



AGENCY TRANSPARENCY PLAN UPDATE: 2024

AGENCY NAME: Department of Civil Service

DELIVERABLES ACHIEVED SINCE 2021

The Department analyzed its Freedom of Information Law (FOIL) requests to identify commonly requested information that could be posted online for easy public access. Many of the commonly requested items are now posted online. This includes items such as [requests for proposals issued](#), the disposition of [pension waiver requests](#), New York State Health Insurance Plan ([NYSHIP enrollment data](#)), and [annual reports](#) on the State and local public workforces.

In the Spring of 2022, the Department began implementing its plan to expand the mandated reports available to the public on its website. As detailed in the 2021 Transparency Plan, the Department now makes [mandated reports readily available online](#), with several listed as follows:

- Workforce Diversity and Inclusion Strategic Plan
- Workforce Diversity and Inclusion Framework and Implementation Plan
- [Procedures for Implementing Reasonable Accommodation for Applicants and Employees with Disabilities and Pregnancy-related Conditions in New York State Agencies](#)
- NYSHIP Enrollment Reports
- Pay Equity Study's Wage Equity Report

Beginning in mid-2022, the Department began virtual outreach to help recruit Law Enforcement titles, which are critical public safety titles. As part of the launch of the entry-level law enforcement exam, New York State launched a statewide social media campaign, which included videos, web content, and a new informative webinar to help attract candidates to apply for the exam. Campaign content and additional information, including a test guide to prepare applicants for the exam, was made easily available at on the website on a dedicated landing page, <https://www.cs.ny.gov/police/>.

In addition, the Department now publishes a calendar of [recruitment events and activities](#) that jobseekers may be interested in attending. Both the website and social media channels are continuously updated to assist job seekers in identifying potential career opportunities in public service.

Per the Governor's directive, the [Department's website](#) was updated to ensure the inclusion of the Department's mission, leadership names and photos, information about core services, and contact information.

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INITIATIVES TO BE IMPLEMENTED IN 2024

In 2024, the Department will implement several key initiatives to help transform and modernize civil service administration by meeting jobseekers where they are and making the civil service exam process more efficient. These improvements will also make the civil service process more transparent and readily available to jobseekers and members of the public. These are outlined as follows:

- **Continuous Recruitment** - Rather than offering an exam once every couple of years, the Department will be offering exams both online and in-person on a continuous basis. The Department is establishing 12 state-operated computer-based testing centers where in-person exams will be held six days a week, and the first five testing centers will be opening in Fall 2024. Dedicated testing centers will be located in all 10 regions of the state, with two centers located in Albany and New York City. These centers will provide all New Yorkers with the ability to participate in exams, including individuals who do not have access to a computer or Wi-Fi services.
- **Centers for Careers in Government** - The Department is working with the Department of Labor (DOL) to establish regional 10 Centers for Careers in Government at DOL Career Centers to meet jobseekers where they are. Department employees at these CCGs will serve as liaisons between the Department of Civil Service, New York State agencies, regional educational institutions, community-based organizations, and jobseekers. The CCGS will be operational in Summer 2024.
- **Public Service Matters Marketing Campaign** – The Department is launching a statewide marketing campaign in May 2024 to extol the values of public service and to spotlight New York’s tradition of excellence in public service. The campaign will highlight the diverse opportunities available across State government and the benefits of employment with New York State. The campaign will also be in both English and Spanish and there will be a special effort to reach individuals in traditionally marginalized communities.
- **Update the Project Sunlight Compliance Plan** – The Department will update the Project Sunlight Compliance Plan and the related policies and procedures to align with the Department’s organizational changes and new programs. All agency staff will be educated on the requirements to help ensure compliance.