



STATE OF NEW JERSEY

In the Matter of Troy Harris, Human
Services Specialist 1 (C1491D),
Hudson County

**FINAL ADMINISTRATIVE ACTION
OF THE
CIVIL SERVICE COMMISSION**

CSC Docket No. 2023-1457

Examination Appeal

ISSUED: May 3, 2023(SLK)

Troy Harris appeals the determination of the Division of Agency Services (Agency Services) that he did not meet the experience requirements for the open competitive examination for Human Services Specialist 1 (C1491D), Hudson County.

The subject examination's closing date was October 21, 2022. The education requirements were 60 college credits. Experience involving any combination of the following could have been substituted for the education requirement on a year-for-year basis with 30 semester hour credits being equal to one year of experience: securing/verifying information and making determinations or recommendations relating to eligibility or qualifications of applicants for loans, insurance, credit, employability, and/or job training services, or entitlement to cash awards, financial benefits or adjustment and settlement of insurance claims; investigations involving the collection of facts and information by observing conditions, examining records, interviewing individuals, and preparing investigative reports of findings; or investigating, establishing, and/or enforcing support obligations in a welfare board or agency, court system, or related agency. A total of 145 employees applied and 44 were determined eligible. No certifications have been issued and the list expires on March 22, 2026.

On the appellant's application, he indicated that he possessed a high school diploma or GED. Also, he indicated, for Hudson County, that he was a Clerk Family Services from September 2008 to the examination closing date. Personnel records indicate that he was a Clerk 1 from March 2011 to the examination closing date and

a Security Guard from September 2008 to June 2009. The Division of Agency Services (Agency Services) determined, per the substitution clause for education, that he lacked two years of experience.

On appeal, the appellant notes that the subject announcement indicated that one year of experience could have substituted for 30 college credits. Therefore, he believes that his 13 years of experience equals 780 college credits and he should be determined eligible for the subject examination. The appellant highlights that he has been employed by Hudson County since 2008 and was appointed as a Clerk in 2011. Further, he presents that as a Clerk in the call center department, his responsibilities include securing and verifying information from clients to be referred for agency processing. The appellant provides that he speaks with clients to assist with soft determinations and hard recommendations by referring clients to different departments and related agencies. He states that he conducts soft interviews involving complaints and case changes and forwards information for intake and processing to departments including SNAP/GA/TANF and Medicaid. The appellant indicates that while communicating with clients, he documents and observes any changes that may affect household eligibility. Also, while using certain software systems, he discusses with clients financial benefits and the processes to complete any potential adjustments or changes to household composition. The appellant acknowledges that he does not inherently process cases for final approval and denial. He provides that he works in the capacity as a resource center to answer as many questions for as many people as possible regarding certification of benefits. The appellant also presents that he is familiar with back-office operations and archiving of client information. Additionally, he attaches his resume and notice of ineligibility.

CONCLUSION

N.J.A.C. 4A:4-2.3(b)2 provides that applicants shall meet all requirements specified in the open competitive announcement by the closing date. *N.J.A.C.* 4A:4-6.3(b) provides that the appellant has the burden of proof in examination appeals.

Initially, regarding the appellant's belief that because experience could be substituted for education, his 13 years of experience with Hudson County automatically made him eligible for the subject examination, it is noted that only experience as indicated in the announcement could substitute for education and not every type of experience is applicable.

In this matter, a review of the appellant's application and appeal indicates that Agency Services correctly determined that he was not eligible for the subject examination. Specifically, as the appellant did not indicate that he possessed any college credits, he needed two years of applicable experience. In that regard, to substitute experience for college credits, it needed to involve making eligibility determinations for financial benefits programs or other experience as indicated in the

announcement. However, a review of the record reveals that as a Clerk 1 for Hudson County, while the appellant may have assisted in making determinations or recommendations relating to eligibility, as he acknowledges on appeal, he did not make final eligibility determinations for financial benefits programs or perform other duties as required in the announcement. Instead, the record indicates that the appellant primarily performed duties that were appropriate for a Clerk 1. Such duties do not match those required for eligibility to the subject examination. As such, Agency Services' determination that the appellant did not meet the eligibility requirements is amply supported in the record.

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 ON
THE 3RD DAY OF MAY, 2023



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