## Civil Service Commission

### Performance Indicators - March 2016

#### Selection Services and Recruitment

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Month</th>
<th>Current Month</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>reduce</td>
<td>115</td>
<td>103</td>
<td>36</td>
<td>-4.4%</td>
<td>104</td>
</tr>
</tbody>
</table>

#### Civil Service Commission

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<th>% Change</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>increase</td>
<td>100.0%</td>
<td>100.0%</td>
<td>95.7%</td>
<td>-4.3%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

#### Support & Regulatory Affairs

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Month</th>
<th>Current Month</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly</td>
<td>maintain</td>
<td>100.0%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

### Classification & Personnel Management

<table>
<thead>
<tr>
<th>Frequency</th>
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<th>Target</th>
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<th>Current Month</th>
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<tbody>
<tr>
<td>Monthly</td>
<td>maintain</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Training and Development

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Desired Trend</th>
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<th>Prior Month</th>
<th>Current Month</th>
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<td>maintain</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>0%</td>
<td>100%</td>
</tr>
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</table>

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### Selection Services and Recruitment

- **Selection Services and Recruitment:**
  - **Number of calendar days from job announcement to list issuance:**
    - **Monthly:** Reduce 115 days to 103 days, and further to 98 days with a -4.8% reduction from March 2016.
  - **Average:**
    - **2016:** 104 days
    - **2016:** 105 days

### Civil Service Commission

- **Classification & Personnel Management:**
  - **Percentage of final layoff plans reviewed and approved within 30 days:**
    - **In Calendar Year 2010:**
      - Permanent: 219
      - Temporary: 71
    - **In Calendar Year 2011:**
      - Permanent: 217
      - Temporary: 12
    - **In Calendar Year 2012:**
      - Permanent: 98
      - Temporary: 30
  - **In Calendar Year 2013:**
    - Permanent: 39
    - Temporary: 6
  - **In Calendar Year 2014:**
    - Permanent: 9
    - Temporary: 0
  - **In Calendar Year 2015:**
    - Permanent: 0
    - Temporary: 0
  - **To date in Calendar Year 2016:**
    - Permanent: 11
    - Temporary: 0

- **Percentage of State government certifications issued within 10 business days:**
  - **Monthly:** Maintain 100.0% for the past 12 months.

- **Percentage of Local government certifications issued within 10 business days:**
  - **Monthly:** Maintain 100.0% for the past 12 months.

- **State and Local Government Titles consolidated or eliminated:**
  - **Since March 2010:**
    - **2,501 titles**
  - **In FY 2013:**
    - **193 titles** were eliminated or consolidated.
  - **In FY 2014:**
    - **43 titles** were eliminated or consolidated.
  - **In FY 2015:**
    - **A net of one title** was added. To date in FY 2016, **36 titles** have been eliminated or consolidated.

- **State Titles:**
  - **Monthly:** Reduce -2,493 to -2,493 to 0.0%.

- **Common Titles:**
  - **Monthly:** Maintain 300 to 201 to -33.4% to 225.

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### Training and Development

- **Number of Contact Hours - Classroom:**
  - **Monthly:** Increase 28,331 to 4,506 to -87.1%.

- **Number of Contact Hours - Electronic:**
  - **Monthly:** Increase 100 to 16 to -87.4%.

- **Employee Advisory Services:**
  - **Monthly:** Maintain 250 to 200 to -25.0%.

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### Support & Regulatory Affairs

- **Appeals & Regulatory Affairs:**
  - **For the preceding 12 months:**
    - **Complete at least 105% of the number of written record appeals received:**
      - **In Calendar Year 2010:**
        - Permanent: 219
        - Temporary: 71
      - **In Calendar Year 2011:**
        - Permanent: 217
        - Temporary: 12
      - **In Calendar Year 2012:**
        - Permanent: 98
        - Temporary: 30
      - **In Calendar Year 2013:**
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- **Classification Appeals:**
  - **Monthly:** Maintain 300 to 201 to -33.4%.

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### Civil Service Commission

- **Training and Development:**
  - **Number of Contact Hours - Classroom:**
    - **Monthly:** Increase 28,331 to 4,506 to -87.1%.
  - **Number of Contact Hours - Electronic:**
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### Support & Regulatory Affairs

- **Support & Regulatory Affairs:**
  - **Number of calendar days from job announcement to list issuance:**
    - **Month March:**
      - **Selection Services and Recruitment:**
        - **Number of calendar days from job announcement to list issuance:**
          - **Monthly:** Reduce 115 days to 103 days, and further to 98 days with a -4.8% reduction from March 2016.
        - **Average:**
          - **2016:** 104 days
          - **2016:** 105 days
  - **Percentage of Open Competitive job announcements accepting applications via the Online Application System only:**
    - **Since March 7, 2011:**
      - When the OAS became operational, the Civil Service Commission has received 243,302 applications via the OAS for 15,296 announcements.
      - **Monthly increase:** 100.0% to 99.6% to 99.5% to 0.0% to 100.0%.
  - **Percentage of Promotional job announcements accepting applications via the Online Application System only:**
    - **Since March 7, 2011:**
      - When the OAS became operational, the Civil Service Commission has received 243,302 applications via the OAS for 15,296 announcements.
      - **Monthly increase:** 100.0% to 99.6% to 99.3% to -0.3% to 99.0%.
  - **Percentage of Open Competitive job announcements accepting applications via the Online Application System only:**
    - **Since March 7, 2011:**
      - When the OAS became operational, the Civil Service Commission has received 243,302 applications via the OAS for 15,296 announcements.
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