



THE COMMONWEALTH OF MASSACHUSETTS Human Resources Division

Civil Service Unit

January 25, 2020



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What is Civil Service?

We strive to recruit a qualified diverse labor force and evaluate current and potential employees desiring a career in public safety, to fill jobs in agencies and municipalities across the Commonwealth.

- Recruitment and administration of both entry-level and promotional exams
- Creation and management of eligible entry-level and promotional lists
- Review and assist departments making hires and promotions in compliance with M.G.L Chapter 31 and Personnel Administration Rules



Who do we serve?

State Agencies with Public Safety titles

- Department of Correction
- Massachusetts Parole Board
- Environmental Police

Municipalities Police and Fire Departments under Civil Service

- 146 Police Departments
 - All 351 for the Physical Ability Test (PAT)
- 108 Fire Departments

Candidates desiring a career in Public Safety and employees of those agencies and municipal police and fire departments.



Test Development Achievements

Accomplishments Over the Past 5 years:

- Utilizing the testing vendor for brainstorming, projects with litigation risk rather than operational work
- Write most examinations in house as our Test Developers have become subject matter experts over time
- Assessment Centers gaining in popularity with more options are available
- Re-validation of all exams has been rejuvenated and a sustainable method is now underway to continue to stay current on re-validation efforts



Revalidation Overview

9 Completed



15 In Progress



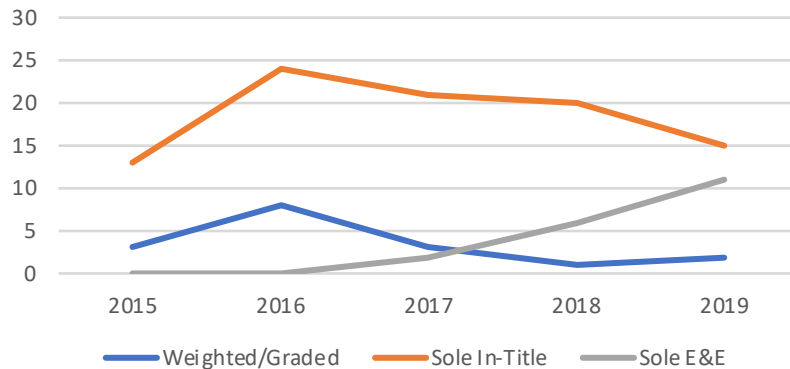
6 To Complete



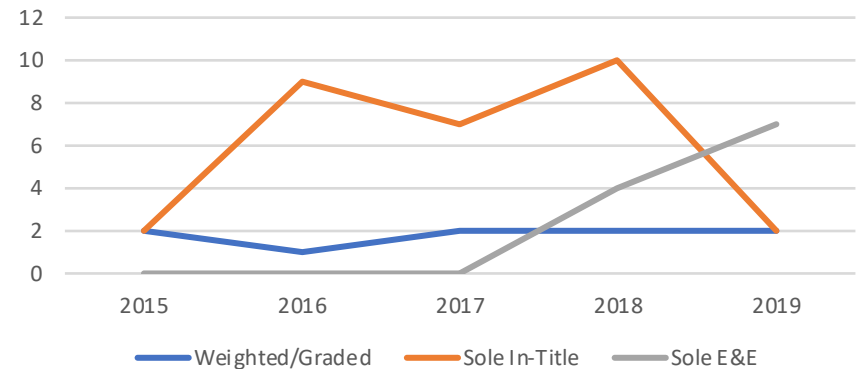
Assessment Centers Administered

Police and Fire Promotional Assessment Centers

Police Promotional Assessment Centers



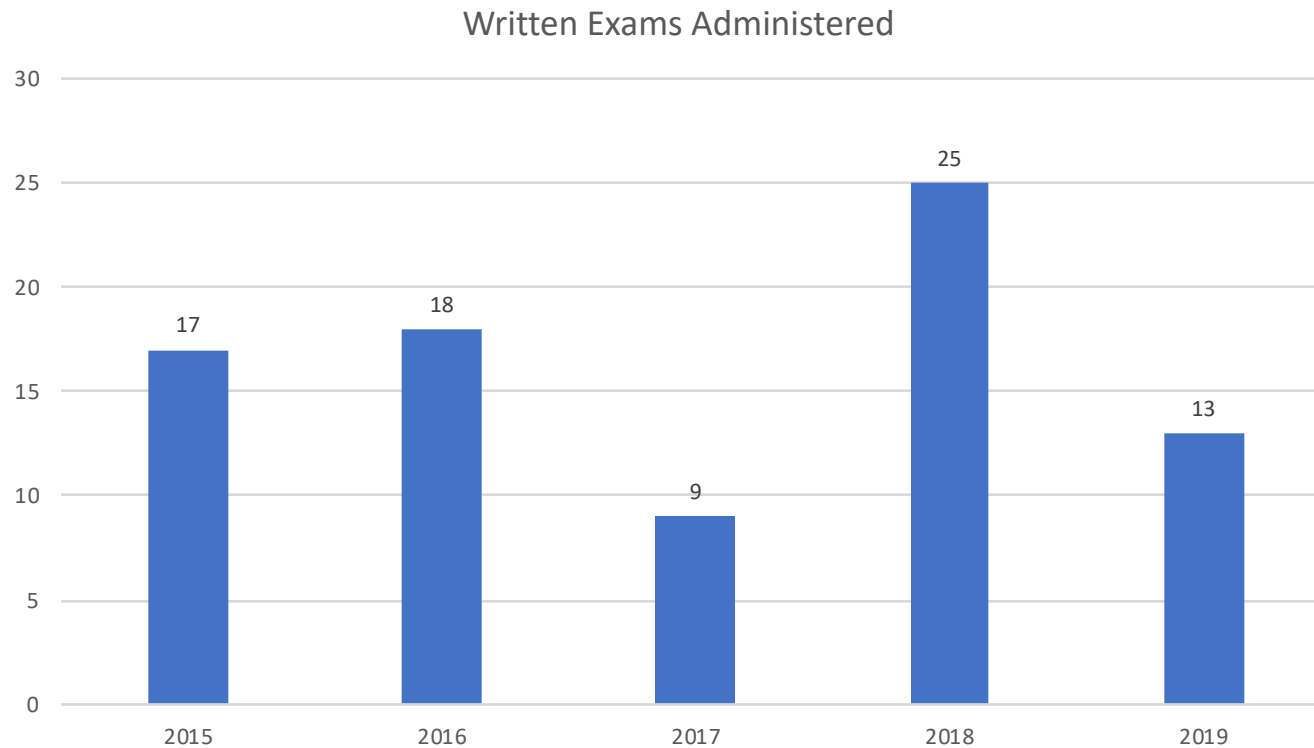
Fire Promotional Assessment Centers





Written Exams Administered

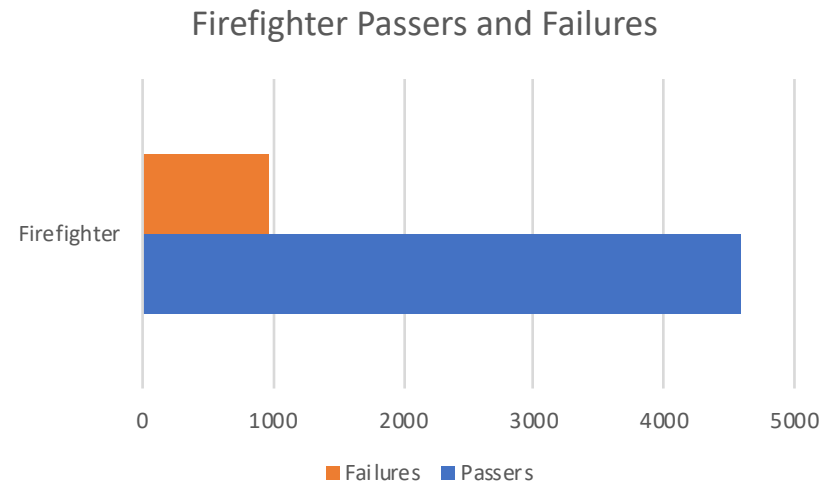
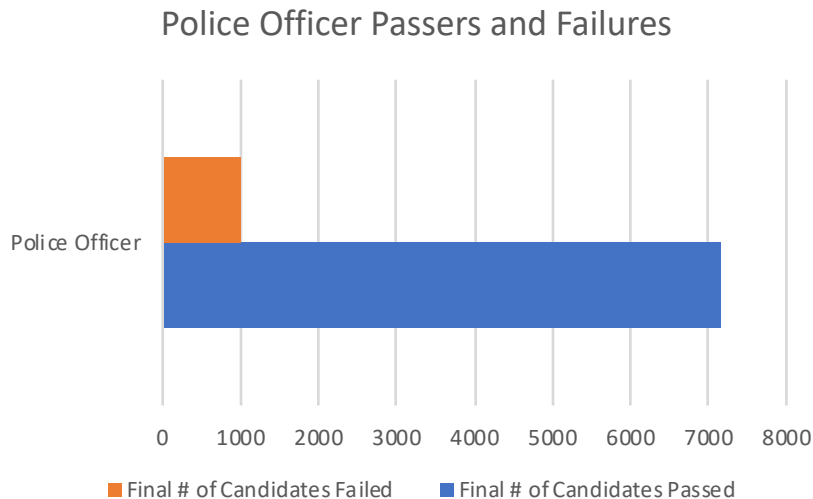
Written Exams Administered Over the Past 5 Years





Written Exams Passers and Failures

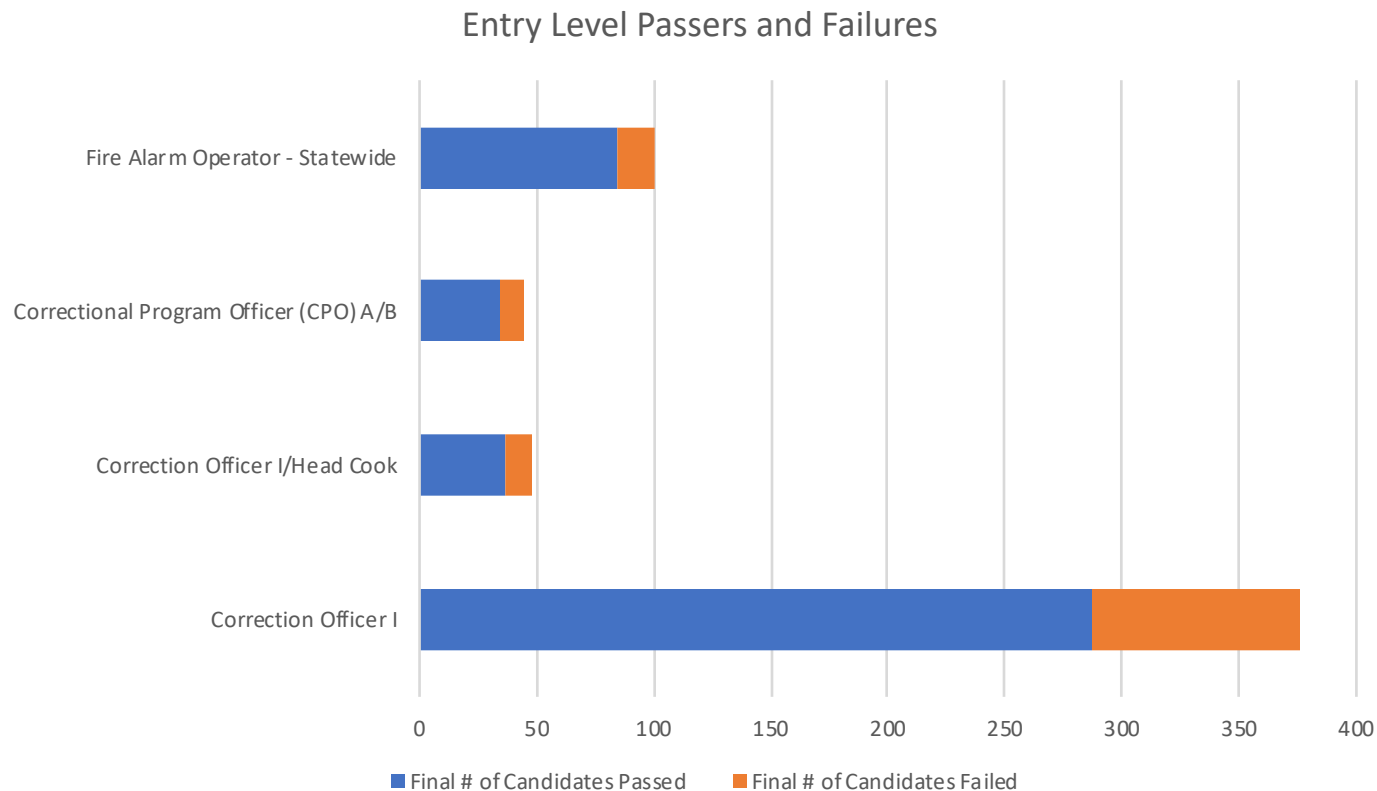
Police Officer and Firefighter Exam Passers and Failures





Written Exams Passers and Failures

Entry Level Exam Passers and Failures





Entry Level Recruitment

Police Officer and Firefighter Recruitment Activities

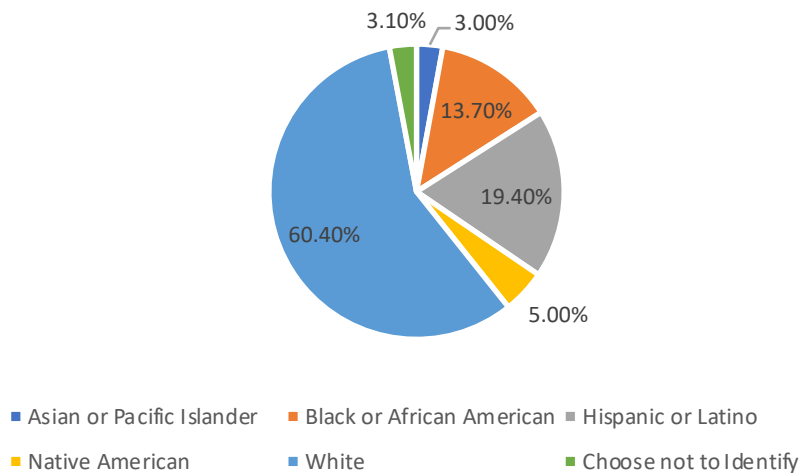
- Social Media – Twitter, Instagram and Facebook
- Web – Civil Service home page and link on Mass.gov
- Open houses hosted by Fire Departments
 - 3 held in Nov and Dec – many slated for Jan
- Networking with Fire Dept to promote exam on Municipal home page and Fire Dept website
- On-line newspapers – Banner and Sampam
- Flyers available in multiple languages
- Informational pamphlets
- Radio spots in Western and Eastern parts of State
- PSA on digital billboards through MassDot



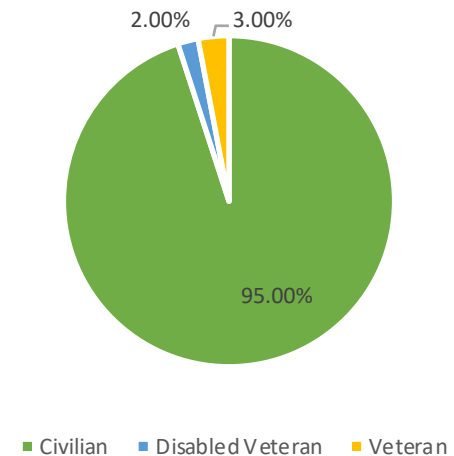
2019 Police Officer Applications

Candidates Applied for the 2019 Police Officer Exam

Police Officer Candidates by Ethnicity



Police Officer Candidates by Veteran Status

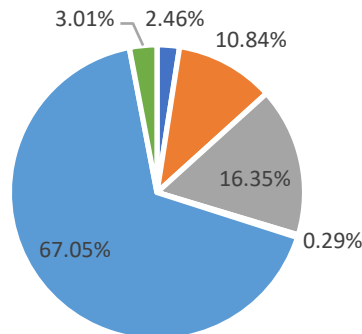




2020 Firefighter Applications

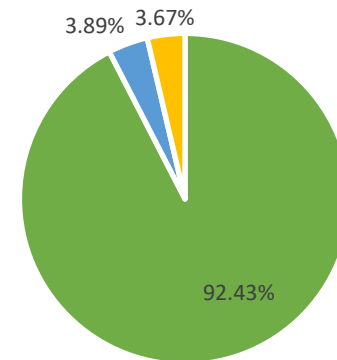
2722 Candidates Have Applied for the Firefighter Exam thus far...

Firefighter Candidates by Ethnicity



■ Asian or Pacific Islander ■ Black or African American ■ Hispanic or Latino
■ Native American ■ White ■ Choose not to Identify

Firefighter Candidates by Veteran Status

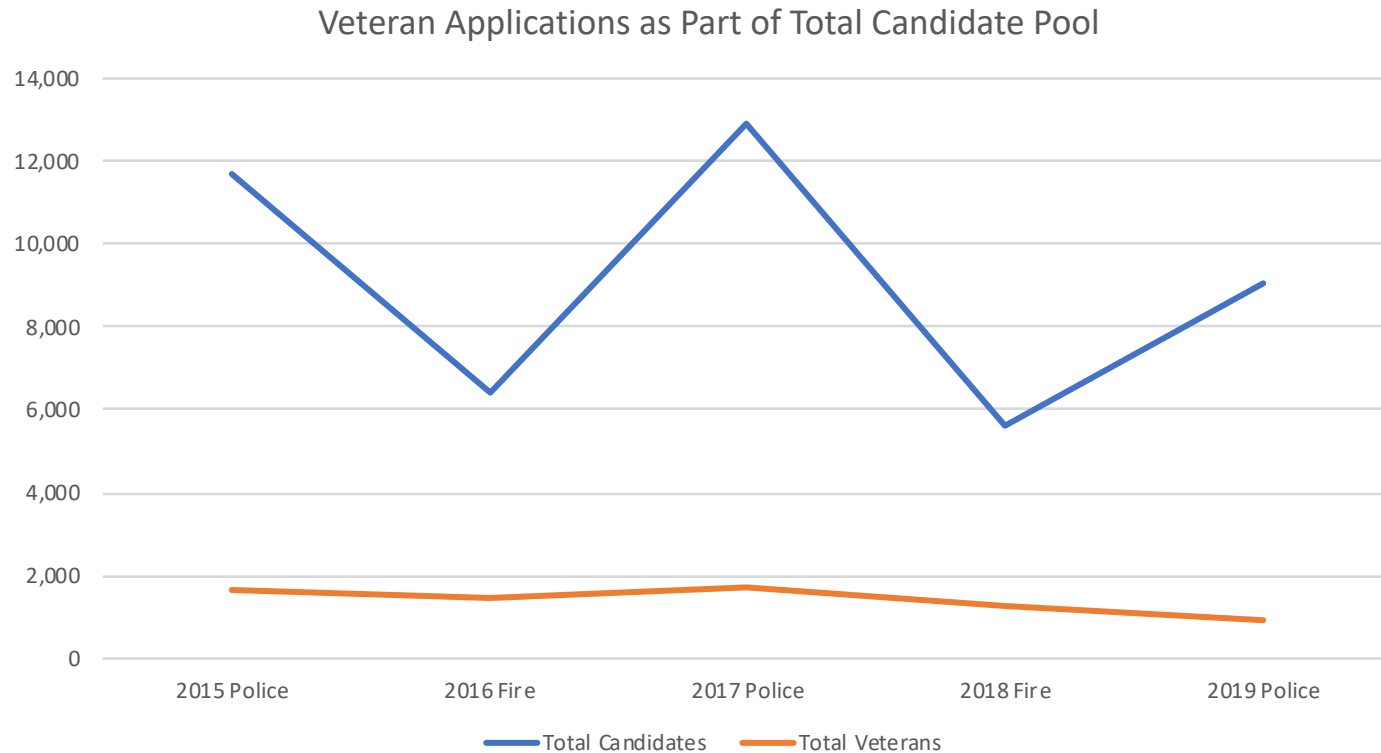


■ Civilian ■ Disabled Veteran ■ Veteran

Veteran Applications



Police Officer and Firefighter Veteran Applications





Eligible Lists

Entry level and Promotional lists on website

- 180 new promotional eligible list established in 2019
- Police Officer eligible list of 143 departments established in Sept

New feature added to website – Who is Hiring?

Top actions & services

[Examination Schedule →](#)

[Eligible Lists →](#)

[Who is Hiring? →](#)

Last Update: Jan 05, 2020

WHO IS HIRING?

Department	Title	Vacancies	Response Deadline
Barnstable Police Department	Police Officer	5	01/10/2020
Dracut Police Department	Police Officer	4	01/06/2020

Disclaimer: If your name is reached for consideration you will receive a vacancy notice by email which will provide additional information, including where to report to express your interest by the response deadline shown above. You may also view notices sent to you by logging in to your [Civil Service online account](#). Please note that you will only receive an email if your name has been reached, which is determined by the number of vacancies.



Entry-Level Certification

- Any time you are hiring from an entry-level eligible list or roster; permanent full-time or temporary full-time, you must enter a requisition in the system.
- You will also need to enter a requisition when requesting to participate in a promotional exam.
- Your Civil Service contact will take action on the request within 24 hours, “Opening” the certification and referring out candidates based on the number of vacancies. Any hires must be within PAR ($2N+1$) where N is the number of vacancies.



Entry-Level Certification

- A PDF of the certification will be sent to you by email from your Civil Service contact. You will also be able to view it in your online account.
- Civil Service will wait for confirmation that you have received the new certification and printed it out before notifying the candidates.
 - Signing period is 5 business days
 - Active duty military candidates who cannot appear in person should indicate their interest in the vacancy to your department in writing.



Entry-Level Certification

- After the signing period has ended, it is up to the discretion of the AA whether or not to allow candidates to indicate their interest late.
 - Please make sure that you are consistent with how you handle these scenarios.
- After the signing period is completed, please update the system by indicating the candidates that “Failed to respond to the Notice of Vacancy,” taking these candidates out of consideration for PAR.



Entry-Level Certification

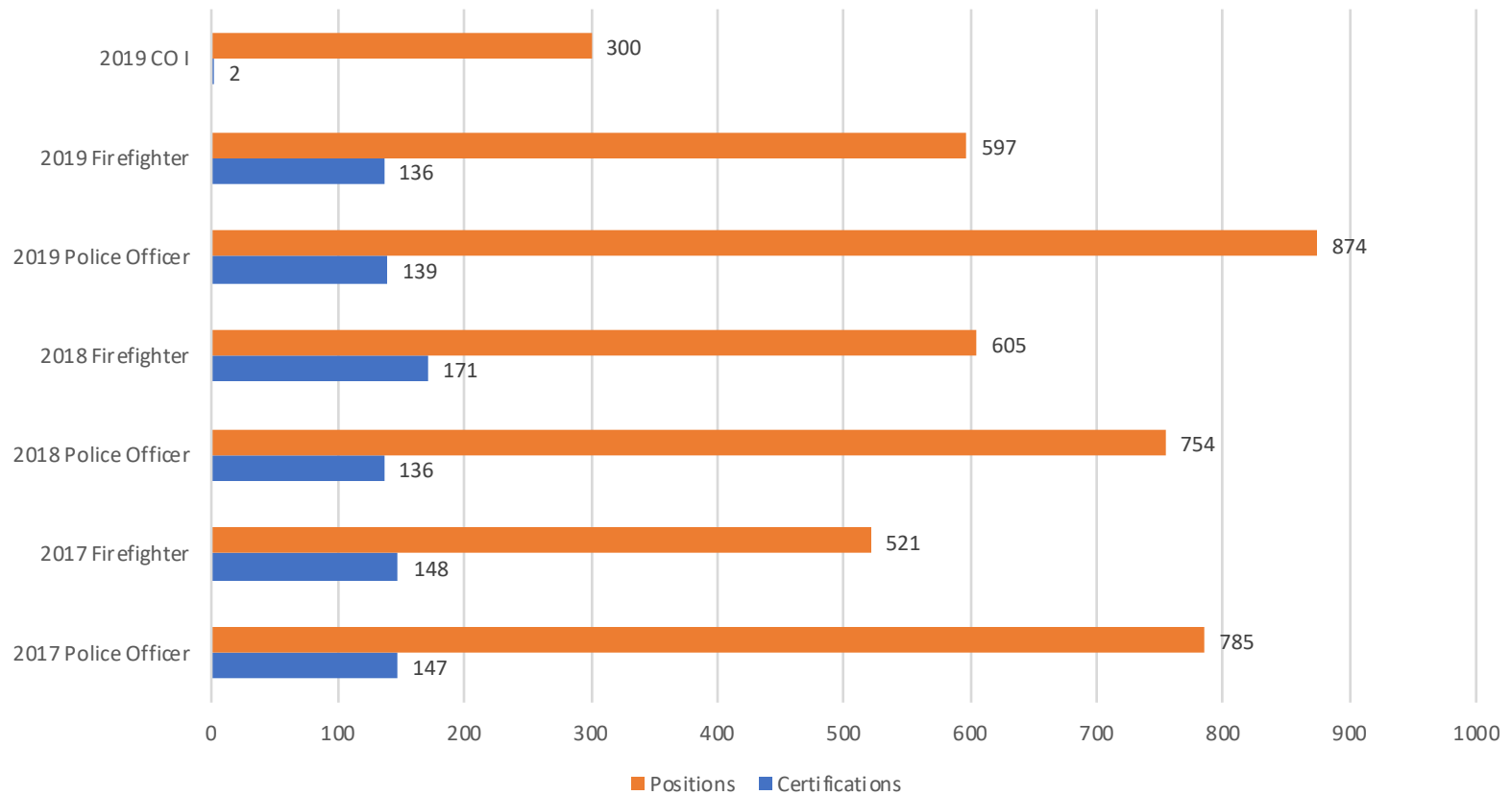
- An entry level certification is allotted 12 weeks to be processed.
- If your process takes longer than that, please document an extension locally explaining how much additional time is needed and what still needs to be completed.



Entry-Level Certification

- At the end of the hiring process, update all candidates in the system with the appropriate designations (Hired, Bypassed, Willing to Accept- Not Reached on list, etc.). Make sure to click “Save and Submit” when entering hires.
- Attach a copy of the Notification of Employment form and the signed certification to the requisition for the current hiring process. You can do this by editing the requisition and selecting “Attachments.”
- You may also attach any other associated documentation if you want to keep it all together with the certification.
- Please note, candidates for entry level hiring for Police and Fire must take and pass the Initial hire medical exam and Physical Abilities Test (PAT) as conditions of hire.

Entry Level Hires





Promotional Hiring

- Your promotional eligible list will be tied to your original examination request for the given title
- Whenever you have a vacancy, permanent or temporary, you will need to create a promotional certification locally
- Certify the number of candidates reachable within PAR
 - Example: For 1 vacancy, top 3 names including any candidates tied in the 3rd spot
- Conduct your promotional process, selecting candidate for promotion
- Once your process is complete, attach the Notification of Employment form and signed certification to requisition
- Enter hire in NEOGOV



Promotional Hires in 2019

Promotions up to date on web

- Police Departments
 - Approximately 206 Police promotions
 - Titles include Sergeant, Lieutenant, Captain, Deputy Chief, Chief
- Fire Departments
 - Approximately 200 Fire Promotions made
 - Titles include Lieutenant, Captain, District Chief, Deputy Chief, Chief
- Department of Correction
 - 82 Promotions made
 - Correction Officer II and Correction Officer III



Police Promotional List

Last Update: Jan 02, 2020

HULL POLICE PROMOTIONAL LISTS

Police Sergeant

Established date: 03/01/2019

Rank	Last Name	First Name	Status	Promotion Date
	Saunders	Scott	Promoted	04/05/2019
	Minelli	Edward	Promoted	04/05/2019
	Saunders	Steven	Promoted	04/05/2019
	Galluzzo	Nick	Promoted	11/22/2019
1	Glavin	Stephen	Active	
2	Angellis	Michael	Active	
2	Smith	Joseph	Active	
4	Fahey	Sean	Active	
4	Kelly	Paul	Active	
4	Mahoney	Jon	Active	
7	O'Neill	Steven	Active	
8	Reilly	Andrew	Active	
9	Dunn	Daniel	Active	

Disclaimer: The data provided on this page is an effort to share information and does not constitute an official eligible list.



Physical Ability Tests

How to Schedule a PAT

- Take a look at the [PAT Schedule 2020](#) and choose the date.
- Send an email to pat@mass.gov requesting the dates along with pages 1 and 8 of the candidate's medical examination form.
- The medical examination form must be dated (Date of Examination) after the date of the conditional offer. Also include if the hiring department is going to be paying for the candidate via department check or if the candidate will be paying.
- Requests must be submitted no later than 48 hours before the requested date of the Preview. Candidates are scheduled in the order in which they are received. Candidates appearing for a preview or actual PAT who have not been scheduled in advance with the Civil Service Unit will not be allowed to participate.



Physical Ability Tests

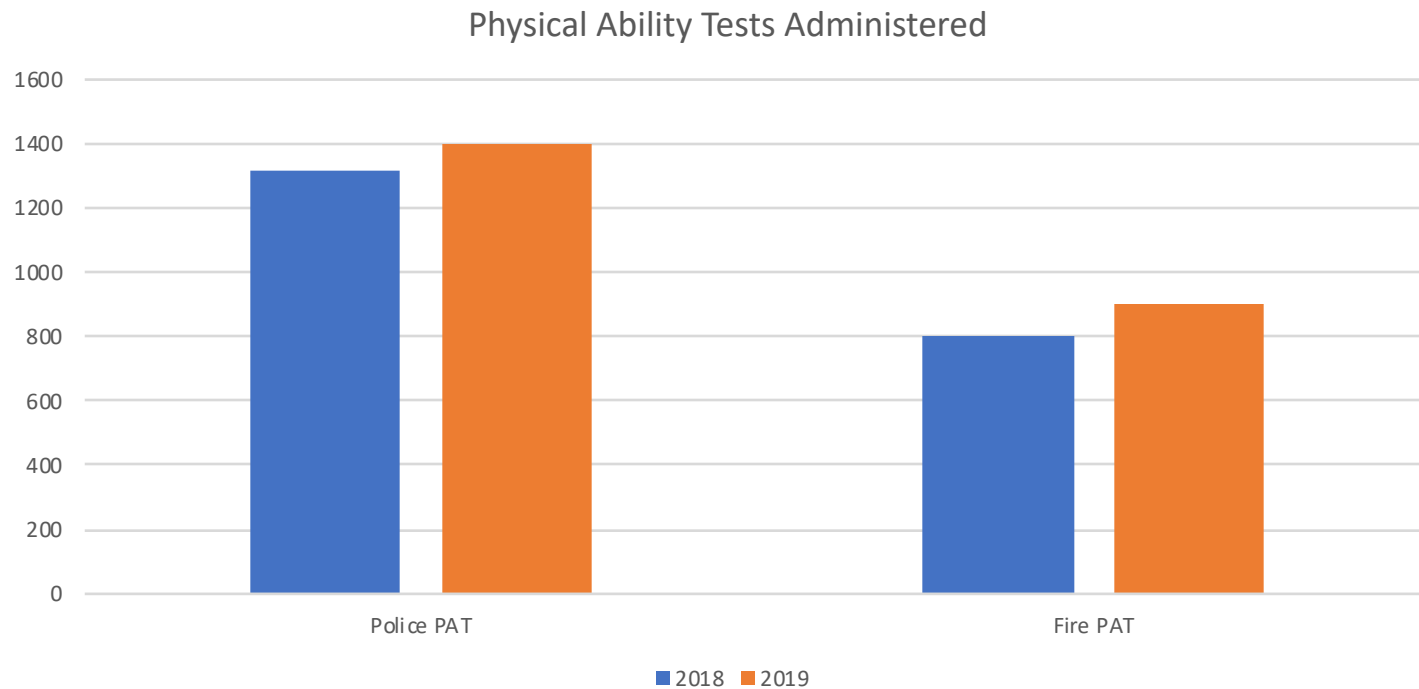
How to Schedule a PAT

- The hiring department will receive an email containing confirmation of the candidate's test date(s) and test time(s), as well as other pertinent information regarding the Initial-Hire PAT. Please forward this information to the candidate.
- The candidate will have to complete the online Initial Hire PAT application and complete the payment process before a time for the Actual will be sent.
- As of December 10, 2019, all previews are mandatory. If extenuating circumstances arise, please contact the PAT Administrator at pat@mass.gov.



Physical Ability Tests

Administered in Hudson MA



Civil Service Accomplishments 2019



Year end review

- Physical Ability Test (PAT) revalidation
 - Started with over 800 surveys provided by Police Officers and Firefighters
 - Secured new site in Hudson, built out new events and established new cut scores.
 - Over 100 police officers ran through new course from 47 departments
 - Over 100 firefighters ran through new course from 43 departments
- Launched regional Civil Service training sessions across the State
 - Three sessions held in Foxborough, Framingham, and Wilmington
 - Over 60 departments attended with 100+ attendees (Chiefs, HR Directors, etc.)
- Launched new feature on website –Who is Hiring?
- Rebuilt payment page for exams on website
- Completed Fire promotional job analysis surveys for all ranks up to Chief
- All paper PAT results loaded in new PAT database (1996 to present)



Civil Service 2020

Opportunities in 2020

- Launch the first Fire Chief's exam in 3 years
 - Ability to offer alternatives to written exam on a quarterly basis
- Continue Civil Service regional trainings
 - Build on trainings to incorporate listening tours
- Launch Police job analysis for Sergeants to Chief levels
- Labor Service – launch eligible lists on website
 - Update manual and conduct trainings for customers
- Dismantle old Hudson Amory PAT site (DCAMM will be happy)
- Revalidation of Police Medical Standards
- Streamline Education & Experience exam component of promotional exams



Questions?