

B-16



STATE OF NEW JERSEY

FINAL ADMINISTRATIVE ACTION  
OF THE  
CIVIL SERVICE COMMISSION

In the Matter of Heather Shropshire,  
Quality Assurance Specialist Health  
Services (PS1439K), Division of  
Developmental Disabilities

Examination Appeal

CSC Docket No. 2017-1906

ISSUED: APR 21 2017 (SLK)

Heather Shropshire appeals the determination of the Division of Agency Services (Agency Services) that she was below the minimum requirements in experience for the promotional examination for Quality Assurance Specialist Health Services (PS1439K), Division of Developmental Disabilities.

The examination at issue was announced with specific requirements that had to be met as of the July 21, 2016 closing date (see attached). A total of 20 employees applied for the examination that resulted in a list of seven eligibles that expires on April 12, 2020.

On appeal, Ms. Shropshire asserts that she has over six years of experience working for multiple healthcare and human services agencies performing quality assurance duties. Specifically, she explains that in addition to her State service where she performed the required duties, while working for Bayada Home Health Care from July 2013 to November 2013, she reviewed nursing notes and Treatment Plans for compliance with professional policies and procedures as well as federal and state accreditation standards. Further, while working for the Community Options, Inc., from October 2011 to July 2013, she collected, reviewed, and analyzed weekly progress reports to contribute towards the development quality of programs.

## CONCLUSION

*N.J.A.C.* 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the promotional announcement by the closing date.

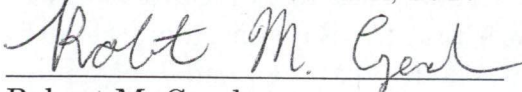
Initially, Agency Services credited the appellant for her Bachelor's degree and two years and nine months of experience based on her service as a Habilitation Plan Coordinator from November 2013 to the July 21, 2016 closing date, but correctly determined that the appellant lacked three months of the required experience for the subject examination as she did not clearly describe in her application that her primary responsibility was performing the required duties while working for Bayada Home Health Care and Community Options, Inc. However, in accordance with *N.J.A.C.* 4A:4-2.1(g), the Civil Service Commission (Commission) can accept clarifying information in eligibility appeals. For example, information submitted on appeal pertaining to duties performed in a given position that expands or enlarges on information previously submitted is considered clarifying. On appeal, Ms. Shropshire clarifies that performing quality assurance was a primary responsibility while working for the aforementioned health care or human services agencies. Under these circumstances, good cause exists to accept the clarification of Ms. Shropshire's experience, for eligibility purposes only, and admit her to the examination.

## ORDER

Therefore, it is ordered that this appeal be granted and Heather Shropshire be scheduled for a make-up examination as soon as possible. If the appellant achieves a passing score, her name should be added to the eligible list for prospective employment opportunities only.

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 ON  
THE 19<sup>th</sup> DAY OF APRIL, 2017



Robert M. Czech  
Chairperson  
Civil Service Commission

Inquiries  
and  
Correspondence

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

Attachment

c: Heather Shropshire  
Tom Brenner  
Kelly Glenn  
Michelle Karngbaye  
Records Center

NEW JERSEY CIVIL SERVICE COMMISSION-STATE SERVICE  
**PROMOTIONAL ANNOUNCEMENT**



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

SYMBOL: <b>PS1439K</b>	WEIGHT CODE: *
TITLE: <b>QUALITY ASSURANCE SPECIALIST HEALTH SERVICES</b>	SALARY: <b>\$64,677.00 - \$92,012.00</b>
ISSUE DATE: <b>July 01, 2016</b>	CLOSING DATE: <b>July 21, 2016</b>
TITLE CODE: <b>55954/GORXR2</b>	CLASS CODE: <b>26</b>
DEPARTMENT: <b>HSR/HUMAN SERVICES</b>	
UNIT SCOPE: <b>K415 DDD/Central Office and Administration</b>	

Visit [www.state.nj.us/csc](http://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 have an aggregate of one year of continuous permanent service as of the closing date in any competitive title and meet the requirements listed below:**

**License:** Applicants must be a Registered Professional Nurse, currently licensed in New Jersey. Please provide the specific details of your license, including the license number on your application. Failure to do so will result in rejection from the examination process.

**Experience:** Four (4) years of experience as a registered nurse, one (1) year of which is specialized experience including the monitoring and/or evaluation of clinical or human services records and programs in a mental health, geriatric, health care setting or human service agency.

**Note:** Graduation from an accredited college or university with a Bachelor's degree, and three (3) years of specialized experience in the field of quality assurance in a mental health, geriatric, health care setting, or human services agency which includes monitoring and/or evaluation of clinical or human services records and programs which may include allegations of abuse, neglect, exploitation, or incidents of client abuse or safety and well-being, may be substituted for the above license and experience requirements. 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:** A Master's degree in Public Health or a health care related field may be substituted for one (1) year of indicated experience. You must indicate the details of your Master's degree 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.

**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.

**IMPORTANT INFORMATION**

- NJAC 4A:4-2.6 states that all requirements listed, including assignment to the department and unit scope, must be met as of the closing date.
- 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.
- This examination is open to full- and part-time permanent employees. If an employment list results from this announcement, it may be certified to fill full-time and part-time positions. If 35- and 40-hour positions are used within the unit scope, the resulting list may be used to fill either work week position.
- 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.**
- 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 DMAVA (as defined by N.J.S.A. 11A:5-1 et seq.), or your claim is approved by DMAVA at least 8 days prior to the issuance of this eligibility list. **PLEASE NOTE THIS REDUCED FEE DOES NOT APPLY TO PUBLIC SAFETY TITLES.**
- SPECIAL NOTE TO ALL APPLICANTS** Please make sure you are assigned to the unit scope indicated above. If you do not know your unit scope assignment, please contact your Human Resource Office. If you file an application for this announcement and you are not assigned to the unit scope indicated above, **YOU WILL BE FOUND INELIGIBLE FOR THIS EXAM AND YOUR APPLICATION FEE WILL NOT BE REFUNDED.**
- 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](mailto:OAS.support@csc.state.nj.us) or call (609) 292-4144. Please note that application support requests received outside regular business hours on the closing date will not change the application filing deadline so **PLEASE FILE EARLY.**

DPF-256A \* Revised 03/09