



## Overview of the NYS HELPS Program for Local Agencies

The **New York State Hiring for Emergency Limited Placement (NYS HELPS) program** is designed to support local agencies in addressing workforce shortages by facilitating the expedited hiring of qualified candidates into critical public service positions. The program is particularly beneficial for agencies struggling to recruit and retain staff in essential roles.

### **Key Features of NYS HELPS:**

- Allows eligible public employers (including counties, municipalities, and school districts) to fill positions in high-need job titles more efficiently.
- **Waives the traditional civil service examination requirement for certain titles**, enabling agencies to hire directly based on qualifications.
- Appointments under HELPS will be subject to later Qualified Incumbent Examination (QIE) and conversion requirements. Further explained below.
- Intended to provide a streamlined hiring process while maintaining merit and fitness standards.

### **How to Have Titles Included in NYS HELPS:**

1. **Identify Critical Titles:** Agencies must determine which job titles face significant hiring challenges.
2. **Submit a Request:** Agencies must apply through Montgomery County Civil Service to request title inclusion. Please contact us at 518-853-8368
  1. Montgomery County will review requests for appropriateness and hold a required public hearing.
  2. After the public hearing, Montgomery County Civil Service will complete a Rules Resolution to NYS Department of Civil Service (NYSDCS) requesting the title inclusion.
3. **Approval Process:** The NYSDCS evaluates the rules resolutions submitted by Montgomery County and the NYS Commission will vote on the passage of the resolution. Montgomery County will then be notified of the Commission's decision.
4. Upon approval, Montgomery County will reach out to the agency and begin implementation.
5. **Implementation:** Once a title is approved, agencies can utilize the HELPS hiring pathway to fill positions.
6. **Positions approved through NYSDCS must contain HELPS language in positing.**  
Ex. Clerk Typist (HELPS)



### **Qualified Incumbent Examination (QIE)**

The **Qualified Incumbent Examination (QIE)** is a special civil service examination process designed to provide permanent status to employees hired under non-traditional pathways, such as NYS HELPS.

#### **Key Features of QIE:**

- Designed for individuals who have been hired under emergency programs.
- Ensures compliance with New York State **merit and fitness** requirements while allowing employees to retain their positions.
  - Candidates must meet **eligibility criteria** and demonstrate their qualifications through an assessment process. Must be in a HELPS title for at least 6 months

#### **QIE Process:**

1. **Eligibility Determination:** Employees must have served in their title for a 6-month period and meet established qualifications.
2. **Exam Administration:** The QIE will involve a structured review of qualifications set by Montgomery County Civil Service rather than a traditional competitive exam. **The QIE, is not a traditional examination and consists of a simple questionnaire in which the candidate demonstrates eligibility.**
3. **Permanent Appointment:** Upon meeting the minimum qualifications and returning QIE to Montgomery County Civil Service, employees will be put on an eligible list for the agency to appoint the from. The candidate will then receive **competitive civil service status**.
4. The employee would then serve the balance of their probationary period and gain competitive status as if they had taken a written examination.

#### **Hiring Process Under NYS HELPS (Agency Steps):**

1. Agency/ County posts for approved titles in HELPS program
2. Montgomery County reviews candidates for minimum qualifications
3. Montgomery County sends Agencies approved applications
4. Agency interviews and picks a candidate
5. Candidate hired NON-COMPETITIVE
6. A Report of Personnel Change (PINK) is sent to Montgomery County PRIOR to onboarding
7. Agency tracks Candidates under HELPS and at the 6 month-Period, Agency notifies Montgomery County that the Candidate has reached the 6 month Period.
8. Montgomery County will then send the candidate the QIE examination. Upon the candidate returning the QIE, the County will prepare an eligible list for the agency to appoint from.
9. Agency will make such appointment off the list of candidates and send Montgomery County the eligible list with the appointment and a Report of Personnel Change (PINK) indicating Competitive appointment.
10. The probationary period will be the balance of the 52 weeks not already served. Upon servicing the 52 weeks, the agency will send another Report of Personnel Change (PINK) indicating such.