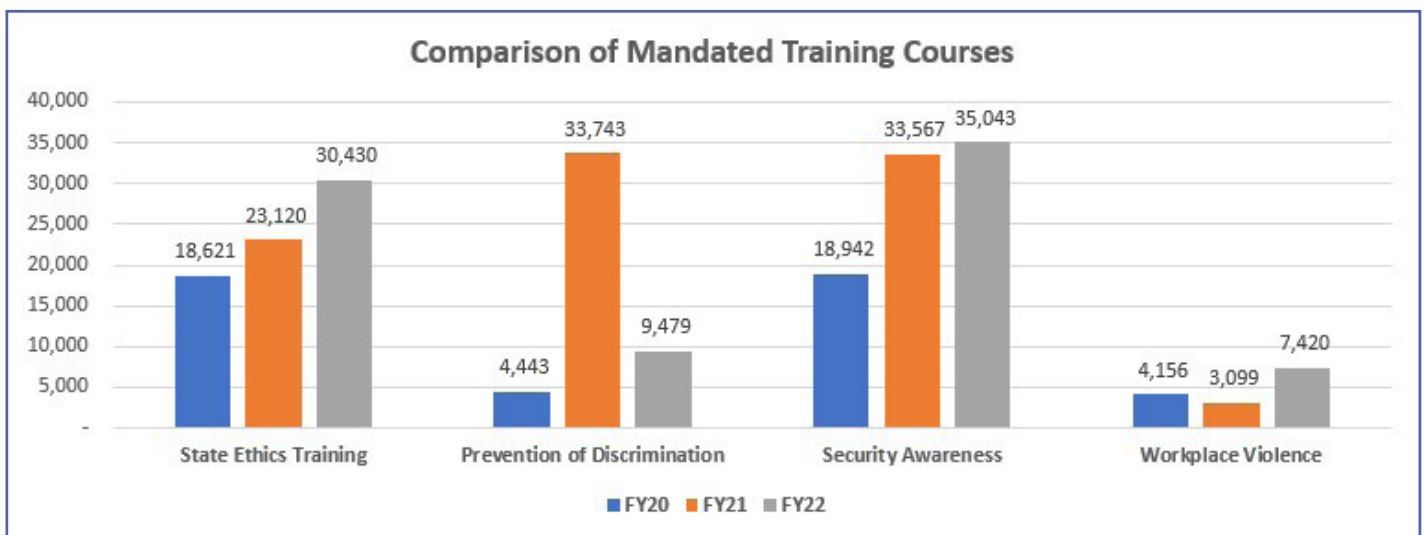


Mandated Courses with CLIP Automatic Assignment Certifications:

- New Jersey State Policy Prevention of Discrimination and Harassment in the Workplace 2021
- Discrimination and Harassment in the Workplace Policy and Model Procedures
- New Jersey State Policy Prohibiting Discrimination in the Workplace Written Policy and Model Procedures
- Annual Cybersecurity Awareness Training

Additional Mandated Courses Added:

- NJ Workplace Violence: Recognize, Prevent and Report
- Ethics Training for State Employees
- Ethics Briefing
- New Jersey State Employee Cannabis Briefing



For More Information, visit <https://www.nj.gov/csc/employees/training/>

Employee Spotlight

Center for Learning and Improving Performance (CLIP)

Mark Monette



Q: What do you love about your job?

“I love that I have the opportunity to use a set of skills that I’ve spent years developing through my hobbies and personal interests. Being part of a creative team has encouraged me to branch out to learn new skills and to dive deeper into the capabilities of our technology. Knowing that I can have a positive impact on a project by bringing other’s visions to life is greatly rewarding.”

Tira McCants

Q: What do you love about your job?

“There is something new to learn every day. Diverse aspects of the job provide opportunities to develop new skills that allow me to assist others in their career growth. It is rewarding to play a part in other government employees’ development.”



DIVISION OF INFORMATION TECHNOLOGY SERVICES (ITS)

Sun Kim, Director



MISSION

To provide reliable and secure technology solutions for the Commission, the state and local community, and external with excellent customer service.

RESPONSIBILITIES

The Division of Information Technology Services (ITS) is responsible for providing CSC employees with technology supports, including Helpdesk operations, network security, telecommunication management, new application development, existing systems support, training, and project management.



- **Remote access and laptops for staff** – COVID brought on a serious challenge for ITS by creating the need for staff to work from home. Initially, most staff were able to perform their tasks using their own computers and connecting to Microsoft Office 365. However, critical staff needed remote access to intranet applications and onsite resources. Since our security policy requires State equipment for remote access, we had to repurpose our training room laptops, purchase additional hardware, and configure each device for users. Over 140 staff members have connected remotely to CSC resources.

- **Remote support** – Related to the above bullet, while staff work remotely and access CSC resources onsite, Helpdesk support tasks and responsibilities have significantly increased. It is a result of having to maintain the onsite hardware for GoToMyPC/VPN access, as well as the laptops and smartphones that ITS issued to staff. ITS has troubleshoot support requests by using Teams and phone calls.
- **eDPF (electronic Department of Personnel Form)** – eDPF (electronic Department of Personnel Form) – To increase the efficiency of processing unclassified employment (DPF-10) and salary adjustments (DPF-77), ITS has been working on the modernization of interoffice paper mail handling to all electronic processing. The application has been in the 4th iteration of test phases.
- **Diversity and Inclusion Database and Application Development** – The State passed the bill numbers S2765 and S2767, which requires CSC to develop a universal application to collect “diversity and inclusion related information” from candidates of entry-level law enforcement positions.
- **NJ State Government Public Service Loan Forgiveness Registration Application** – ITS is working on a NJ Portal application to allow State employees to register for their student loan forgiveness program sponsored by the Federal Department of Education.

- **Access to Firefighter Job Analysis RFP document in CSC website** – Due to the sensitive information in the RFP document, ITS has created a test link for those vendors who are interested in reviewing the document via the CSC website.
- **Support the statewide ePAR system** – ITS works with Microsoft to support user issues and manage all change requests.
- **Support SABA Learning Management System** – ITS has been monitoring SABA for updating employee information, interact with NJCFS fiscal program, and resolve operational issues.
- **Copier/printer replacement** – Facilities initiated the replacement of the leased copier printers in December 2021. ITS worked with the vendor to replace all 13 printers within two (2) days' notice.
- **VoIP** – Our previous phone equipment used standard telecom phones and ISDN phones. ISDN phones are no longer available and will be out of support soon. With the third-floor expansion requiring new phone equipment, we initiated the purchase of VoIP phones and worked with OIT to replace the phones for all CSC staff. This was completed in April 2022.
- **EDITS IBM FileNet upgrade** – Treasury has upgraded their IBM FileNet software to the IBM P8 platform. This required the EDITS unit to upgrade the scanning workstations and desktops with the latest software. It also required all EDITS users to access a different link to the updated EDITS imaging repository. This was completed in April 2022.
- **Daily support of CSC production applications** – ITS developed more than 40 application to meet CSC's business needs. ITS constantly monitors them and provides timely supports for 100% uptime.
- **ePAR environment upgrade** – Due to the end of supporting cycle for our current Microsoft SharePoint 2013, ITS is working with Microsoft support (off-shore PMA) to perform updates/upgrades of SharePoint Online into the ePAR test, and production environments.
- **Server room UPS upgrade** – Our server room UPS has not been upgraded since it was installed 18 years ago. APC recommends full replacement. The PO has been approved and we are working with the contracted vendor to delivery of the equipment and a date to perform the install. This will require an electrician to do the work for the cut-over after hours.
- **Server/PC upgrade project** – Because of the focus on remote support during COVID, our computer and (most) server hardware is out of warranty. We have to determine which server warranties should be renewed and which servers should be refreshed (replaced) with new hardware. Our computer hardware requires replacement since we are experiencing a number of hardware failures. ITS is working with Fiscal to determine when we can make phased purchases of computers.
- **Redesign and upgrade the existing OAS to OAS with Profile functions** – The new version of the OAS will have Profile functions, which include all application history, application's biographic information, and their supporting documents.
- **Convert several legacy Access DB applications to web application with SQL DB** - Many divisions in CSC use legacy Access DB applications (e.g., OAS, Certified Public Manger Program (CPM) reports, and CPM Tracking System) for their daily routine tasks, which is inefficient, and difficult to support.

LOOKING TO THE FUTURE

- **KnowledgeLake imaging upgrade** – CSC hosts a KnowledgeLake imaging system on the Microsoft SharePoint platform on CSC servers (on—premise). KL has a cloud-based platform that allows us to leverage their cloud KL/SP imaging system, which will eliminate our on-prem hardware. Currently, the KL imaging platform is used by the OAS application, DARA and Agency Service (App Package). We are working with KL to migrate our data to the State SP-online infrastructure. This will be the repository for the imaging data processed by their cloud platform.

For More Information, visit <https://www.nj.gov/csc/about/divisions/admin/>

EMPLOYEE ADVISORY SERVICE (EAS)

Shelby Pettis, Manager



MISSION

The Employee Advisory Service (EAS) unit's primary goal is to assist employees who may be experiencing personal, family, or work-related challenges with secure confidential support and resources. In addition, EAS staff provide an array of services to office leaders that are seeking to enhance the organization's overall work environment and build a resilient workplace.

RESPONSIBILITIES

To achieve its goals, the dedicated staff is equipped to assist team leaders with identifying issues that may be having a negative impact on employee relationships and an organization's productivity. After the assessment phase, EAS staff is available to aid managers with designing individual and workgroup interpersonal interactions to assist in resolving the issues and improve communications which will enhance employee job performance and overall workplace effectiveness.

EAS also provides effective supportive services and resources to employees and assist in identifying and resolving personal concerns, including health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues that may affect job performance through confidential individual assessment, counseling and referral services.



- Provided 27 EAS Orientations and/or Monthly Topic Webinars with over 4,974 employees participating across all webinars. There was a 26% increase in webinar interest (registrations) and a 22% increase in webinar participation from FY21 to FY22. Separate Supervisor and Manager Webinars provide support and empower leaders with tools and techniques in supporting their staff and increasing awareness of common issues in the workplace that may impact employee job performance and the overall climate of the workplace.

Provided over 2,500 one-on-one individual counseling services to employees for various issues relating to work performance, stress, mental health, family, and other complex issues affecting their overall well-being.

- Separate supervisor and manager webinars provided support and empowered leaders with the tools and techniques needed to support their staff and increase awareness of common issues in the workplace that may impact employee job performance and overall workplace climate.
- Conducted virtual group grief sessions facilitating loss situations and coping with grief in the workplace.

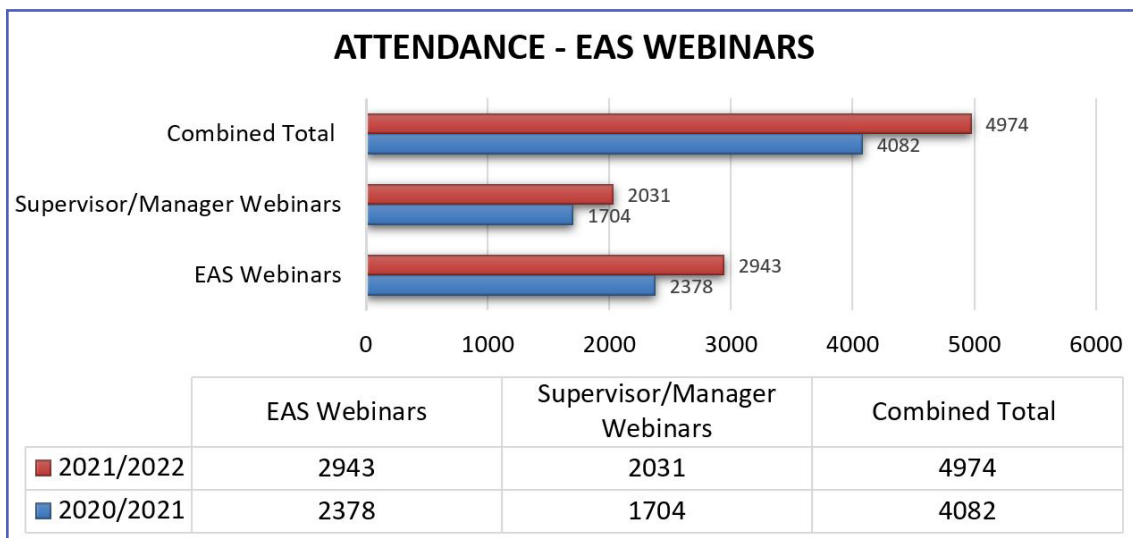
- Provided services to employees with drug and alcohol use and connected those employees to treatment providers and assisted with navigating through the return to work protocols.

LOOKING TO THE FUTURE

- Promote discussions among employees with common interests through the use of virtual support groups to minimize the stigma of mental health in the workplace.
- Provide addition resources to employees to recognize and bring awareness to common mental health issues such as anxiety and depression and to understand available referral resources through

educational/wellness webinars and newsletters.

- Increase Wellness Wednesday postings to social media sites that spotlight the importance of mental health wellness and engage more with employees.
- Promote employee wellness through our Annual Mental Wellness Symposiums.
- Establish monthly virtual support groups during workweek lunch hours to provide education and discuss issues frequently presented in counseling sessions.
- Continue on-site marketing of EAS to increase visibility and program utilization.



For More Information, visit <https://www.nj.gov/csc/employees/programs/advisory/eas.html>

DIVISION OF AGENCY SERVICES

Kelly Glenn, Director



MISSION

To efficiently design and implement a Civil Service system that recognizes the diverse needs of State and local government agencies and fairly balances those needs with necessary employee benefits and protections.

- To support the Commission’s external clients in their recruitment and hiring activities through the responsive announcement of examinations, review of candidate applications, and provision of potential eligibles from lists or alternatives sources.

RESPONSIBILITIES

- To timely provide strategic, operational and technical support on a wide range of issues related to the Civil Service including: review and establishment of new position classifications, reclassification of existing positions to different titles, compensation management the review and approval of reductions-in-force; job classification reviews and appeals, examination announcement and eligibility review, assistance with organizational review and title structures, placement services through the administration of the certification process and the leveraging of advances in technology to support all services.
- To accurately and efficiently deliver human resource management services to all State and Local appointing authorities within the Civil Service within context of Title 11A, *N.J.A.C. 4A*, and all other applicable laws and rules.
- To develop successful partnerships with our state government customers by providing solution oriented consultative services to meet their human resource management needs in a timely manner.

ABOUT THE DIVISION

The Division of Agency Services’ staff of 100 professional and technical employees is the primary point of contact for human resource matters for State and local Civil Service agencies, employees and job applicants. The Division oversees the following areas:

- **Customer Service Teams:** Teams of Human Resource Consultants provide guidance, technical assistance, and consultative services on wide-ranging Civil Service matters to over 30 State agencies and over 400 local government agencies.
- **Classification Unit:** This Unit is responsible for the creation and maintenance of the State and local government classification plan, policies, and layoff title rights. The Unit develops, modifies, and maintains all job specifications and performs classification studies.
- **Compensation Unit:** This Unit is responsible for the creating and maintenance of the State compensation plan and policies, including the Compensation Compendium and performance of compensation studies.

- **Announcement and Application Processing Units:** These Units are responsible for the creation and posting of all State and local open competitive and promotional examination announcements. These Units also handle the initial processing of examination applications, including the reconciliation of application processing fees and determinations regarding whether applicants meet residency, title and unit scope requirements.
- **Eligibility Determination Units:** These Units are responsible for the review of all open competitive applications and promotional announcements to determine whether applicants meet the education, experience and licensure requirements for the job title.
- **Certification Units:** These Units are responsible for the issuance, review, approval, and disposition (recording) of all certifications from open competitive and promotional eligible lists.
- **Personnel Management Information System (PMIS) Unit:** This Unit reviews and approves State employee personnel transactions (new hires, promotions, lateral movements, demotions, leaves of absence, etc.) entered by State appointing authorities. The Unit also conducts salary and seniority calculations.
- **County and Municipal Personnel System (CAMPS) Unit:** This Unit manages CAMPS, which allows County and municipal appointing authorities to transmit employee information to the Civil Service Commission via a secured link over the internet.
- **Business Systems Unit:** This Unit maintains and manages several systems that are integral to the successful implementation of the Civil Service system, including the Revised Automated Placement System (RAPS), PMIS, CAMPS, the electronic Cost Accounting and Timesheet System (eCATs), and the Classification Support System (CSS). This Unit also administers the Supplemental Compensation on Retirement (SCOR) program, and the Intergovernmental Transfer Program.



- Announced 4,865 promotional and open competitive examinations and reviewed 74,665 applications.
- Issued determinations on position classification appeals from 362 employees.
- Approved 13 layoff plans and administered the resultant reductions in force.
- Updated, created or consolidated job specifications for 122 job titles in State and local Government.
- Issued determinations on 1 salary reevaluation request and 3 requests for market studies on compensation levels.
- Reviewed 5,327 Hiring/Promotional Freeze Exemption Requests.

LOOKING TO THE FUTURE

- Continue to work on comprehensive compensation and classification analysis.
- Continue to research feasibility of updating the Personnel Management Information System (PMIS).



Employee Spotlight

Division of Agency Services

Ashanti Tucker

Technical Assistant 2

What do you love about your job?

“The thing I love most about my job is being able to see the entire process from beginning to end. Since we create the announcements we are able to see the very beginning of the process and then we also close them out at the end.”

Why should people work in State/Local Government?

“I think people should work in state government because of all the benefits, not only do we have great medical/ dental, but we also have a ton of leave and holidays off.”

Can you share a memorable experience you have had that you would be willing to share?

“A few months after I started here, we announced the LEE (2019), there was a guy that reached out to me with questions about the application process. He then went on to tell me his father was a police officer killed in the line of duty. After weeks of paperwork and getting all of his documents in he sent me an email thanking me for all my help. Every once in a while, I would think of him and wonder if he passed the exam. A few months later he sent me a really nice email thanking me again and letting me know that he had accepted a position at the same Police Department his father had worked in. That’s something that’ll stay with me forever.”

Rebecca Savelli

Human Resource Consultant 3

What do you love about your job?

“I love that such a large portion of my role is helping people. Indirect as it maybe, everything we do here at Civil Service has a direct role in ensuring that the State of New Jersey runs efficiently. By working at Civil Service, we not only help those that work for the State of New Jersey, but help the residents of the State as well by making sure that the all workers are qualified and selected in the most fair way possible and that the rules that guide them throughout their careers are upheld.”

Why should people work in State/Local Government?

“Working for the Government is an endless learning experience, with so many facets to explore, the job is never boring. The new situations that come up on a regular basis keep you on your toes and continuing to gain knowledge and experience in areas you never expected. And, the benefits are pretty great too.”

Can you share a memorable experience you have had that you would be willing to share?

“The Civil Service Commission is like a big family. When someone is in need, everyone is there to help no matter what the case may be. Working in a place where everyone has a genuine care for those around them and is eager to help in any way that they can makes coming to work not feel like a chore.”

For More Information, visit <https://www.nj.gov/csc/about/divisions/slo/>

DIVISION OF APPEALS AND REGULATORY AFFAIRS (DARA)

Nicholas Angiulo, Acting Director



MISSION

The Division of Appeals and Regulatory Affairs' mission is to provide a clear and comprehensive regulatory framework for the administration of an equitable and expeditious dispute resolution process for employees, employers, and candidates for employment. Its mission is to also promote harmonious labor relations and provide information and advice.

RESPONSIBILITIES

The Division of Appeals and Regulatory Affairs' main function is to administer the disposition of various types of appeals filed by State, county and municipal civil service system employees, candidates for employment, and appointing authorities. Toward this end, DARA staff function as support for the Civil Service Commission, which has the authority to render decisions on such appeals. DARA also provides support for the Civil Service Commission's rulemaking responsibilities, serves as liaison to labor organizations representing civil service employees, and offers information and guidance on civil service law, rules and procedures.



- **Commission records FY 2022 Salary Regulations.** At its meeting on February 2, 2022, the Commission recorded the Salary Regulations

for FY 2022 via the Compensation Compendium. The Compendium had been approved by Deirdré L. Webster Cobb, Esq., the Commission's Chair/CEO and Lynn Azarchi, Acting Director of the Office of Management and Budget.

- **Commission adopts Model Telework Pilot Program effective July 1, 2022 to June 30, 2023.** At its meeting on April 6, 2022, the Commission adopted a Model Telework Pilot Program (Pilot Program) effective July 1, 2022, to June 30, 2023. The Pilot Program was initiated due to the worldwide shift to partial or full telework due to the COVID-19 pandemic. As set forth in the Pilot Program Guidelines (Guidelines), many governments and private sector employers have continued to offer telework. Thus, to stay competitive and attract top talent as well as take advantage of increased productivity, the Pilot Program was established for the State to evaluate specific elements of a telework benefit to determine the most effective long-term program. The Guidelines generally indicate that, to participate in the Pilot Program, appointing authorities subject to the Civil Service Act had to provide a written plan for their telework program for approval by the Chair/Chief Executive Officer of the Commission or her designee on or before June 1, 2022. Prior to submission of the plan, appointing authorities were to consult with union representatives. The general parameters of a telework program must provide for the maintenance of records of when an employee is working on location or teleworking and may not allow for more than two days of remote work per calendar week.

An employee must also be eligible for the program, which shall include an application submitted by the employee regarding a specific telework schedule, the employee's personal and technological capability/accessibility to telework, and telework training conducted by the Commission.

- **Commission approves proposed readoption of expiring rule chapters 1, 2, 5, 9, and 10 for public notice and comment.** At its April 27, 2022, meeting, the Commission approved the proposed readoption of expiring rule chapters 1, 2, 5, 9 and 10, for public notice and comment. All these rule chapters are due to expire on November 5, 2022. *N.J.A.C. 4A:1*, General Rules, and Department Organization, concerns the purpose and scope of the rules and definitions, public records, organization of the Commission and the responsibility of the Chairperson, definitions, delegations, pilot programs, and disability discrimination grievance. *N.J.A.C. 4A:2*, Appeals, Discipline and Separations, addresses Civil Service appeals, including appeal processing fees, different appeal categories, major and minor discipline, resignations, and grievances. *N.J.A.C. 4A:5*, Veterans and Disabled Veterans Preference, sets forth the types of military service qualifying an individual for veterans' preference for purposes of Civil Service appointments and the definition of the preference. *N.J.A.C. 4A:9*, Political Subdivisions, contains general provisions regarding the procedures that follow when a political subdivision of the State, by referendum, adopts Title 11A. *N.J.A.C. 4A:10*, Violations and Penalties, concerns violations of Civil Service law and rules and prohibited types of political activity. The proposals appeared in the June 6, 2022, issue of the New Jersey Register. A public hearing was held on July 20, 2022, and the public comment period for these proposals ended on August 5, 2022.
- **Appellate Court affirms Commission in a published decision.** In a rare, published decision, the Court affirmed the Commission's dismissal of a disciplinary appeal for lack of authority. In *In re Young*, 471 N.J. Super. 169 (2022), the Court agreed with the Commission which found that it did not have jurisdiction over Young's disciplinary appeal once the appointing authority modified the penalty from a major to a minor discipline. In making this finding, the Court indicated that, there was no language in the Civil Service "Act or Administrative Code [that] prohibits an appointing authority from reducing a penalty after the FNDA is issued."
- **Civil Service Commission Meetings Open to the Public Conducted via Teleconference in response to COVID-19 pandemic.** In response to ongoing COVID-19 concerns, Commission meetings have been held via teleconference. The public may listen to the meetings by calling 1-877-336-1831 and entering Access Code 7379493. Public comments and questions about items on the agenda may be sent to DARA@csc.nj.gov.
- **Developed Alternatives to Discipline Program (ADP)/Employee Disability Initiatives (EDI).** The ADP/EDI program assists both employees and employers explore and implement alternatives to disciplinary action for employees who can no longer perform the duties of their position due to medical, psychological, or other disability. In FY 2022, the program successfully assisted and coordinated outcomes in several such cases. The Manager also assisted an appointing authority in updating its policies and program regarding reasonable accommodation requests. Additionally, the Manager worked collaboratively with State Human Resources administrators, the State ADA Coordinator, Labor Relations administrators, the Employee Advisory Service executive, and counselors and State EEO Officers to expand and promote the ADP/EDI.
- **The Reporter completed its fourth year of publication.** The Reporter, the Civil Service Commission's publication that highlights notable Commission and court appeal decisions, rule-making activity, and legislation impacting the civil service community, completed another year of publication. Issue 10 of The Reporter published in December 2021, covered significant appeal decisions relating to medical and psychological list removal appeals, provided summaries of new Appellate Division decisions and summarized any Commission rule activity and relevant legislation passed since the prior edition. Issue 11 of The Reporter published in March 2022, covered significant appeal decisions relating to various list removal appeals, and disciplinary cases involving social media, altercations and drug tests as well as providing summaries of new Appellate Division decisions and any Commission rule activity and relevant legislation passed since the prior edition. Consistent with its goal to provide the civil service community timely and noteworthy information, a key feature of The Reporter is that the publication is emailed to over 500 subscribers and readers are provided a link to the actual Commission decisions discussed in a particular issue.

- **FY 2022 Appeal Statistics.** In FY 2022, DARA disposed 2,629 written record appeals in such areas of bypasses, discrimination, examination, eligibility, examination scoring, and list removal. The Hearings Unit disposed of 487 appeals in such areas as major discipline, good faith layoffs, and release at the end of the working test period.
- **Additionally, 28 Final Administrative Actions** of the Civil Service Commission were sustained upon judicial review and four were modified, remanded, or reversed by the court.

LOOKING TO THE FUTURE

- DARA has streamlined and utilized technology in updating its operations to ensure the continued administration of the appeal process for the Commission. Going forward, DARA will continue to explore options to maximize operational efficiency.

These include:

- Providing a virtual platform to each of the Commission members so they can review agenda materials electronically when the Commission resumes in-person public meetings.
- Developing an on-line process for filing and managing appeals so that parties to an appeal have the option to submit all relevant documentation, supporting arguments, exceptions, and replies electronically to the Commission.
- Continue emailing decisions and letters from DARA to the various parties in a matter.
- Continue meetings of the Medical Review Panel and the Medical Examiners Panel through video conferencing where the appellant, appointing authority, and representatives may appear without the necessity of traveling from all points in the State to a physical meeting site.

For More Information, visit <https://www.nj.gov/csc/about/divisions/merit/>

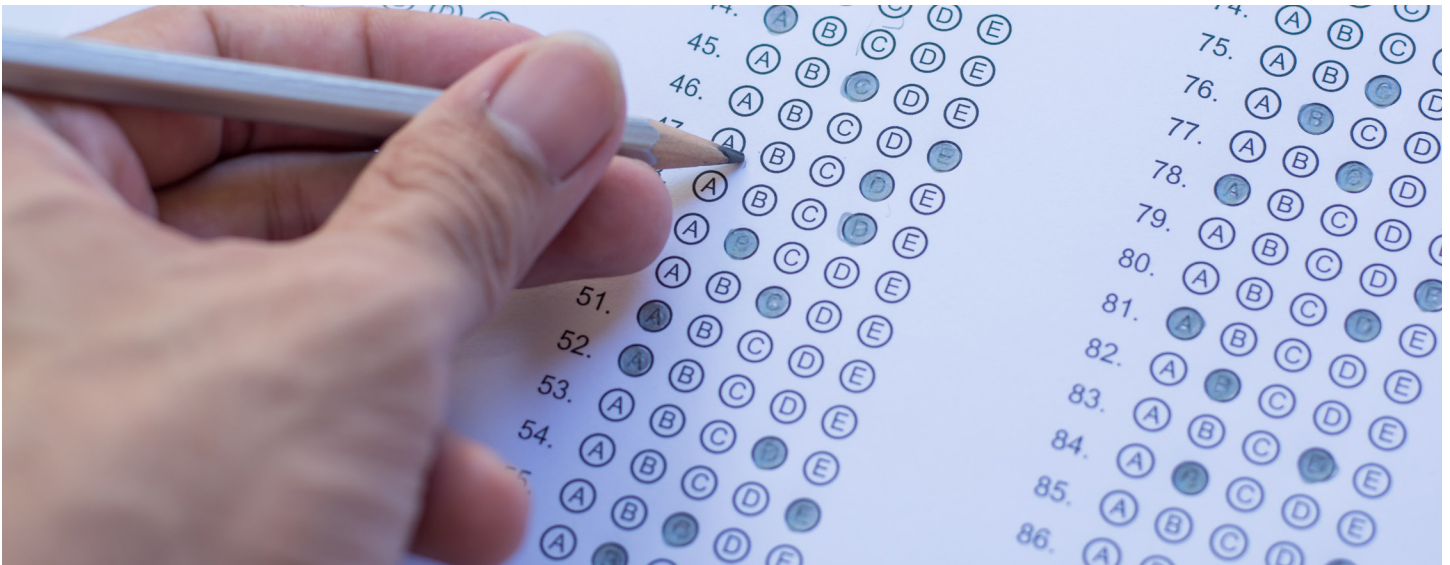


Appeals and Hearing Matters:

Hearing Matters Disposed:	487
Hearing Matters Received:	335
Written Record Appeals Disposed:	2629
Written Record Appeals Received:	2909

DIVISION OF TEST DEVELOPMENT, ANALYTICS, AND ADMINISTRATION (TDAA)

Ryan Reinert, Director



MISSION

The Division of Test Development, Analytics and Administration’s mission is to design valid and objective testing instruments that ensure an equitable process for all civil service candidates in order to provide appointing authorities with employment lists of qualified candidates.

RESPONSIBILITIES

The Division of Test Development, Analytics and Administration develops/administers written, oral, essay, and performance examinations for civil service agencies (40 state/475 local municipal jurisdictions). There are approximately 3,718 competitive titles that could potentially require a test be generated. This is accomplished with the help of subject matter experts (those with in-depth knowledge of the job) through the process of job analysis, creating test content, analyzing exam results, and determining pass points for examinations. A job analysis determines the tasks performed, knowledge, skills, and abilities needed to perform the job, and the results of the job analysis are used to develop a test plan. The test plan determines the content of the examination, which can include multiple choice questions, job-related scenarios, and/or work simulations. Once the test has been administered, the exam results are statistically analyzed, a pass point is determined, and an eligible employment list is produced. This is performed in accordance with the United States EEOC Uniform Guidelines on Employee Selection Procedures and the New Jersey Merit System, ensuring the results are valid and fair to all protected groups.



- The testing backlog accumulated in Fiscal Years 2020 and 2021 was reduced, with over 7,300 candidate answer sheets scanned so far. As state government has resumed its normal activities, we have listed the remaining bulleted information.
- Revised planned announcement sheets for public safety promotional examinations were posted to the CSC website in March 2022.
- Public safety promotional exams resumed testing this fiscal year, which included police promotional exams for Police Sergeant, Lieutenant, and Captain, as well as fire promotional exams for Fire Lieutenant, Captain, Battalion Fire Chief, Deputy Fire Chief, and Fire Chief.
- The entry-level Law Enforcement Examination (LEE) announced in January, with over 39,000 applications submitted by over 16,000 applicants. The LEE is expected to be administered in June and July 2022.
- The entry-level firefighter physical performance test (PPT) resumed testing candidates in June 2022.

- The Bilingual Communicative Ability Test (BICAT) resumed testing in June 2022.
- Testing for Senior, Principal, Project, and Supervising Engineer titles resumed, with the rest of the backlog eliminated in June 2022.

FY2022 Notable Numbers

Examination administrations held:	51
Applications uploaded in EXAM system:	48,703
Regular answer sheets scanned:	7,389
Makeup answer sheets scanned:	25
Eligible lists issued in FY 2022:	2,410

For More Information, visit <https://www.nj.gov/csc/about/divisions/selection/>

Employee Spotlight

Division of Test Development, Analytics, and Administration

Laura Addonisio

Human Resource Consultant 3

What do you love about your job?

“Let me see, where do I start? I love my job duties from start to finish. From working with TDAA staff deciding exam dates and sites, to securing facilities and scheduling thousands of candidates throughout the State of New Jersey for Civil Service Examinations. I absolutely love scheduling the staff to administer these exams as well. I always take into consideration the hard work a test developer puts into developing exams, so to me it’s important the administration of an exam runs as smooth as possible. I truly enjoy administering Civil Service Examinations. I enjoy working with the public and understand the importance of making a testing environment as comfortable as possible. My duties tend to be high-volume and fast-paced, and I can honestly say I learn something new daily. This keeps me interested and wanting to continue to develop my skills.”



Why should people work in State/Local Government?

“Working within State Government is a privilege. There is a sense of accomplishment knowing you are making a difference within the State of New Jersey, especially within the Civil Service Commission. We provide State agencies with the information needed to select the most qualified candidates in growing Departments.”

Can you share a memorable experience you have had that you would be willing to share?

“Years ago, when I begin administering examinations a candidate approached after her exam and thanked me. I was puzzled, she said, “Thank you so much for being such a good monitor, you can tell you like what you do.” That one comment made me feel so good and to this day I strive to make each experience for our candidates a great one.

DIVISION OF EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION (EEO/AA)

Jillian Hendricks, Deputy Director



MISSION

The Division of Equal Employment Opportunity and Affirmative Action (Division of EEO/AA) supports the Civil Service Commission's mission by ensuring that State agencies provide equal employment opportunity (EEO) in State employment.

The Division of EEO/AA was created by law to ensure equal employment opportunities for all New Jersey State employees and prospective employees. The Division also serves to prevent State employees, prospective State employees, and persons doing business with the State, from being subjected to discrimination and/or harassment, including sexual harassment and assault.

RESPONSIBILITIES

The Division of EEO/AA is charged with ensuring that all employees and applicants for employment with the State of New Jersey work in an environment free from all forms of employment discrimination and harassment in accordance with the State of New Jersey's Policy Prohibiting Discrimination in the Workplace. The Division of EEO/AA is also charged with insuring that all State Departments and Agencies comply with the applicable law, policies and procedures.



- **EEO Case Data** - As of January 2022, there were a total of 362 active EEO cases filed statewide. On July 20, 2022, the total number of active EEO cases filed statewide increased to 437. Of these, 211 complaints were within 120 days (increased from 101 in January 2022); 50 complaints were between 120 and 180 days (increased from 46 in January 2022); and 52 complaints were older than 180 days (decreased from 215 in January 2022). Since March 2022, the Division of EEO/AA has been working with State departments, agencies, colleges, and universities to decrease the number outstanding EEO cases that are over 180 days and to ensure compliance with EEO investigation timelines.
- **EEO Cases Opened and Closed** - From January 1, 2021, to December 31, 2021, 782 EEO cases were opened statewide. Of these, 11 EEO cases were assigned to the Division of EEO/AA due to conflicts of interest. A total of 877 EEO cases were closed as of December 31, 2021. From January 1, 2022, to July 20, 2022, 437 EEO cases were opened statewide of these, 8 EEO cases were assigned to the Division of EEO/AA due to conflicts of interest. Of the 437 EEO cases opened in the

first six months of 2022, a total of 397 cases were closed as of July 20, 2022.

- EEO Mediation Alternative Dispute Resolution Program** - The Division of EEO/AA implemented the EEO Mediation Alternative Dispute Resolution Program to allow parties to resolve EEO complaints as an alternative to initiating a formal EEO investigation. On May 23rd and May 24th, 2022, selected EEO/AA staff members were trained to become qualified EEO mediators by participating in the Employment Discrimination Mediation Training administered by the United States Equal Employment Opportunity Commission.
- New Jersey State as A Model Employer of People with Disabilities (SAME) Program** - In January 2022, the State of New Jersey passed legislation in which the Division of EEO/ AA is charged with developing and implementing a State as a Model Employer of People with Disabilities (“SAME”) program. The purpose of the SAME program is to increase awareness of employment opportunities for persons with disabilities, provide appropriate avenues and remove barriers to the application and hiring process, and create mechanisms to increase retention rates for persons with disabilities employed in the State workforce. The EEO/AA Officer from each State department/agency will oversee the SAME program for their respective State department/agency. In conjunction with key community stakeholders that work with persons with disabilities, the Division of EEO/AA has established a SAME taskforce which meets monthly to assist in the implementation and oversight of the program. The Division of EEO/AA is in the process of developing various components of the SAME program which include establishing a fast track hiring process for qualified persons with disabilities who apply for State employment, creating work-based learning experiences for persons with disabilities, developing a mentorship program to support employees with disabilities, and more.
- New Jersey Workforce Development Plans** - The Division of EEO/AA has worked with a total of 38 State departments, agencies, colleges, and universities to prepare their Equal Employment Opportunity, Affirmative Action, and Diversity Workforce Development Plans (“WFD Plans”) for the calendar year of January 1, 2021, through December 31, 2021. The WFD Plans allow the EEO/ AA Officer to work in collaboration with their Office of Human Resources and senior executive leadership

to review the current demographics of their state department, agency, college, or university’s workforce and to develop an affirmative action program to increase the representation of minorities, women, individuals with disabilities, and veterans. Through the implementation of the WFD Plans, each State department, agency, college, and university reaffirm its commitment to the letter and spirit of equal employment opportunities in compliance with federal and state equal opportunity laws.

- 2022 Trainings Delivered** - The Division of EEO/ AA moderated a total of 12 trainings during the 2022 fiscal year. These trainings focused on the State Policy, procedures for investigating complaints of discrimination/harassment in the workplace, and responsibilities related to reporting incidents of discrimination/harassment for new and current employees, managers/supervisors, as well as senior executive leadership. In addition, through the Division of EEO/AA, EEO/AA staff members from various State departments, agencies, colleges, and universities participated in the eCornell University’s EEO Law & Administrative Investigations Training for six weeks.
- New Jersey Coalition Against Sexual Assault (NJ CASA)** - A total of 1 NJ CASA training was delivered in 2022.
- LMS Anti-Harassment and Discrimination Training** - In 2022 the Division of EEO/AA collaborated with the Civil Service Commission’s Center for Learning and Improving Performance (CLIP) to develop an online Anti-Harassment and Discrimination Training course. The course was made available to State of New Jersey employees via the Learning Management System (LMS) in January 2022. As of June 30, 2022, a total of 9,479 State of New Jersey employees across 25 agencies have completed the online training.

Executive Leadership Training	4
Cornell Training	1
EEOC Training	1
ADA Training	1
Meditation Training	1

LOOKING TO THE FUTURE

- Ensure State department, agency, college, and university investigations are completed within 180 days or less.
- Oversee the implementation of the SAME Program.
- Prepare and publish quarterly and biannual reports on the progression of the SAME Program.
- Monitor the EEO Mediation Alternative Dispute Resolution Program.
- Work with State departments, agencies, colleges, and universities to develop and implement their Workforce Development Plans for minorities, women, individuals with disabilities, and veterans.
- Improve EEO/AA training for employees, managers/supervisors, and senior executive leadership. Seven trainings were delivered in 2022.

For More Information, visit <https://www.nj.gov/csc/about/divisions/eeo/>

Employee Spotlight

Division of Equal Employment Opportunity and Affirmative Action

Melani Cruz Stokes

Investigator Trainee



What do you love about your job?

“I love that my presence, work and contributions to the Division of EEO/AA are valued. Sometimes, it is intimidating to be the one of the youngest and newest members of a workforce. However, at the Division of EEO/AA, I am a part of a welcoming space where I can openly showcase my skills and passions that benefit the work that I do. Most importantly, I love the people that I work with. Everyone is friendly and always willing to assist each other in completing assignments/projects. I especially enjoy learning from those with distinguished experiences and several years in civil service.”

Why should people work in State/Local Government?

“Working for the State of New Jersey has and continues to equip me with the skills and knowledge I need to affect change in the community. I did not imagine myself working in State government until I had more work experience but joining early on in my career was one of the best decisions I made. In just the short time that I have been at the Civil Service Commission, I have discovered new passions that I look forward to exploring further. For those looking to start their careers, State government is a great place to find your “calling.” There are an immense number of opportunities in State government for everyone of all backgrounds to discover what they are truly passionate about.”

Can you share a memorable experience you have had that you would be willing to share?

“One of my most memorable experiences while working in the Division of EEO/AA is participating in the Cornell University EEO Law & Administrative Investigations certification training. I had the opportunity to meet EEO Officers and Investigators from different State/local agencies who have various years of experience in conducting EEO investigations. The training was held virtually, but I made the most out of the experience and learned so much from my fellow classmates through group discussions and activities. I continue to interact with many of the participants on a regular basis through my current position. The training was not only a great opportunity to enhance my investigation skills but also make connections and learn from those who are in the same field as me.”

OFFICE OF DIVERSITY PROGRAMS

Charlie Williams, Ph.D., Executive Director



MISSION

The Office of Diversity Programs is responsible for developing and implementing strategies for ensuring diversity and inclusion in the State's workforce through community outreach, trainings, programs and other initiatives.

RESPONSIBILITIES

The New Jersey Civil Service Commission is committed to fostering and supporting a workplace free of discrimination and harassment, as well as cultivating a workplace comprised of qualified diverse individuals throughout its varying employment levels. Equal Employment Opportunity, Diversity, and Inclusion are fundamental principles for attracting and maintaining a productive workforce. The CSC Encourages appointing authorities and respective leadership to take deliberate and measurable steps to promote equal employment opportunity, diversity, and inclusion within New Jersey's civil service workforce. To this end, the ODP works with state agencies, departments, and local jurisdictions to create strategies to increase diversity and ensuring inclusion within the civil service workforce so that every employee and prospective employee feels valued and respected.



- **Virtual Workforce Diversity and Inclusion Summit** – ODP sponsored its annual Workforce Diversity Summit. This virtual event was attended

by approximately 180 participants and focused on developing programs for employee engagement and wellness, assessing workplace climate, and establishing an employee resource group (ERG).

- **CSC Diversity Council** - The Council successfully held three (3) Roundtable Discussions serving as professional development for agency and departmental personnel. These virtual events were attended by approximately 600 participants. Topics presented included: Gender identity and inclusion in the workplace, the business case for diversity and inclusion in the workplace, diversity recruitment and outreach, and strategies for providing access and inclusion for employees with disabilities.

Events & Attendance

4 Veterans Information Sessions held with 121 attendees.
6 NJ One-Stop Career Information Sessions held with 2,800 attendees.
1 City of Trenton Information Session held in coordination with the Mayor's Office, with 70 attendees.
15 College/University Information Sessions held, including Hispanic Serving and Historically Black Institutions.
8 Hispanic/Latino Outreach Information Sessions held with 180 attendees.
5 NJ Department and Agency Information Sessions held with 216 attendees.
Subtotal for attendees: 3,387

Other Career Events:	
Congress Donald Payne, Jr. Job Fair	200
Seton Hall University Job Fair	200
Seton Hall University Law School Public Service Job Fair	100
New Jersey Institute of Technology Career Panel	100
Rider University "Colorful Connections" Diversity Career Program	30
Mercer County One-Stop Career Center Job Fair	82
Passaic County Prosecutor's Office Law Enforcement Career Fair	50
AmeriCorps Career Day	11
Essex County Vicinage Job Fair	94
Caldwell University Course Presentation	30
Seton Hall University Career Fair	10
Norwescap Career Fair (Women's Transition Center)	26
Caldwell University Career Day	5
Sub-total:	938
Total for all events:	4,325

LOOKING TO THE FUTURE

- **Diversity in Law Enforcement Initiatives** - ODP spent much of its time during FY22 focusing on implementing the requirements of legislation signed into law in late 2021, which is aimed at improving diversity in law enforcement. These new laws require CSC to implement the following.
 - Oversight Database/Statewide Diversity Analysis of Law Enforcement
 - Universal Background Check and Application
 - Mentoring Programs and Preparatory Courses

Employee Spotlight

Office of Diversity Programs

Marie Henderson

Staff Assistant



What do you love about your job?

“So many things, my Team members; they are a true team, always available to lend a hand, give suggestions, and jump into many projects. We have fun, lots of laughs in our daily routines. It’s comfortable, but busy, never a dull moment.”

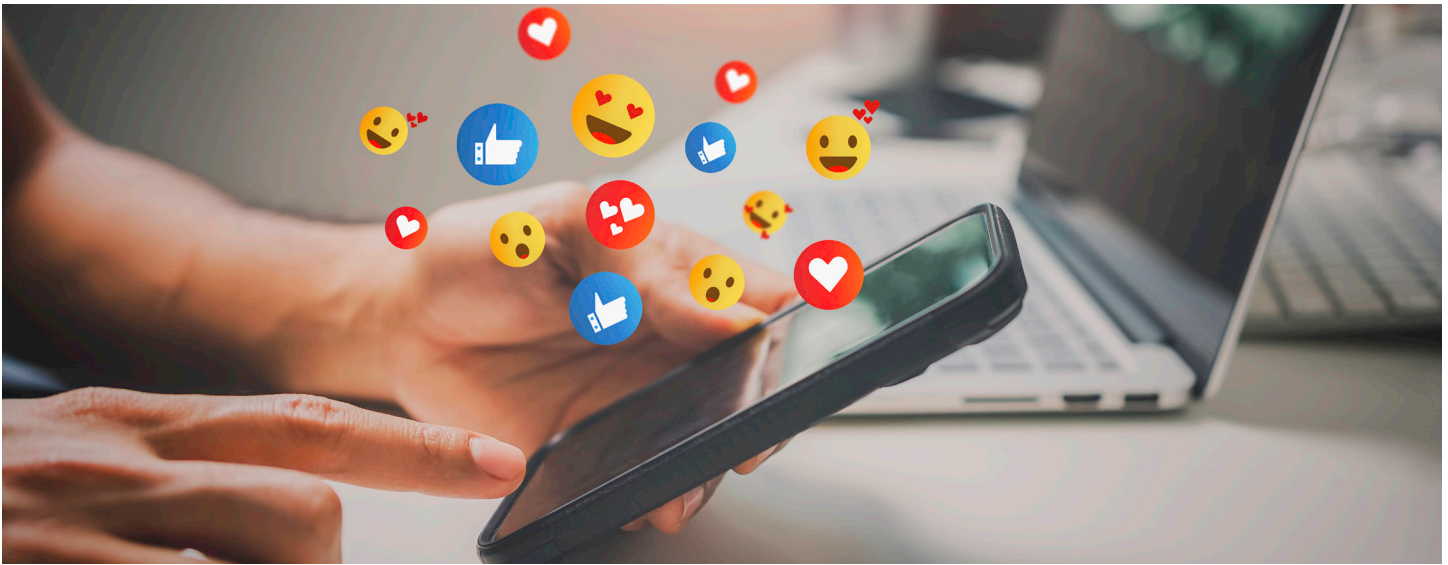
Why should people work in State/Local Government?

“You learn. You learn about what the State has to offer. Proud people that are willing to do the job and assist others. I feel it is for employee’s who really want to work and succeed, the opportunity is there.”

Can you share a memorable experience you have had that you would be willing to share?

“When my father passed, the outpour of concern was tremendous from Chair’s Office, HR, EEO/Diversity & so many colleagues here at the CSC. Thank you.”

Office of Strategic Communications (OSC)



MISSION

The Office of Strategic Communications' (OSC) mission is to provide oversight and direction to the Civil Service Commission's public and internal communication networks while ensuring the organization delivers timely and appropriate responses to its stakeholders.

RESPONSIBILITIES

The Office of Strategic Communications (OSC) of the Civil Service Commission (CSC) manages the main website and social media channels, reviews content and design of the Commission's official print publications, the release of news, media relations, and the use of CSC's name and image. The Office is responsible for the legislative duties for the Commission including bill tracking, legislative responses to elected officials, and fulfilling OPRA requests inquiries. In addition, OSC provides external relations through various outreach and public affairs events. The Office is committed to creating communications that engage and inform various constituencies to promote CSC, so they are best understood by their intended audiences. Through its Constituent Relations Unit, the office answers inquiries from its constituents.

- Created an agency YouTube account to add to social media presence.

LOOKING TO THE FUTURE

During Fiscal Year 2023, the Office of Strategic Communications (OSC) will continue working towards its mission of providing oversight and direction to the Civil Service Commission's public and internal communication networks while ensuring the organization delivers timely and appropriate responses to its stakeholders. The Office will broaden its reach by expanding its social media and media presence.

Social Media Engagement:

Platform	New Followers	New Engagements
LinkedIn	99	4,000
Facebook	42	671
Twitter	205	5,200
Instagram	102	N/A



- Distributed 7 press releases to keep residents of the State up to date on CSC events, which had moved to a virtual platform due to the pandemic.

CHAIR AND CHIEF EXECUTIVE OFFICER BIOGRAPHY





Deirdré Webster Cobb is the Chair/Chief Executive Officer of the New Jersey Civil Service Commission in Trenton, New Jersey. Drawing on more than 30 years of experience in the regulatory and administrative law fields, she provides knowledge of EEO and HR to benefit all stakeholders and customers. She has worked at several departments within the State of New Jersey including the Department of Labor and Workforce Development, the Department of Community Affairs and the Department of the Treasury and started her career in state government as a Governor’s Fellow with the Department of Personnel, now the Civil Service Commission (CSC).

In 2002, Chair Webster Cobb was hired at the Department of the Treasury as the Director of the Division of Contract Compliance and Equal Employment Opportunity in Public Contracts, and in addition served as a Special Assistant for Ethics Development. In 2011 she became the Equal Employment Opportunity/Affirmative Action Officer for the Office of EEO/AA and Diversity Programs with the Department of the Treasury, where she oversaw the enforcement of the NJ State Policy Prohibiting Discrimination in the Workplace and ensured compliance with Federal and State Anti-discrimination laws. Chair Webster Cobb also previously worked for D.C. government and the American Federation of State, County and Municipal Employees.

Admitted to practice in New Jersey and before the District of Columbia Court of Appeals, Chair Webster Cobb is a Past President of the Association of Black Women Lawyers of New Jersey, Inc., and a former member of the New Jersey State Bar Association’s Judicial and Prosecutorial Appointments Committee, the New Jersey Supreme Court Committee on Character and the Minority Concerns Committee of the Superior Court of New Jersey, Burlington Vicinage. She is also a former Trustee of the New Jersey State Bar Association and currently serves as a member of the Honorable Marie White Bell American Inn of Court Executive Committee.

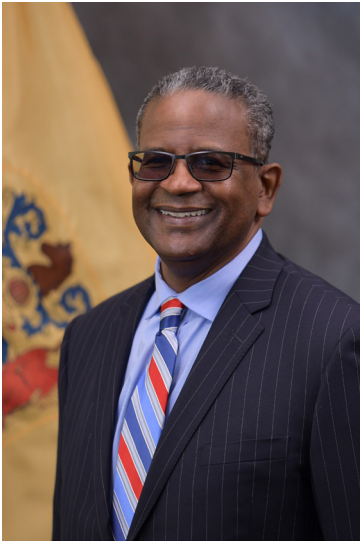
Chair Webster Cobb volunteers for several community organizations and is the recipient of many honors. She has a passion for organizations that uplift women and girls. She is currently Secretary of the Board of Directors for Exhale Women’s Fellowship, a member of the Board of Directors for Legacy Treatment Services, a member of the Board of Directors of Women of the Dream, and a member of the Chatham University Alumni Board. Chair Webster Cobb also previously served as President of Jack and Jill of America, Inc., Burlington County Chapter, Chair of the Board of Directors for the Alice Paul Institute and a Troop Leader for the Girls Scouts of Central and Southern New Jersey. For her service to the community and legal profession, she has been honored with the Distinguished Legislative Service Award from the New Jersey State Bar Association, the Professional Lawyer of the Year Award from the Association of Black Women Lawyers, of New Jersey, Inc. and the New Jersey Commission on Professionalism in the Law, the Community Service Award from the Ebony Suburbanites, the Honorable Renee Jones Weeks Past Presidents Award of Excellence from the Association of Black Women Lawyers of New Jersey, Inc., the Gold Star Award from the National Network of Black Women, Camden Chapter, and a Woman of Excellence Award from Exhale Women’s Fellowship.

Chair Webster Cobb received her B.A. from Chatham College and her J. D. from the University of Pittsburgh School of Law. She holds an Equal Employment Opportunity Certification from Rutgers University and a Certified Public Manager designation from the State of New Jersey and Fairleigh Dickinson University.

**EXECUTIVE TEAM
AND SENIOR
LEADERSHIP
TEAM**



EXECUTIVE TEAM



Chief of Staff
Joseph Greer, Esq.



Chief Executive Director of
Administrative and Employee
Services
Kimberly Rogers-McLean



Deputy Chair/CEO
Allison Chris Myers

SENIOR LEADERSHIP TEAM

Division of Agency Services
Kelly Glenn, Director

Division of Appeals & Regulatory Affairs
Nicholas Angiulo, Director

Division of Equal Employment Opportunities and
Affirmative Action
Jillian Hendricks, Deputy Director

Division of Test Development, Analytics
and Administration
Ryan Reinert, Director

Office of Diversity Programs
Charlie Williams, Ph.D., Executive Director

Chief Fiscal Officer
Steven Beke, Director

Chief Information Officer, Information and
Technology Services
Sun Kim, Director

Human Resources
Beverly Hamilton, Manager

Center for Learning and Improving Performance
Holly Foster, Director

Employee Advisory Service
Shelby Pettis, Manager

Executive Assistant to the Chair/CEO
Jocelynn Timmons

Legislative Liaison
Randy Belin

Communications Officer
Alyssa Johnson



NEW JERSEY CIVIL SERVICE COMMISSION

Website: <https://www.nj.gov/csc/>
Information Center: 609-292-4144



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