



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LOUIS A. MOLINA
Commissioner

NOTICE OF EXAMINATION

PROGRAM EVALUATOR (ACS)
Exam No. 6089

WHEN TO APPLY: **From: July 2, 2025**

 To: July 22, 2025

APPLICATION FEE: \$88.00

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a service fee of 2.00% of the payment amount. This service fee is nonrefundable.

CANDIDATES WHO DEMONSTRATE THAT THEY ARE A VETERAN, UNEMPLOYED, RECEIVING PUBLIC ASSISTANCE, OR SUPPLEMENTARY SECURITY INCOME, ARE ENTITLED TO A WAIVER OF THE APPLICATION FEE.

**YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE
BEFORE YOU SUBMIT YOUR APPLICATION.**

WHAT THE JOB INVOLVES:

Program Evaluators (ACS) under general direction, working as part of an Administration for Children’s Services (ACS) assessment team, evaluate and analyze the work of contracted service providers engaged in providing referral, preventative, foster care or other protective services to children and families; or serve as a liaison between City agencies or programs and community groups and service provider agencies; and supervise assigned staff. All Program Evaluators (ACS) perform related work.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

THE SALARY:

The current minimum salary is \$77,211 per annum. This rate is subject to change.

HOW TO QUALIFY:

You are responsible for determining whether or not you meet the education and experience requirements for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded and you will not receive a score.

As per Section 54(2) of the Civil Service Law, the education requirement needed to qualify must be met by July 22, 2026. The experience requirement needed to qualify must be met by the last day of the Application Period (July 22, 2025).

EDUCATION AND EXPERIENCE REQUIREMENTS:

- 1. A master's degree from an accredited college or university in social work, economics, finance, accounting, business, personnel or public administration, human resources management, management science, operations research, organizational behavior, statistics, labor relations, psychology, sociology, nursing, counseling, child welfare, political science, urban studies, education or a closely related field, **and** two years of satisfactory full-time professional experience performing quantitative/qualitative statistical analysis in the evaluation of social service programs and/or operations, or utilizing statistical analysis in social service program-level planning. At least one year of this experience must have been in a supervisory, administrative, managerial, or consultative capacity or related area; **or**
- 2. A baccalaureate degree from an accredited college or university in one of the fields listed in "1" above **and** three years of the full-time satisfactory professional experience described in "1" above, including at least one year of experience in a supervisory, administrative, managerial, or consultative capacity or related area; **or**
- 3. An associate degree or 60 semester credits from an accredited college or university in one of the fields listed in "1" above **and** five years of the full-time satisfactory professional experience described in "1" above, including at least one year of experience in a supervisory, administrative, managerial, or consultative capacity or related area.
- 4. Education and/or experience equivalent to "1", "2" **or** "3" above. Semester credits from an accredited college or university in statistics and/or research methodologies may be substituted for

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experience on the basis that three semester credits is equivalent to three months of experience as described in "1" above, up to a maximum of six months of experience. Undergraduate education in one of the fields listed in "1" above may be substituted for experience on the basis that 30 semester credits is equivalent to 1 year of experience as described in "1" above. However, all candidates must have at least one and a half years' experience as described in "1" above.

Experience in an "administrative" capacity must include the authority to make critical decisions about matters of significance.

The college or university must be accredited by regional, national, professional, or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and by the Council for Higher Education Accreditation (CHEA).

If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. This is required only if you need credit for your foreign education in this examination. For more information see the Foreign Education Evaluation Guide in the Required Information section.

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

(number of hours worked per week/35) x (number of months worked)

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation: 21/35 x 12 = 7.2 months.

You have until midnight Eastern time on the last day of the Application Period (July 22, 2025) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (July 22, 2025), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

Residency Requirement Advisory:

Under New York City Administrative Code Section 12-120, you might need to be a resident of the City of New York within 90 days of the date you are appointed to this position. Since residency requirements vary by title, appointing agency and length of service, consult the appointing agency's personnel office at the time of the appointment interview to find out if City residency is required.

English Requirement:

You must be able to understand and be understood in English.

Proof of Identity:

Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services.

HOW TO APPLY:

If you believe you meet the requirements in the "How to Qualify" section, apply using the Online Application System (OASys) at www.nyc.gov/examsforjobs. Follow the onscreen application instructions for electronically submitting your application, payment, and completing any required information. A unique and valid email address is required to apply online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and resolved. Please keep this information and the application period deadline in mind when creating your account.**

The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets. If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived. For more information on eligibility for a fee waiver and documentation requirements visit the Fee Waiver FAQ on the Online Application System at: <https://a856-exams.nyc.gov/OASysWeb/faqs>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

You may come to the DCAS Computer-based Testing & Application Centers to apply for this examination online.

The centers will be open Monday through Friday from 9:00 AM to 5:00 PM:

Manhattan

2 Lafayette Street
17th Floor
New York, NY 10007

Brooklyn

210 Joralemon Street
4th Floor
Brooklyn, NY 11201

Queens

118-35 Queens Boulevard
5th Floor
Forest Hills, NY 11375

Staten Island

135 Canal Street
3rd Floor
Staten Island, NY 10304

Bronx

1932 Arthur Avenue
2nd Floor
Bronx, NY 10457

The DCAS Computer-based Testing & Application Centers will be closed on Friday, July 4, 2025.

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact DCAS via [nyc.gov/CivilServiceNowNYC](https://www1.nyc.gov/CivilServiceNowNYC) and select the applicable subject.

Special Circumstances Guide: This guide is located on the DCAS website at https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf and available at the DCAS Computer-based Testing & Application Centers. This guide gives important information about claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

REQUIRED INFORMATION:

- 1. Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.
- 2. Education and Experience Exam:** Fill out all the required sections displayed onscreen (if applicable). You will have until midnight Eastern time on the last day of the Application Period (July 22, 2025) to clearly specify in detail all of your relevant education and experience on your Education and Experience Exam and submit it in the Online Application System (OASys). If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (July 22, 2025), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.
- 3. Foreign Education Evaluation Guide (Required only if you need credit for your foreign education in this examination):** If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation are listed on the Foreign Education Evaluation Guide which is located on the DCAS website at <https://www.nyc.gov/assets/dcas/downloads/pdf/employment/nyc-dcas-foreign-education-evaluation-guide.pdf>. When you contact the evaluation service, ask for a **"course-by-course"** evaluation (which includes a "document-by-document" evaluation) of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last day of the Application Period (July 22, 2025).

THE TEST:

Your score will be determined by an Education and Experience Exam. You will receive a score of 70 points for meeting the education and experience requirements listed above. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

Experience used to gain additional credit must be obtained by the last day of the Application Period (July 22, 2025).

If you have satisfactory full-time experience performing quantitative and/or qualitative statistical analysis in the evaluation of social service programs and/operations for:	You will receive up to:
At least 6 months but less than 12 months	3 points
At least 12 months but less than 18 months	6 points
At least 18 months but less than 24 months	9 points
At least 24 months but less than 30 months	12 points
At least 30 months but less than 36 months	15 points
At least 36 months but less than 42 months	18 points
At least 42 months but less than 48 months	21 points
At least 48 months but less than 54 months	24 points
At least 54 months but less than 60 months	27 points
60 months or more	30 points

If you have satisfactory full-time experience utilizing statistical analysis in social service program-level planning for:	You will receive up to:
At least 6 months but less than 12 months	3 points
At least 12 months but less than 18 months	6 points
At least 18 months but less than 24 months	9 points
At least 24 months but less than 30 months	12 points
At least 30 months but less than 36 months	15 points
At least 36 months but less than 42 months	18 points
At least 42 months but less than 48 months	21 points
At least 48 months but less than 54 months	24 points
At least 54 months but less than 60 months	27 points
60 months or more	30 points

If you have satisfactory full-time child welfare experience with children and families in a social service setting for:	You will receive up to:
At least 12 months but less than 18 months	3 points
At least 18 months but less than 24 months	6 points
At least 24 months but less than 30 months	9 points
At least 30 months but less than 36 months	12 points
36 months or more	15 points

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

$$(\text{number of hours worked per week}/35) \times (\text{number of months worked})$$

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation: $21/35 \times 12 = 7.2$ months.

Each year of experience will be credited under only one category which will be the highest appropriate category.

Experience used to meet the minimum requirements cannot be used to gain additional credit.

You have until midnight Eastern time on the last day of the Application Period (July 22, 2025) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (July 22, 2025), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Self-Service (ESS) at www.nyc.gov/ess
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at www.nyc.gov/examsforjobs
- If you are unable to recall and/or no longer have access to the email address associated with your OASys account, please contact us via the following link: nyc.gov/CivilServiceNowNYC using the "Account Access, User ID, Password, or Registration Issue" subject or call (212) 669-1357 (Monday - Friday from 9 AM - 5 PM EST).

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:

Use the Data Correction Form and follow all instructions for changing your name and/or social security number with DCAS. The following link will provide you with the DCAS Data Correction Form: <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>.

THE TEST RESULTS:

If you pass the Education and Experience Exam, your name will be placed in final score order on an eligible list, you will be given a list number, and you will be notified by email of your test results. The eligible list determines the order by which candidates will be considered for appointment. If you meet all requirements and conditions, you will be considered for appointment if your name is reached on the eligible list. Once a list has been established, it will typically remain active for four years. To learn more about the civil service system go to: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at www.nyc.gov/examsforjobs and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

ADDITIONAL INFORMATION:

If you have experience listed in one or more of the areas listed below, you may be considered for appointment to positions requiring this experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience. If you wish to apply for this Selective Certification, follow the onscreen instructions when completing your Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). Your experience will be checked by the appointing agency at the time of appointment.

1. **Selective Certification for Municipal Human Resources Experience (MHR):** At least three (3) years of satisfactory, full-time Human Resources experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population.
2. **Selective Certification for Municipal Children's Services Human Resources Experience (HRM):** At least three (3) years of satisfactory, full-time Human Resources experience working within a municipal government children's services administration, in a similar position, which provides services for a city with over 1 million in population.
3. **Selective Certification for Municipal Reference and Research Center Experience (MRR):** At least one (1) year of satisfactory, full-time experience in Classification of managerial and non-managerial competitive class, non-competitive class, and exempt class Classified Civil Service titles, thorough research on existing and proposed Civil Service Titles and within a municipal government children's services administration, which provides services for a city with over 1 million in population.
4. **Selective Certification for Municipal Government Experience (MGE):** At least one (1) year of satisfactory, full-time experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population.
5. **Selective Certification for Positions Requiring Service Delivery Experience in Child Welfare (CWS):** At least one (1) year of satisfactory full-time professional managerial or supervisory experience working in a child welfare program and/or institution(s) gathering, analyzing, and utilizing performance indicators and data with emphasis on service delivery in preventive or foster care programs to identify program-specific and systemic strengths and weaknesses.
6. **Selective Certification for Positions Requiring Child Protection Experience (CWP):** At least one (1) year of satisfactory full-time professional managerial or supervisory experience working in a child welfare program and/or institution(s) performing case audit work.
7. **Selective Certification for Positions Requiring Experience in a Juvenile Detention or Juvenile Placement Facility (JDP):** At least one (1) year of satisfactory full-time professional managerial or supervisory experience working in a juvenile justice related program and/or institution(s) gathering, analyzing, and utilizing performance indicators and data.

8. **Selective Certification for Positions Requiring Child Care Contract Experience (CCC):** At least one (1) year of satisfactory full-time professional managerial or supervisory experience conducting quality assurance or contract management of community and/or residential programs.

The above Selective Certification requirements may be met at anytime during the duration of the list. If you meet the Selective Certification requirements at some future date, please submit a request by contacting DCAS via the following link: *nyc.gov/CivilServiceNowNYC* using the "Selective Certification" subject. Please include the examination title and number, your full name, OASys Profile ID number, and the Selective Certification(s) you are requesting in your submission.

Application Receipt:

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check "Junk", "Trash", or "Spam" folders for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

PENALTY FOR MISREPRESENTATION:

Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, and may result in criminal prosecution.

The General Examination Regulations of the Department of Citywide Administrative Services (DCAS) apply to this examination and are part of this Notice of Examination. They are posted at nyc.gov/dcas and copies are available at the DCAS Computer-based Testing & Application Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 52416; Social Service Occupational Group.

For information about other exams, and your exam or list status, call 212-669-1357.
Internet: nyc.gov/dcas