**Adjudications
Training Plan**

January 2001

NYCSERV
City of New York

FINANCE
NEW ● YORK
THE CITY OF NEW YORK
DEPARTMENT OF FINANCE

IBM

Table of Contents

1 Introduction

The Adjudications Training Plan is the outline for the end-user training strategy of the Adjudications component of the NYCSERV project.

1.1   Background

In 1994 the Department of Finance spearheaded a multi-agency effort to enhance service delivery, increase revenue and streamline processes by consolidating various citywide Payment Processes, Adjudicatory, Collection and Licensing functions.

1.1.1   NYCSERV Overview

The result of this effort is NYCSERV. It is designed to address the needs of individual customers and property owners, while adding functionality to major citywide legacy databases (including CAMIS) and providing the city with better information on debtors.

City agencies impacted by NYCSERV include:

- Environmental Control Board (ECB)

- Department of Health (DOH)

- Department of Consumer Affairs (DCA)

- Department of Finance, which includes the Parking Violations Operations and the Commercial Adjudication Unit (PVO/CAU)

- Department of Environmental Protection (DEP)

1.1.2   Adjudications Overview

Adjudications is the component of NYCSERV that is used to automate the adjudication process for the agencies named above. The adjudication process is responsible for the resolution, by settlement or formal hearing, of all violations within the jurisdiction of these departments.

The four functional modules that exist within the Adjudications system are:

- Administration – Incoming Mail Processing, Hearing Scheduling and Maintenance of the Work In-Basket

- Reception – Maintenance of Hearing Requests and the Q-MATIC Number System

- Case Load Management – Creation and Maintenance of Electronic Case Folders (ECFs), ALJ Profiles and Hearing Calendars

- Hearings – Adjudication of Live Hearings, Hearings by Mail (HBM), and Conferences

2 Audience and Gap Analysis

An Audience and Gap Analysis is conducted to identify the end-users of a software application, and to compare the skills used to perform effectively in the current work environment with those that will be needed after the introduction of a new software application.

For the Adjudications component of NYCSERV, the first objective is to identify the various audience groups that will require training. This includes acquiring information about the end-users' basic demographics, preferred learning styles, current skill levels, and how they differ from one another.

The second objective is to compare the skills used in the current work environment (the As-Is environment) to those that will be needed after the Adjudications system is implemented (the To-Be environment). Any gaps discovered between the As-Is and To-Be skills will determine the training and support end-users will need.

2.1 Audience Groups

The Audience and Gap Analysis was conducted through a series of interviews with NYCSERV project personnel and managers within each of the agencies. The following groups were identified as requiring training in different aspects of the Adjudications system:

- Customer Service Representatives
- Administrative Support Personnel
- Receptionists / Facilitators
- Administrative Law Judges
- Settlement / Conference Officers
- Managers / Supervisors

2.2 Audience Size

The size and skill level of each audience was also determined through the Audience and Gap Analysis interviews. The audience size, and skill levels, for each agency are listed below:

Functionality	Agency	NYCSERV Role	Users	#	Skill Level H	M	L
Calendaring ALJs	PVO/CAU	CLM	Director of Adjudications	1	✓		
			Calendar Unit Supervisor	1	✓		
			Calendar Staff	5	✓		
			Supervising ALJs	7	✓	✓	✓
			Senior ALJs	35	✓	✓	✓
	DCA	CLM	Calendar Unit, Managers (for commercial cases), Hearing Support and Word Processing Units, Settlement, Clerical Staff, Settlement Officers	15	✓	✓	✓
	ECB	CLM	Managing Attorney	6	✓		
			Court Clerk	1	✓		
	DOH	CLM	Director of Adjudications	1	✓		
Calendaring Total				**72**			
Scheduling Cases	PVO	CLM	N/A	0			
	CAU	CLM	Clerical Associates	7		✓	
	DOH	CLM	Admin Managers	2	✓		
			Director of Adjudications plus 1 to cover	2	✓		
	DCA	CLM	Managers	3	✓		
	ECB	Facilitator	Clerical Staff	3	✓	✓	✓
Scheduling Total				**17**			
Hearing Preparation	PVO	Admin Support	CSRs	87		✓	
	CAU	Admin Support	Fedcaps and Temps	9			✓
	DOH	Admin Support	Calendaring Clerks	2			✓
	DCA	Admin Support	All except ALJs	15	✓	✓	✓
	ECB	Admin Support	Clerical Staff	35	✓	✓	✓
Hearing Prep Total				**148**			