

**Testimony of the Department of Civil Service**  
**Before the Joint Hearing of the Legislative Fiscal Committees**  
**January 25, 2017**

Good morning Chairwoman Young, Chairman Farrell and distinguished members of the Senate Finance and Assembly Ways and Means Committees. My name is Lola Brabham and I am the Acting Commissioner of the Department of Civil Service. Thank you for the opportunity to appear before you today to comment on the Governor's 2017-18 Budget as it relates to the Department of Civil Service.

In 2016, the Department made substantial progress in furthering the Governor's initiatives to transform New York State government. With the Division of the Budget and the Governor's Office of Employee Relations, the Department is fully engaged in civil service reforms that modernize the State's approach to meeting workforce needs. These reform efforts have already resulted in a number of essential improvements to workforce mobility, testing, recruitment and retention, among other areas.

A new Workforce Analytics tool now provides State agencies with real-time enhanced data to support workforce and succession planning, and we're adding attrition information and additional data reporting capabilities in the coming year. A Succession and Workforce Planning Guide was also rolled out to State agencies in 2016 to employ a systematic approach for identifying and addressing the gaps between the workforce of today and the needs of tomorrow.

The Department has made great strides to modernize the civil service title structure and improve the mobility of the state workforce by reducing and consolidating the number of pay grades and job classifications. In June of 2016, the Department undertook one of the largest title restructurings in decades by consolidating 67 investigator titles into 12, to

better reflect the duties and responsibilities of these workers. In the coming months, the Department will finalize additional reviews expected to consolidate 300 titles. These efforts increase consistency and equity among positions and opportunities for current employee mobility throughout the State workforce.

State agencies and local governments rely on the Department for consistent and timely civil service examinations to ensure that they can meet their staffing needs and effectively perform core functions. Over the past year, the Department developed and administered more than 5,600 examinations, testing nearly 165,000 candidates for State and local government jobs.

To deliver examination services more quickly and efficiently, the Department is streamlining its examination programs in preparation for the use of online test delivery and has issued an RFP for a new test development system that will provide the infrastructure to improve examination services, maximize efficiencies, and better meet the hiring needs of State and local agencies.

Based on new techniques we developed with the Office for People with Developmental Disabilities (OPWDD) and other agencies to expedite hiring into high-priority jobs, the Department is now able to offer quicker and more geographically-convenient medical and psychological examinations. Moving forward, the Department will continue to explore options to enhance our network of medical sites and personnel, with the goal of offering more cost-effective medical examination services throughout the State.

In March of 2016, Governor Cuomo created the Advisory Council on Diversity and Inclusion to further the State's efforts to build and sustain a workforce that is most reflective of the many unique faces, voices, backgrounds and ideas of those we serve. The

Department is working closely with the Council, including the State's Chief Diversity Officer, and stakeholders, in support of this effort.

Over the past year, the Department participated in more than 215 outreach and recruitment events, connecting with 12,500 jobseekers at events organized for veterans, individuals with disabilities and other diverse populations at colleges, community organizations, and job fairs. These outreach efforts complement the more targeted recruitment efforts of State agencies seeking specific needs and skillsets and strengthen diversity and inclusion in the State government workforce.

The New York State Health Insurance Program covers more than 1.2 million State and local government employees, retirees and their dependents and is one of the largest public employer health insurance programs in the nation. Following the Governor's call for fiscal discipline, the Department has undertaken a number of initiatives to ensure the integrity and cost-effectiveness of NYSHIP.

The Department is also working with the Department of Health to align the health care purchasing strategies of the New York State Medicaid Program and NYSHIP. These efforts align with the Department's goal of improving care and health, while lowering costs.

The initiatives I have highlighted today reflect Governor Cuomo's ongoing commitment to addressing the State's strategic workforce needs by delivering superior customer service to State Agencies and local jurisdictions, promoting workforce diversity, and providing efficiently-managed and cost-effective programs.

Thank you for the opportunity to appear before you today. I am happy to answer any questions that the Committee members may have at this time.