



STATE OF NEW JERSEY

In the Matter of Yvonne Adams,
Quality Assurance Specialist Health
Services (PS9581K), Department of
Human Services

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

CSC Docket No. 2025-2880

Eligibility Appeal

ISSUED: October 15, 2025 (GC)

Yvonne Adams appeals the decision of the Division of Agency Services (Agency Services), which found that she did not meet the experience requirement for the promotional examination for Quality Assurance Specialist Health Services (PS9581K), Department of Human Services.

The subject examination was issued on January 1, 2025, with a closing date of January 21, 2025. The announcement was open to, in pertinent part, employees who possessed a Bachelor's degree and three years of specialized experience in the field of quality assurance in a mental health, geriatric, health care setting, or human services agency which included monitoring and/or evaluation of clinical on human services records and programs which may include allegations of abuse, neglect, exploitation, or incidents of client abuse or safety and well-being. Seventeen applicants were admitted to the subject examination which has not yet been scheduled.

On her application and resume, Adams indicated that she possessed a Bachelor's degree. She also indicated that she worked as a Habilitation Plan Coordinator from May 2022 through the closing date, an Instructor Counselor from March 2007 to June 2019, a Speech Language Specialist from August 2000 to June 2001, and as a Substitute Teacher in 2005. Specifically, she indicated that as a Habilitation Plan Coordinator, she coordinated, monitored, and audited assigned individuals' progress in following the individualized health plan (IHP), performed monitoring and assessment of each assigned individuals residential program,

training, behavior, social, and health needs, assisted with the development and implementation of IHPs, worked with various levels of professional staff concerned with care, treatment, and rehabilitation of individuals, and organized assigned caseload and developed appropriate work methods. As an Instructor Counselor, Adams provided personal counsel and advise to individual patients or clients on problems related to social behavior and personal relationships, adjusted the content and level of instruction and counseling as appropriate, useful, and effective for the functional level of the individuals involved, and trained personnel to assist in the conduct of programs of behavior modification.

Agency Services credited Adams for her Bachelor's degree and for two years and nine months of service as a Habilitation Plan Coordinator. However, it did not credit any of her other listed experience as applicable.

On appeal, Adams argues that she meets the experience requirements as she currently provides education and training for individuals with intellectual and/or developmental disabilities, their families, advocates, and support coordinators. She also reports that she worked for Woodbine Developmental Center for 15 years as a Counselor and Habilitation Plan Coordinator. During her time at Woodbine, she provided personal counsel and advice to individual patients or clients on problems related to social behavior and personal relationships, in addition to collecting, reviewing, and analyzing data.

CONCLUSION

N.J.A.C. 4A:4-2.6(a) provides that applicants shall meet all requirements specified in the promotional examination announcement by the closing date. *N.J.A.C.* 4A:4-6.3(b) provides that, in examination appeals, the appellant has the burden of proof.

Initially, a review of the record indicates that Adams lacked three months 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.

In order for experience to be considered applicable, it must have as its primary focus full-time responsibilities in the areas required in the announcement. *See In the Matter of Bashkim Vlashi* (MSB, decided June 9, 2004). As a Habilitation Plan Coordinator with Woodbine Developmental Center, Adams described duties consistent with the indicated required experience and was appropriately credited as such. However, her application and appeal demonstrate that the primary focus of her duties in her other titles were not in the field of quality assurance in a health

care setting. Accordingly, Agency Services correctly determined that Adams had not met the requirements for the Quality Assurance Specialist Health Services title. Moreover, as the examination is competitive with 17 applicants, there is no basis to relax the controlling rules to accept and applicable experience after the examination closing date.

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 15TH DAY OF OCTOBER, 2025



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