



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK
Commissioner

NOTICE OF EXAMINATION

CONGREGATE CARE SPECIALIST
Exam No. 4037
(For ADMINISTRATION FOR CHILDREN'S SERVICES ONLY)

WHEN TO APPLY: From: January 3, 2024

APPLICATION FEE: \$68.00

To: January 23, 2024

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.

THE TEST DATE: Multiple-choice testing is expected to begin on **Tuesday, April 9, 2024**

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

WHAT THE JOB INVOLVES:

At Assignment Level I: Congregate Care Specialists, under direct supervision, oversee the care, development, and guidance of dependent, neglected and emotionally disturbed children in a community-based home, group residence, diagnostic-reception center or other functional area or the custody of delinquent youths in a non-secure detention facility; and perform related work. All Congregate Care Specialists perform related work.

Special Working Conditions:

Congregate Care Specialists may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

(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 \$46,693 per annum. This rate is subject to change. There are two assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment level at the discretion of the agency.

HOW TO QUALIFY:

You may be given the test before we verify your qualifications. 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. (For more information see Exam Site Admission section.)

You will **not** receive credit for education which you obtain after January 31, 2024 or experience which you obtain after the end of the Application Period (January 23, 2024).

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A four-year high school diploma or its educational equivalent **and** two years of satisfactory full-time experience working with children or youths in a congregate residential setting or non-secure detention facility; or
2. An Associate degree or 60 semester credits from an accredited college or university, including 12 semester credits in psychology, sociology, social work, human services, criminal justice, education, nursing, or cultural anthropology; or
3. A satisfactory combination of education and experience that is equivalent to "1" or "2" above. College education may be substituted for the required experience in "1" above on the basis that 30 semester credits, including 12 semester credits in psychology, sociology, social work, human services, criminal justice, education, nursing, or cultural anthropology from an accredited college or university, is equated to one year of experience. However, all candidates must have at least a four-year high school diploma or its educational equivalent.

Note: Under Qualification Requirement "1" above, at least one year of the required experience must have been with juveniles ages 7 to 18; or developmentally disabled adults in a group, community, educational, or institutional setting.

Note: If you wish to claim 12 semester credits in psychology, sociology, social work, human services, criminal justice, education, nursing, or cultural anthropology, you must list the relevant courses on your

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Profile page in the Online Application System (OASys).

The education requirement must be met by January 31, 2024. The experience requirement must be met by the last day of the Application Period (January 23, 2024).

The high school diploma or its educational equivalent must be approved by a State's Department of Education or a recognized accrediting organization. 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.

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

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.

You have until midnight Eastern time on the last day of the Application Period (January 23, 2024) 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 (January 23, 2024), 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.

You will not receive credit for education which you obtain after January 31, 2024 or experience which you obtain after the end of the Application Period (January 23, 2024).

Drug Screening Requirement: You must pass a drug screening in order to be appointed.

Medical Requirement: Section 180-1.8(i)(1)(i) of the New York State Juvenile Detention Facilities Regulations [9 NYCRR § 180-1.8 (i)(1)(i)] states that each facility shall observe the following:

(i) Health Examination - A physical examination, including a tuberculin skin test with a chest x-ray where such test is positive, and serological tests as indicated, shall be required of all staff as a condition of employment.

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 and 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. However, you must schedule a customer service appointment prior to your visit. Due to the COVID-19 pandemic, DCAS no longer permits walk-ins at DCAS sites.

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 Monday, January 15, 2024.

To schedule a customer service appointment through OASys for an exam-related or eligible list-related inquiry, find **Exam #1889**, click **Apply**, and follow the instructions provided to reserve your appointment location, date, and time.

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 at OASys@dcas.nyc.gov.

Special Circumstances Guide: This guide is located on the DCAS website at 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 requesting an alternate test date because of religious observance or a special test accommodation for disability, 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 (January 23, 2024) 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 (January 23, 2024), 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 to meet the education and experience requirements): 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://www1.nyc.gov/assets/dcas/downloads/pdf/employment/foreigneducation.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 (January 23, 2024).

THE TEST:

The multiple-choice test will be given at a computer terminal. You must achieve a score of at least 70% to pass the multiple-choice test. Your score on this test will determine 100% of your final score. The multiple-choice test is designed to assess the extent to which candidates have certain knowledge and abilities determined to be important to the performance of the tasks of a **Congregate Care Specialist**.

Task areas to be tested are as follows: Direct Care interactions; Maintaining a Safe Environment; General Administrative Duties.

The multiple-choice test may include questions on standards of proper employee ethical conduct, and questions which may require the use of any of the following abilities:

Flexibility of Closure: is the ability to identify or detect a known pattern (like a figure, word or object) that is hidden in other material. The task is to pick out the disguised pattern from the background material.

Example: Congregate Care Specialists might need this ability when predicting that a youth under their care may be a flight risk; by observing that the youth is always dressed in regular, day-time clothes, even when it is time for everyone to wear pajamas at night.

Inductive Reasoning: combining separate pieces of information, or specific answers to problems, to form general rules or conclusions. It involves the ability to think of possible reasons for why things go together.

Example: Congregate Care Specialists might need this ability when trying to figure out if a youth under their care is in need of assistance. For example, a youth is standing alone, withdrawn, and not speaking to the other youths. Based on those behaviors, a Congregate Care Specialist could draw a conclusion about the youth's needs.

Information Ordering: following correctly a rule or set of rules or actions in a certain order. The rule or set of rules used must be given. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. **Example:** A Congregate Care Specialist might need this ability when filling out an Incident Report, which requires specific information be presented in chronological order.

Memorization: remembering information, such as words, numbers, pictures and procedures. Pieces of information can be remembered by themselves or with other pieces of information. **Example:** A Congregate Care Specialist might need this ability when remembering the personality types of youth under their care in order to promote the best functioning environment.

Number Facility: involves the degree to which adding, subtracting, multiplying and dividing can be done quickly and correctly. This can be steps in other operations like finding percentages. **Example:** A Congregate Care Specialist might need this ability when conducting a count of the youths in their areas. If you are working from a census of 15, and know you have 3 youths at school, and 2 youths at court, then you can calculate that you have 10 youths in your area.

Problem Sensitivity: being able to tell when something is wrong or is likely to go wrong. It includes being able to identify the whole problem as well as elements of the problem. **Example:** A Congregate Care

Specialist might need this ability by identifying key phrases or terminology used by youth under their care, and knowing that it could lead to a potentially dangerous situation occurring.

Spatial Orientation: determining where you are in relation to the location of some object or where the object is in relation to you. **Example:** A Congregate Care Specialist might need this ability when carrying out Therapeutic Crisis Intervention (TCI) or Safe Crisis Management (SCM) techniques. The Congregate Care Specialist must be aware of his/her surroundings, the youth in care, and the youth's surroundings.

Visualization: imagining how something would look when it is moved around or when its parts are moved or rearranged. It requires the forming of mental images of how patterns or objects would look after certain changes, such as unfolding or rotation. One has to predict how an object, set of objects, or pattern will appear after the changes have been carried out. **Example:** A Congregate Care Specialist might need this ability when arranging a room back to its original arrangement, after it was rearranged by a group of youths the night before.

Written Expression: using English words or sentences in writing so that others will understand. **Example:** A Congregate Care Specialist might need this ability when preparing reports such as AWOL Reports, Incident Reports, and the Multiple Disciplinary Status Report (MDSR).

Certain questions may need to be answered on the basis of documents or other information supplied to the candidates on the date of the multiple-choice exam.

EXAM SITE ADMISSION:

Your Admission Notice will be available on your Dashboard in OASys 14 days before the first date on which testing is expected to begin. You can print or display your Admission Notice on your phone or personal device to gain entry to the test site. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

Warning: After gaining entry to the test site, you are not permitted to enter the testing area with electronic devices. Electronic devices include, but are not limited to, cellular phones, smart watches, recording devices, beepers, pagers, cameras, or portable media players. You are not permitted to use any type of headphones or ear buds. **Calculators are permitted;** however, they must be hand-held, battery or solar powered, and numeric only. Calculators with functions **other than** addition, subtraction, multiplication and division **are prohibited.** Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices anywhere at any test site, whether in the testing area, restroom, hallway, or other location, at any time before, during or after the test or Protest Review Session, your test score will be nullified, you will be disqualified from taking any civil service tests for up to five years, and your application fee will not be refunded.

You are also not permitted to use on site any medical assistive devices, including those that give notifications, alerts, or that vibrate without the prior express written authorization of DCAS. You can contact DCAS by email at: testingaccommodations@dcas.nyc.gov.

You may not have any other person, including children, present with you while you are being processed for or taking the test, and no one may wait for you inside of a Computer-based Testing & Application Center while you are taking the test.

Required Identification: You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, City or State issued identification card, IDNYC, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

Leaving: You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, 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 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
- Submit a written request by email at OASys@dcas.nyc.gov, by fax (646) 500-7190, or by regular mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007. Your written request must include your full name, social security number, exam title(s), exam number(s), previous mailing and/or email address, and your new mailing and/or email address, and/or new telephone number.

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 meet the education and experience requirements and pass the multiple-choice test, 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.

Note: You may attach up to 5 documents to support your appeal by using the attachment functionality.

SPECIAL ARRANGEMENTS:

Make-up Test:

You may apply for a make-up test if you cannot take the test on the regular test date(s) for any of the following reasons:

1. being ordered to military duty; or
2. compulsory attendance before a court or other public body or official having the power to compel attendance; or
3. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or
4. absence from the test within one week after the death of a spouse, domestic partner, parent, parent-in-law, sibling, child or child of a domestic partner where you are an officer or employee of the City; or
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability; or
7. pregnancy, childbirth or a related medical condition

To request a make-up test, contact Administration, Customer, and Exam Support (ACES) by email at testingaccommodations@dcas.nyc.gov, as soon as possible, and include documentation of the special circumstances that caused you to miss your test.

ADDITIONAL INFORMATION:

Selective Certification for Driver License (MVO): If you have a motor vehicle Driver License that is valid in the State of New York, you may be considered for appointment to positions requiring this license through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this license. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your driver license will be checked by the appointing agency at the time of appointment. **If you are appointed through Selective Certification, you must maintain your motor vehicle driver license for the duration of your employment.**

Selective Certification for Positions Requiring Experience With Youth in a Municipality (MET): If you have 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, with responsibility for the custody, direct care, supervision, counseling, and accountability of youth (ages 1 to 10); you may be considered for appointment to positions requiring this experience through a process called Selective Certification. Your experience will be verified at the time of the appointment interview. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification.

The above Selective Certification requirements may be met at anytime during the duration of the list. If you meet any of the above requirements at some future date, please submit a request by email to LMACustomerService@dcas.nyc.gov, or by mail to: DCAS Bureau of Examinations - Exam Development Group, 1 Centre Street, 14th floor, New York, NY 10007. Please include the examination title and number, your full name, OASys Profile ID number, and the selective certification(s) you are requesting in your correspondence.

Assignment of Duties:

Section 424-a of the New York State Social Services Law requires an authorized agency to inquire whether a candidate for employment with child-care responsibilities is or has been the subject of an indicated child abuse and maltreatment report on file with the Statewide Central Register for child abuse and maltreatment. Statewide Central Register screening will be conducted prior to considering a candidate for employment as a Congregate Care Specialist. Candidates who have been the subject of an indicated child abuse and maltreatment report may be disqualified from appointment to this position.

The Protection of People with Special Needs Act, Article 20 of the Executive Law and Article 11 of the Social Service Law, requires an authorized agency to check whether a candidate for employment to work in residential care facilities regulated by the New York State Office of Children and Family Services, including child welfare and juvenile justice facilities operated by the authorized agency, appears on the Vulnerable Persons Central Register. This screening will be conducted prior to considering a candidate for employment. Candidates who have substantiated/indicated cases of serious abuse and neglect will not be considered for any position that requires work in residential care facilities regulated by the New York State Office of Children and Family Services, including child welfare and juvenile justice facilities operated by an authorized agency.

Appointment to this title is subject to the Federal Regulations of the Prison Rape Elimination Act (PREA), Section 115.317 on Hiring and Promotion in Juvenile Facilities. As per PREA, the Administration for

Children's Services will not hire or promote anyone who may have contact with residents, and who has engaged in sexual abuse in a prison, jail, lockup, community confinement facility, juvenile facility, or other institution (as defined in 42 U.S.C 1997); or who has been convicted or civilly or administratively adjudicated to have engaged or attempted to engage in sexual activity in the community facilitated by force, overt or implied threats of force, or coercion, or if the victim did not consent or was unable to consent or refuse.

Investigation:

The position is subject to investigation before appointment. At the time of investigation, you will be required to pay an \$88.25 fee for fingerprint screening. At the time of investigation and at the time of appointment, you must present originals or certified copies of all required documents and proof, including but not limited to proof of date and place of birth by transcript of record from a Bureau of Vital Statistics or other satisfactory evidence, naturalization papers if necessary, proof of any military service, and proof of meeting educational requirements, if applicable. You may be disqualified if your statements are found to be false, exaggerated, or misleading or if you fail to provide required documents. Investigation must be completed prior to appointment.

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" folder 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.

Promotion Test: A promotion examination for this title is being held for eligible employees. The names appearing on the promotion list will be considered first in filling vacancies.

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. 52450; Social Service Occupational Group

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