



Department of
Civil Service

NY HELPS Program – Local Past, Present, and Future

Anthony Rotundo, Bridget Clark & Richard Lonergan
Municipal Services Division

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Table of Contents

- ❖ What is the NY HELPS Program
 - ❖ Introduction
 - ❖ Key Criteria
 - ❖ Excluded Titles
- ❖ Submitting Titles to the NY HELPS Program
 - ❖ Process
 - ❖ Handout Overview
 - ❖ QIE
 - ❖ Omnibus
- ❖ Recruiting for the NY HELPS Program
 - ❖ Points to Consider
 - ❖ Statistics
- ❖ Closing Remarks
 - ❖ Probation Model Rule
 - ❖ Questions

What is the NY HELPS Program?

Introduction to NY HELPS

- ❖ First introduced as the HELP Program at the state and local level to address the workforce shortage in critical health and safety titles.
- ❖ To assist agencies fill more critical positions, the Department of Civil Service developed the NY Hiring for Emergency Limited Placement Statewide (NY HELPS) Program. This temporary program streamlines the appointment process to allow State and local agencies to hire diverse, qualified permanent employees quickly and without examinations.



Intro to NY HELPS – Key Criteria for Title Approval

Promotion List(s) for the title(s) must be non-mandatory for inclusion to the program. Open-Competitive lists do not need to be exhausted.

No preferred list(s) can be in existence for the title(s) requested.

Diversity, Equity, and Inclusion (DEI) principles must be integrated into outreach, recruitment, interview and hiring efforts associated with the program.

Intro to NY HELPS – Key Criteria for Appointment

Promotion List(s) for the title(s) must be non-mandatory for inclusion to the program. Open-Competitive lists do not need to be exhausted.

No preferred list(s) can be in existence for the title(s) requested.

Diversity, Equity, and Inclusion (DEI) principles must be integrated into outreach, recruitment, interview and hiring efforts associated with the program.

If there are three or more interested and qualified candidates serving in the direct-line, lower-level title(s) within the agency, then non-competitive NY HELPS Program – Local appointments must be first offered to the qualified employee(s) in those title(s) prior to appointing a qualified non-local government employee.

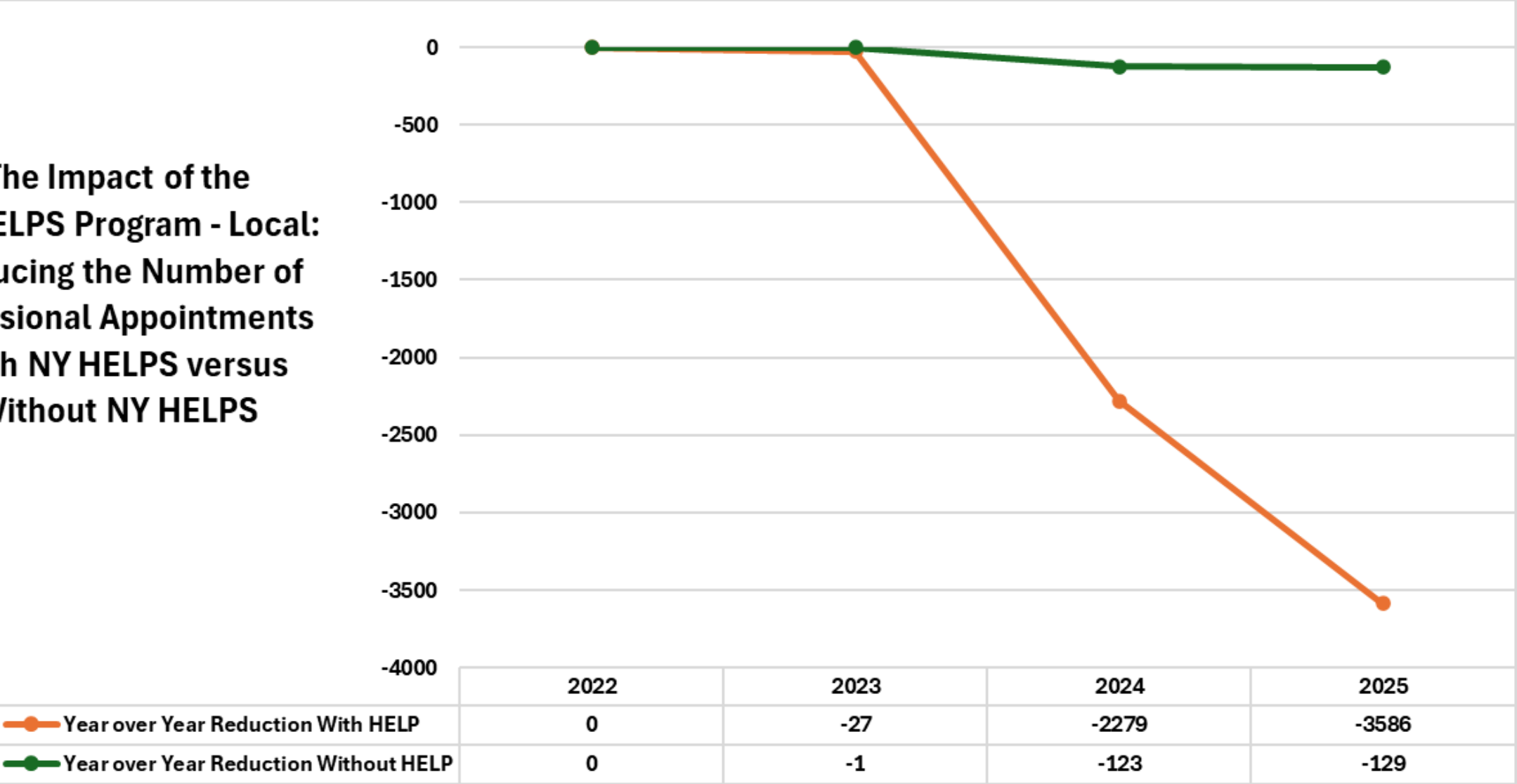
Intro to NY HELPS – Excluded Titles

Titles excluded from the program are those with Centralized examinations for public safety titles such as:

- ❖ Police Officer
- ❖ Peace Officer
- ❖ Probation Officer
- ❖ Correction Officer
- ❖ Firefighter
- ❖ Director of Weights & Measures

NY HELPS Program – Local Provisional Reductions

The Impact of the
NY HELPS Program - Local:
Reducing the Number of
Provisional Appointments
With NY HELPS versus
Without NY HELPS



Recruiting for NY HELPS Program – May 2026



**17,667
JOBS**

Positions filled through the NY HELPS Program in local government to date.



**9,041
TITLES**

Titles approved by the State Civil Service Commission to date.



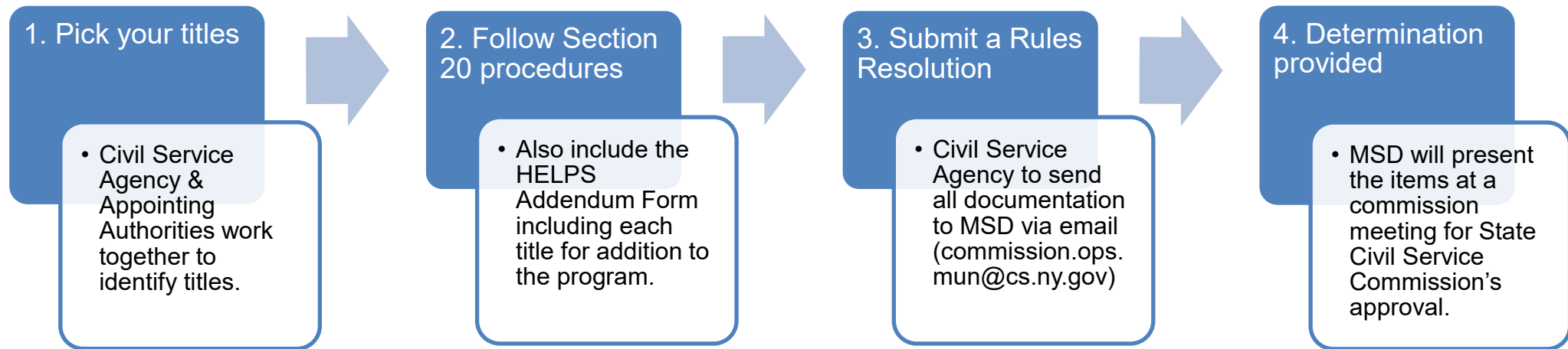
**70
AGENCIES**

Agencies participating in the NY HELPS Program.

Submitting titles to the NY HELPS Program

Submitting Titles to the NY HELPS Program

To add titles to the program, municipal agencies are required to follow the procedures detailed in section 20 of Civil Service Law, and by submitting a rules resolution to amend their local Civil Service Rules.



*Must be filed with Secretary of State

Selecting Titles to the NY HELPS Program – Handout Overview

Please refer to the handout

- ❖ A title qualifies for the program if...
- ❖ A title might qualify for the program if...
- ❖ A title will not qualify if...

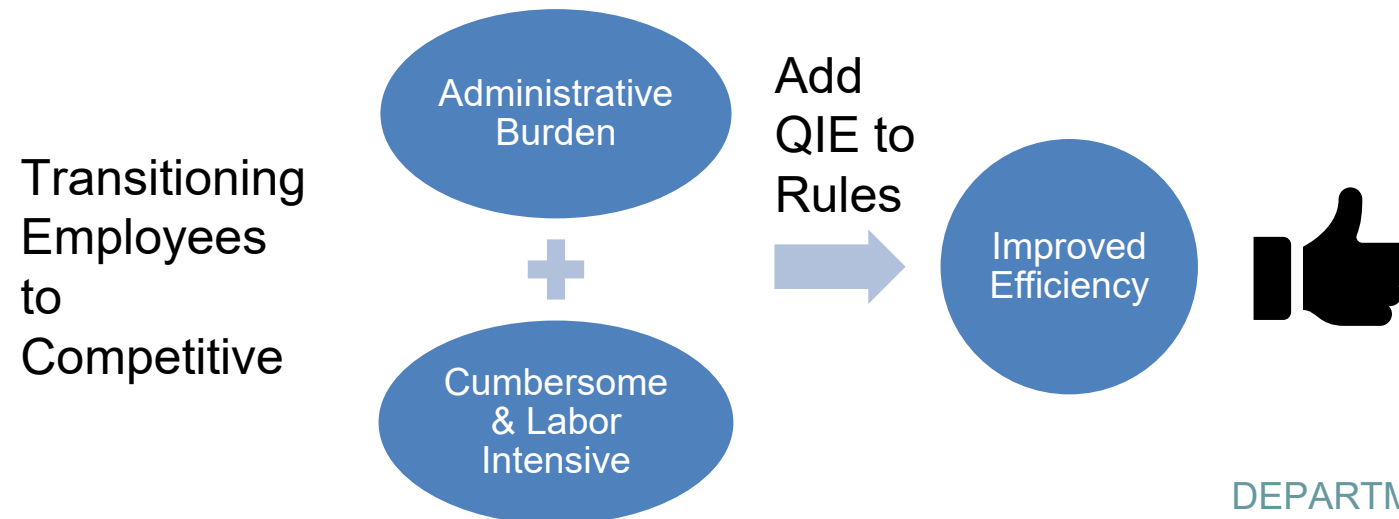
Submitting Titles to the NY HELPS Program

Once a title is approved for use in the non-competitive class in accordance with the NY HELPS Program, candidates may be appointed non-competitively to positions in that title.

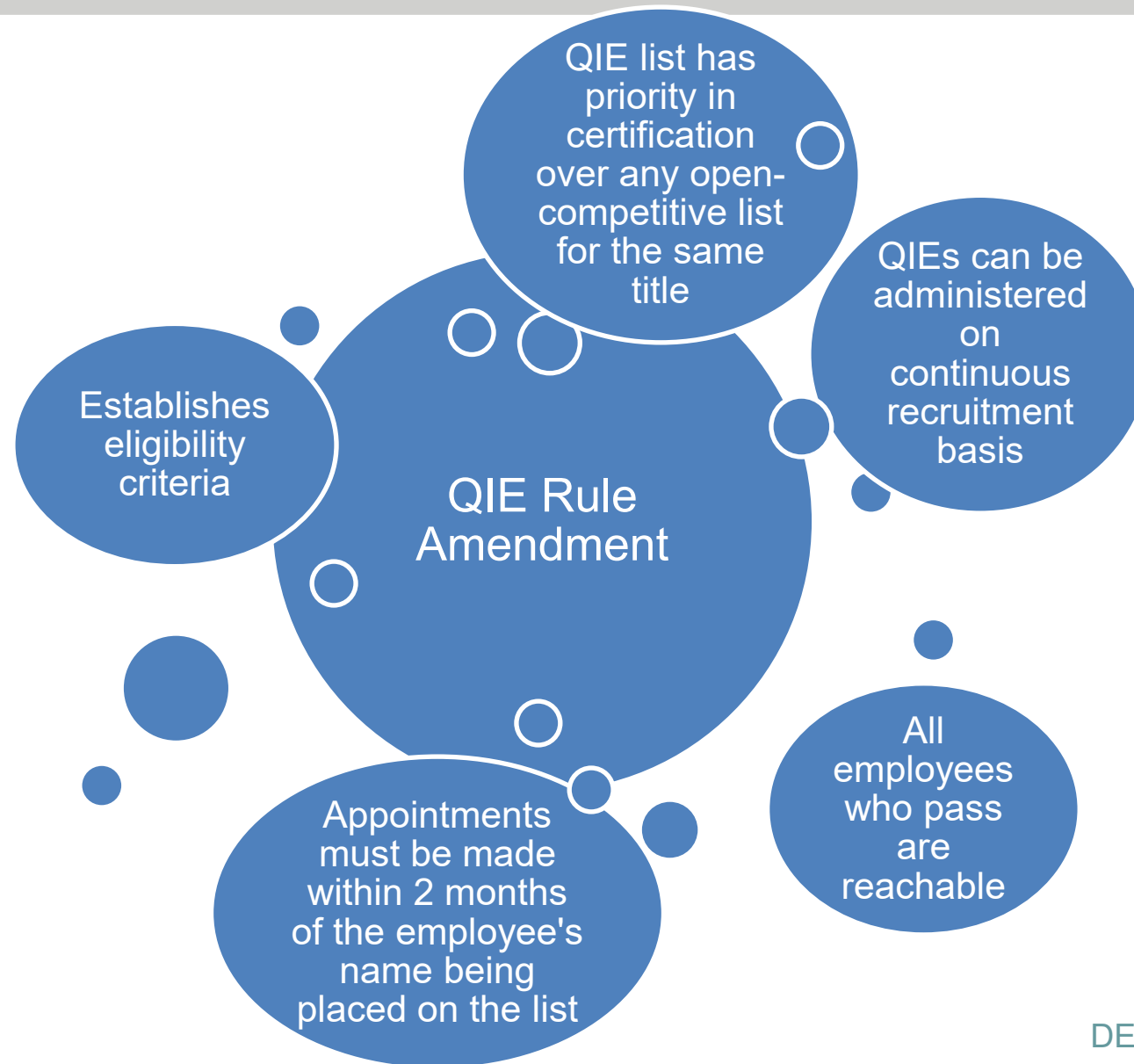
Typically, those employees would remain in the non-competitive class until the title is deleted from your appendices.

Alternatively, agencies may adopt **Model Rule XII**

- ❖ Provides for the use of Qualified Incumbent Examination (QIE).



Submitting Titles to the NY HELPS Program – QIE



Submitting Titles to the NY HELPS Program – QIE

Sample QIE Format

Employee's Name: Agency/Department: Title: Are you currently employed by _____
(agency name) as an NY HELPS _____ (official civil service title) How long have
you served in the position as of today's date? _____ (months) Signature:
Today's date: _____

For civil service agency use only: Test Result: Date Added to Eligible List: Date of Permanent
Competitive Appointment: Date Probationary Term Completed:

Agencies Currently Using QIE:

- | | | |
|---------------------|-------------------|---------------------|
| ❖ Allegany County | ❖ Nassau County | ❖ Tioga County |
| ❖ Clinton County | ❖ Niagara County | ❖ Tompkins County |
| ❖ Dutchess County | ❖ Oneonta County | ❖ Ulster County |
| ❖ Erie County | ❖ Ontario County | ❖ Warren County |
| ❖ Genesee County | ❖ Orange County | ❖ Washington County |
| ❖ Hamilton County | ❖ Putnam County | ❖ Wayne County |
| ❖ Livingston County | ❖ Saratoga County | ❖ Wyoming County |
| ❖ Monroe County | ❖ Seneca County | |
| ❖ Montgomery County | ❖ Steuben County | |

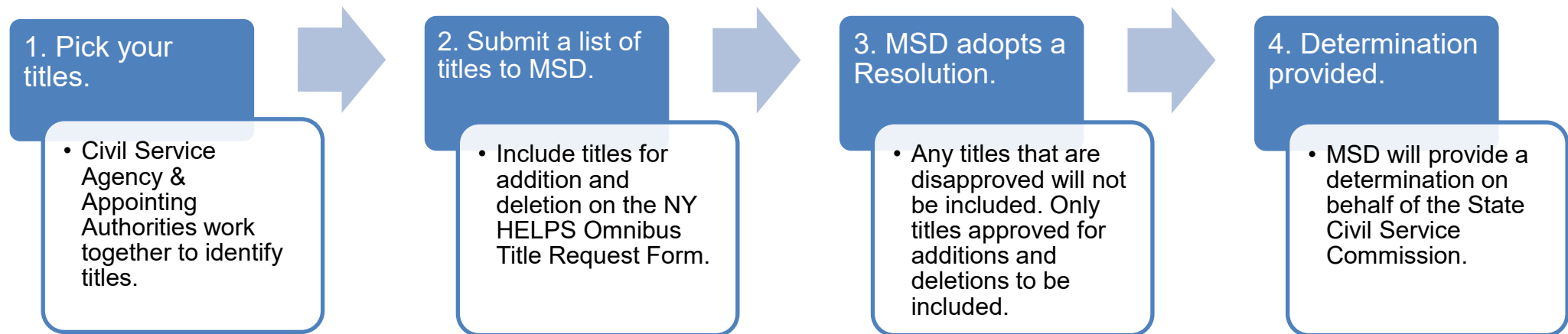
Submitting Titles to the NY HELPS Program – Omnibus Resolution

The HELPS Omnibus Resolution (temporary use) is a temporary addendum that local agencies can add to their rules as a mechanism to expedite adding competitive titles which qualify for inclusion in the NY HELPS Program to their appendices.

- ❖ The rule delegates the authority for administering the adopting agency's NY HELPS program to MSD.
- ❖ After the rule is adopted, a list of titles can be submitted in bulk to MSD for inclusion in the NY HELPS Program using the NY HELPS Omnibus Title Request Form (fillable PDF) - Handout
- ❖ MSD will adopt a resolution that includes your titles, and present it to the State Commission on a monthly basis.
- ❖ We will provide you with the determination on behalf of the State Civil Service Commission.
- ❖ After you adopt the text rule, you will not need to adopt resolutions to add titles to NY HELPS!
- ❖ Sample Resolution Language - Handout

Submitting Titles to the NY HELPS Program – Omnibus Resolution

After submitting a rules resolution to first amend the text of their local Civil Service Rules, local agencies can then submit a list of titles for addition or deletion to the Municipal Services Division.



*Must be filed with Secretary of State

Recruiting for the NY HELPS Program

Recruiting for NY HELPS – Points to Consider

After the HELPS title is approved, if a mandatory promotion list is established, NY HELPS appointments are no longer possible until the promotion list becomes non-mandatory.

Probationary terms for HELPS titles are treated the same as non-competitive class appointments in your agency's rules.

HELPS Appointees cannot transfer or reinstate until they are in the competitive class.

Section 52.12 of Civil Service Law provides that non-competitive employees with at least 2 years in the title may participate in promotion examinations.

Recruiting for NY HELPS – Points to Consider

❖ **Contingent Permanent**

- ❖ Not currently available for the NY HELPS Program.

❖ **Exam cancellations/ Provisional Hire Impact**

- ❖ Agencies should not request examinations for positions filled on an open-competitive basis only, unless positions are in the probation, peace officer, fire, police or correctional services.
- ❖ If an open-competitive position is filled on a provisional basis, an exam request is required according to CSL 65. If the title is approved as part of the NY HELPS program after the provisional appointment has been made, the open-competitive exam request should be canceled. Promotion exam requests should not be canceled.
- ❖ In lieu of our traditional exam schedules, we recommend submitting titles that have provisional hires into the HELPS Program as an avenue to become competitive and gain Civil Service protections.

Recruiting for NY HELPS – Points to Consider

❖ **211 Waivers**

- ❖ 211 waivers can be approved when exams are not being held.
 - ❖ 211 waivers can be approved for:
 - ❖ Brief durations when there is an urgent need and no recruitment is possible.
 - ❖ For longer durations when it is demonstrated that there are no non-retirees interested in and qualified for a permanent appointment to the position.

Recruiting for NY HELPS – Points to Consider

❖ Impact On Promotion Eligibility

- ❖ NY HELPS appointees can participate in promotion examinations.
- ❖ Promotion qualifications should be worded as follows:

“On or before (date of examination), to be eligible for the promotional examination, employees must meet the promotion qualifications listed below.

- 6 months of service in (title one), or*
- 12 months of service in (title two).*

Time served in an equivalent NY HELPS title immediately preceding permanent competitive appointment shall count towards meeting the time in title and the employee shall be eligible to take the promotion examination. NY HELPS service should count as “time in title” for promotion eligibility once the employee has gained competitive status. NY HELPS appointees will remain restricted on the promotion list until they obtain competitive class status.”

Closing Remarks

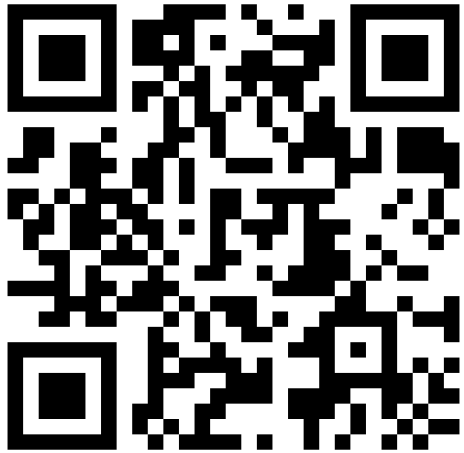
Revised Model Probationary Term Rule

- ❖ **At the June 2026 CSC Meeting, a revision to the Model Rules for probationary terms was presented to the State Commission.**

- ❖ **Proposed New subsection 1(f):**

f. Any person appointed through the NY HELPS Program – Local (NY HELPS) who receives a permanent eligible list appointment to a position with the equivalent non-NY HELPS title immediately following the NY HELPS appointment shall have all time spent in the NY HELPS appointment credited to any probationary term that is required.

Questions, Comments?



Contact Us!

- ❖ Commission.ops.mun@cs.ny.gov
- ❖ Office telephone: 518-473-5037



Helpful Links:

- ❖ [NY HELPS](#)
- ❖ [Memoranda » MSD Online » Department of Civil Service](#)



**Department of
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