USA Hire℠
Transforming Government One Hire At A Time

September 23, 2020

The USA Hire Working Group meeting will begin shortly.

Please log in to Adobe Connect prior to calling in so that your name is tied to your phone number

Audio Conference Options:

- **Dial-out [Receive a call from the meeting] – Preferred Method**

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Agenda

- USA Hire Contract Update
- USA Hire Resources Update
- Executive Order and USA Hire
- Assessment Strategy Part 4: Assessment Approaches for Common Hiring Situations

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Use the Chat feature in Adobe Connect to pose questions to the presenters.

USA Hire Contract

Presenter: Sharon Wilborn, Customer Outreach Lead, USA Hire

OPM is collaborating with the General Services Administration to establish a new USA Hire contract that will be available to Federal agencies.

Key milestones:

- Request for Proposals (RFP) was released in August
- Anticipate a mid-November award
- Will require a minimum of one year to migrate all USA Hire assessment batteries to the new platform and integrate the platform with USA Staffing.

USA Hire Resource Updates

- USA Hire Myths
- USA Hire FAQs
- USA Hire User Guide
- Competency Look-Up Tool

USA Hire Resources - Myths

Presenter: Sharon Wilborn, Customer Outreach Lead, USA Hire

Myth #11: USA Hire standard assessments can be used for any position for which a standard assessment is available.

- Truth: USA Hire standard assessments are valid for non-supervisory positions only.

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USA Hire Resources - FAQs

Presenter: Sharon Wilborn, Customer Outreach Lead, USA Hire

25. How long is an applicant's USA Hire score reused for future JOAs advertising the same occupational series that also use USA Hire?

26. Is an applicant's previous score reused for a JOA in a different job series?

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USA Hire Resources – User Guide

Presenter: Sharon Wilborn, Customer Outreach Lead, USA Hire

Assessment Package – Updated instructions to loading USA Hire assessments for multiple grades.

Reports – Instructions for two reports:

- USA Hire Vacancy Log
- Claimed Reasonable Accommodation Report

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USA Hire Resources – Competency Look-Up Tool

Presenter: Sharon Wilborn, Customer Outreach Lead, USA Hire

- Available directly on USA Hire Resource Center. No max.gov log in required.

Series

0018 Safety & Occupational Health Manage...	0020 Community Planning	0023 Outdoor Recreation Planning
0025 Park Ranger	0028 Environmental Protection Specialist	0080 Security Specialist
0099 General Trainee	0101 Social Science	0110 Economist
0130 Foreign Affairs	0150 Geography	0170 History
0180 Psychology	0193 Archaeology	0199 Social Science Trainee
0201 Human Resources Specialist	0203 Human Resources Assistant	0299 Human Resources Management Train...
0301 Miscellaneous Administration & Progr...	0303 Miscellaneous Clerk and Assistant	0304 Information Receptionist
0305 Mail & File	0318 Secretary	0326 (OA) Clerical & Assistance

Grade

GS - 01	GS - 02
GS - 03	GS - 04
GS - 05	GS - 06
GS - 07	GS - 08
GS - 09	GS - 10
GS - 11	GS - 12
GS - 13	GS - 14
GS - 15	

Competencies Included in USA Hire Standard Assessments for [Select a] Series, [Select a Grade]

Accountability	Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.
Arithmetic	Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

How does USA Hire meet the E.O. requirements?

1. USA Hire measures general competencies directly related to the position.
2. USA Hire does not rely on an applicant's self-evaluation.
3. USA Hire uses professionally developed, reliable, and valid assessments that can be used governmentwide and off-the-shelf.
4. USA Hire offers assessments for:
   a) Occupational specific non-supervisory positions
   b) Supervisory and Management positions
   c) Executive positions
   d) Writing ability
   e) Program/project management
   f) Custom assessments tailored for unique agency needs

Assessment Strategy

Presenter: Michael Blair, Lead Personnel Research Psychologist, AEB

- Fourth in a series of sessions on assessment strategy
- Today
  - Developing Your Assessment Strategy Part 4: Assessment Approaches for Common Hiring Situations

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Summary of Part 1

Aka, what you may have missed in November

- In part 1, we discussed **Questions and Considerations** when developing your assessment strategy
- Focus was on four areas:
  - Context
  - Stakeholders
  - Content
  - Process

- The slides and replay of Part 1 are available on the USA Hire Resource Center

Summary of Part 2

Aka, what you may have missed in January

- In part 2, we discussed **9 Types of Assessments** that are commonly used as part of an assessment strategy
  - Including the validity of each to predict future job performance
- We focused on two assessments used governmentwide:
  - USA Staffing **Assessment Questionnaires**
    - Self-report measures of job-related training, education, and experience
  - USA Hire **Standard Assessment Batteries**
    - Objective measures of general competencies (e.g., reasoning, decision making, flexibility)
- The slides and recordings of part 1 and part 2 are available on the USA Hire Resource Center

Summary of Part 3

Aka, what you may have missed in June

- In part 3, we discussed the **Whole Person Approach** and why this is important to your assessment strategy
  - Measuring the whole person allows us to better predict job performance
- We focused on whole person job analysis and using a **palette of assessments** to measure the whole person
- The goal of whole person assessment is to **complete enough of the puzzle** to make a sound and effective decision

- The slides and recordings of parts 1 through 3 are available on the USA Hire Resource Center

- Defining Assessment
- Common Hiring Authorities
- Unique Hiring Authorities
- Other Hiring Situations

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Defining Assessment

- Assessment
  - A systematic approach to gathering information about individuals
  - Used to make selection, promotion, or other career-related decisions
- Assessment Tool
  - Any procedure used to measure an individual's employment or career-related qualifications and interests
  - Includes objective, subjective, and projective measures
- Assessment Strategy
  - Plan for designing and implementing one or more assessment tools for an organization, occupation, or a specific situation

Defining Good Assessment

- Reliability
  - How well an assessment measures a characteristic
  - Produces dependable, repeatable, and consistent information
  - Reliability ranges from 0 to 1
  - *Good* reliability is .80 to .89, *Excellent* reliability is .90 and above
- Validity
  - What is measured and how well it is measured
  - Degree to which an assessment accurately predicts an outcome
  - Validity ranges from 0 to 1
  - *Useful* assessments have validities in the .20 to .60 range

A Note About Today's Session

- Addresses common (and sometimes not so common) hiring situations and potential assessment strategies for these situations
- Focus is on providing examples of assessments readily available and/or often used in the Federal government
- Your assessment strategy should drive assessment choice
- When in doubt, ask your friendly Personnel (Research) Psychologist for assistance!

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Common Hiring Authorities
Delegated Examining

- In a typical Delegated Examining scenario, we know little about the applicants
  - A palette of assessments is usually the best strategy
  - USA Hire belongs in your palette
- Entry-level, no technical competencies
  - USA Hire Standard and/or Automated Writing Assessment
- Mid-level, some technical competencies required
  - AQ, USA Hire Standard or Premium, Resume, Structured Interview
- Senior-level, technical competencies differentiate
  - AQ, USA Hire Premium or Custom, SME Process (SMEQA), Structured Interview

Common Hiring Authorities

Merit Promotion - Government Wide

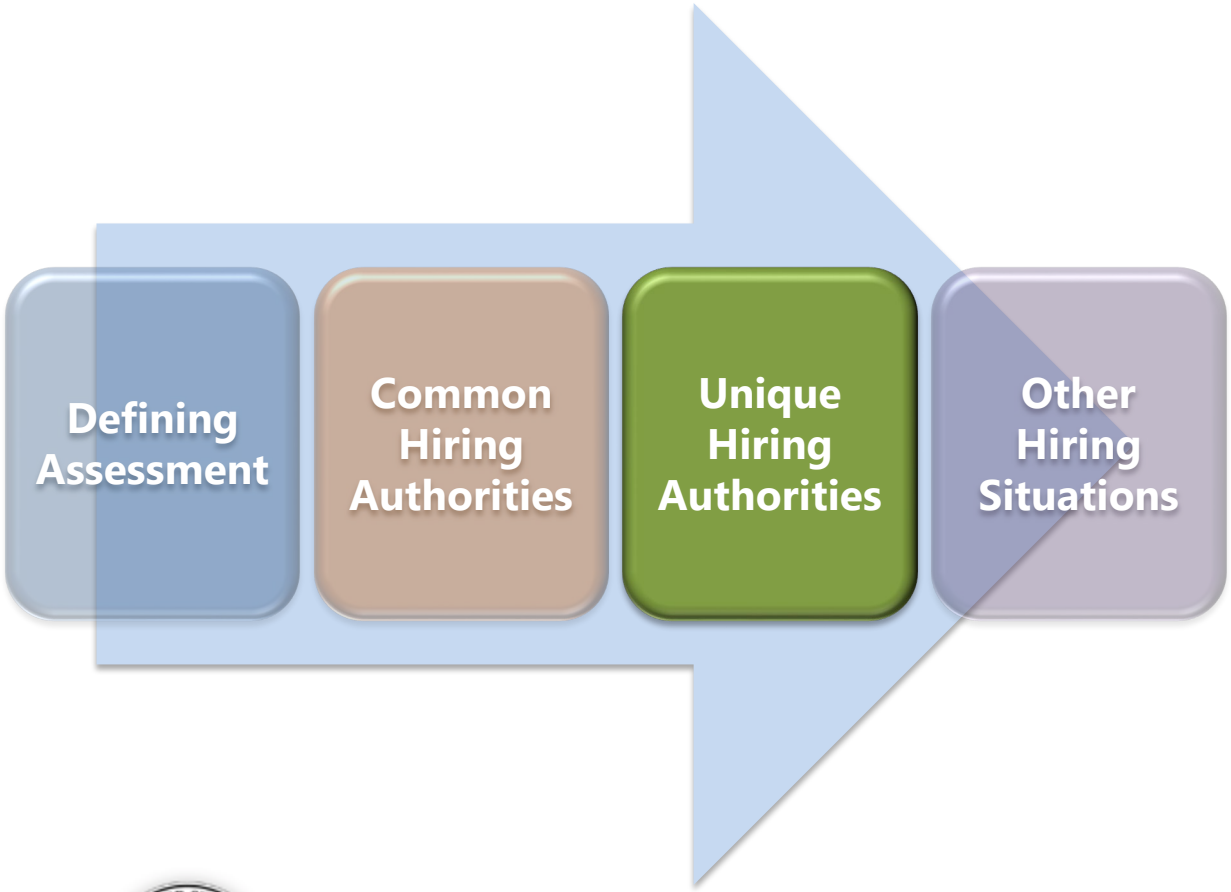
Return to Delegated Examining

Common Hiring Authorities
Merit Promotion - Internal

- Internal merit promotion comes in two broad flavors:
  - Limited to a specific group (e.g., department, division)
  - Open to all within the agency
- Limited Merit Promotion or smaller agencies
  - AQ, SME Process (SMEQA), Structured Interview
  - USA Hire may be beneficial if general competencies differentiate
- Agency-wide Merit Promotion for large agencies
  - Return to Delegated Examining

Common Hiring Authorities
Direct Hire

- Myth
  - Assessments cannot be used with Direct Hire Authorities (DHAs)
- Truth
  - Rarely do DHAs limit the use of assessments
  - You still need an assessment strategy for most DH scenarios
- When using DH to speed up the hiring process
  - AQ and USA Hire Standard or Premium can facilitate the process
  - When minimum proficiency is critical, cut scores can be effective
- When using DH to address hard to fill, specialized roles
  - AQ, SME Process (SMEQA), Structured Interview



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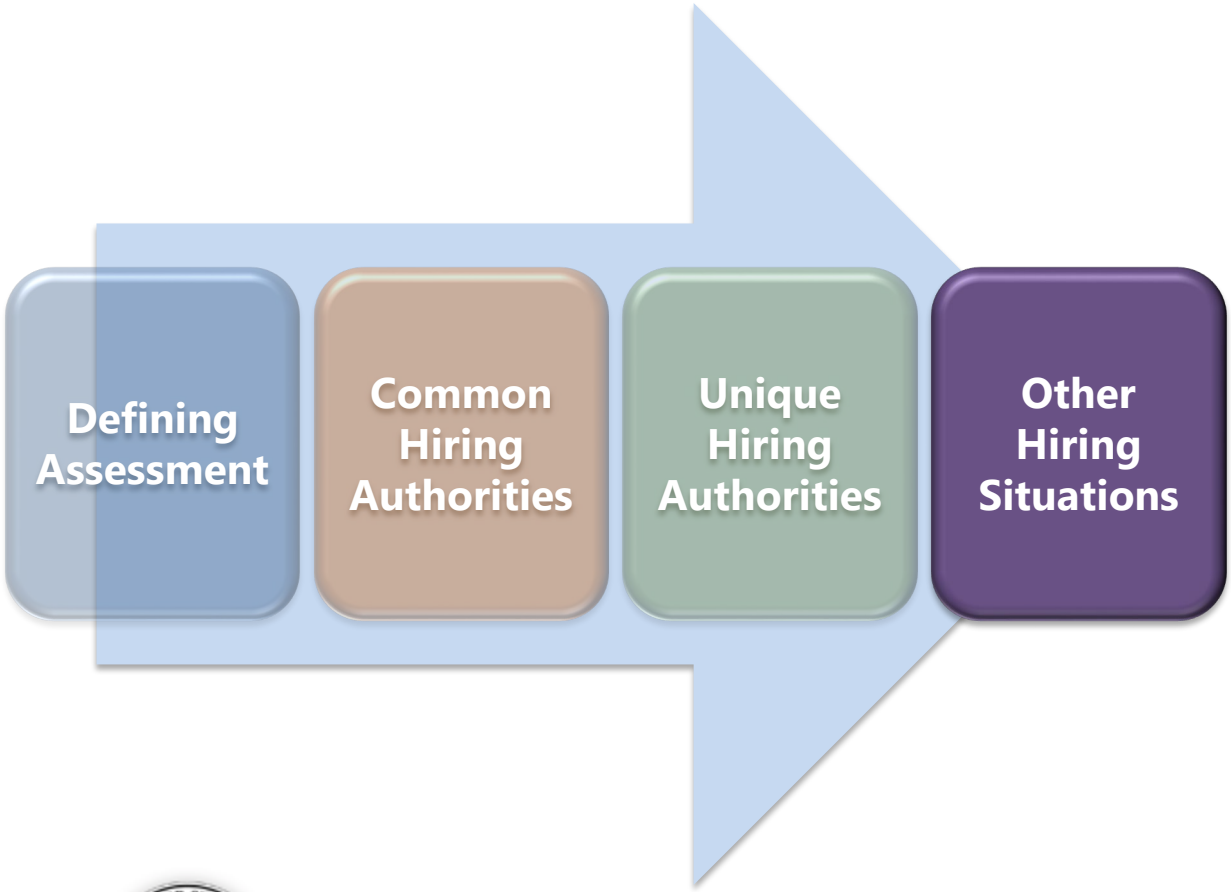
Unique Hiring Authorities
Pathways Program

- Student Intern, no technical competencies required
  - USA Hire Standard (xx99), AWA, Structured Interview
- Student Intern, some technical competencies required
  - USA Hire Standard (xx99), SME Process, Structured Interview
- Recent graduate, no technical competencies required
  - USA Hire Standard (series specific), AWA, Structured Interview
- Recent graduate, some technical competencies required
  - AQ, USA Hire Standard (series specific), resume, SMEQA, SI
- Recent graduate, technical competencies differentiate
  - AQ, USA Hire Premium or Custom, SMEQA, Structured Interview

Unique Hiring Authorities
Veterans Preference and ICTAP/CTAP

- Myth
  - Assessments add no to little value when veterans preference, ICTAP/CTAP, or other preference-based hiring approaches are in place
- Truth
  - When used appropriately, assessments help to ensure a qualified individual is hired under preference-based approaches
- Preference applies to applicants who are qualified
  - A combination of assessments measuring the required general competencies (USA Hire) and technical competencies (AQ, SME Process, Structured Interview) help identify qualified applicants
  - Cut scores can be used to ensure minimum level of proficiency



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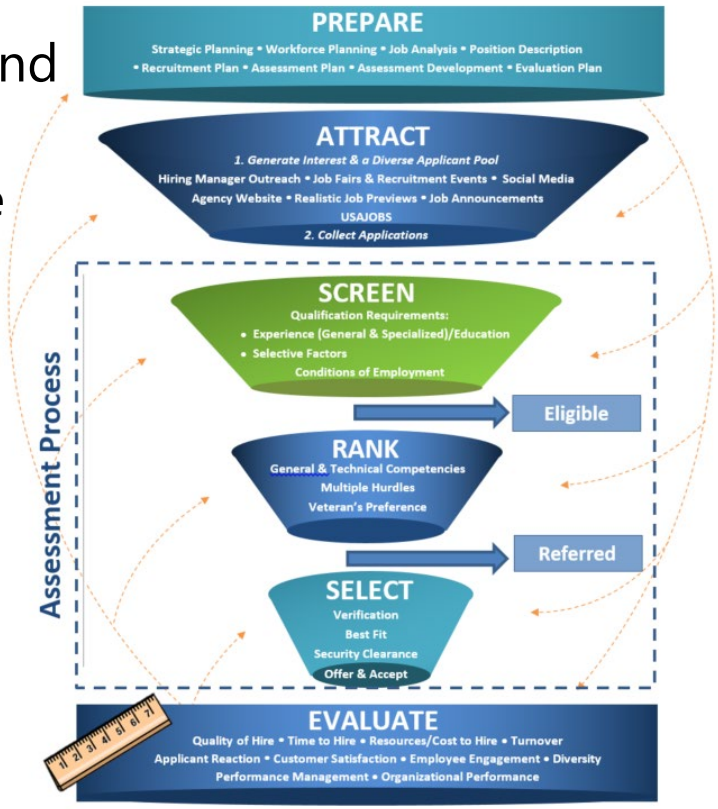
Other Hiring Situations
Supervisory Positions

- Making an effective supervisory or managerial level hire is critical to the long-term success of the organization
- A common mistake is hiring for technical competence, rather than leadership competence
- USA Hire offers 3 selection-focused leadership assessments
  - Federal Supervisor Assessment (off-the-shelf)
  - Supervisory Situational Judgement Test (tailored)
  - Executive Assessment suite (pick and choose)
- One effective assessment strategy is to use an AQ, a USA Hire leadership assessment, and a structured interview

Other Hiring Situations
High Applicant Volume

- A well designed and well implemented assessment strategy can be your best friend in high volume applicant situations
  - Goal is to successfully manage the volume while identifying top applicants
- Well suited for multiple hurdles
  - Future USA Staffing capability
- AQ to address eligibility and technical aspects
- USA Hire is an effect tool
  - Reduces casual appliers
  - Cut scores ensure minimum proficiency
  - Effectively differentiates among applicants



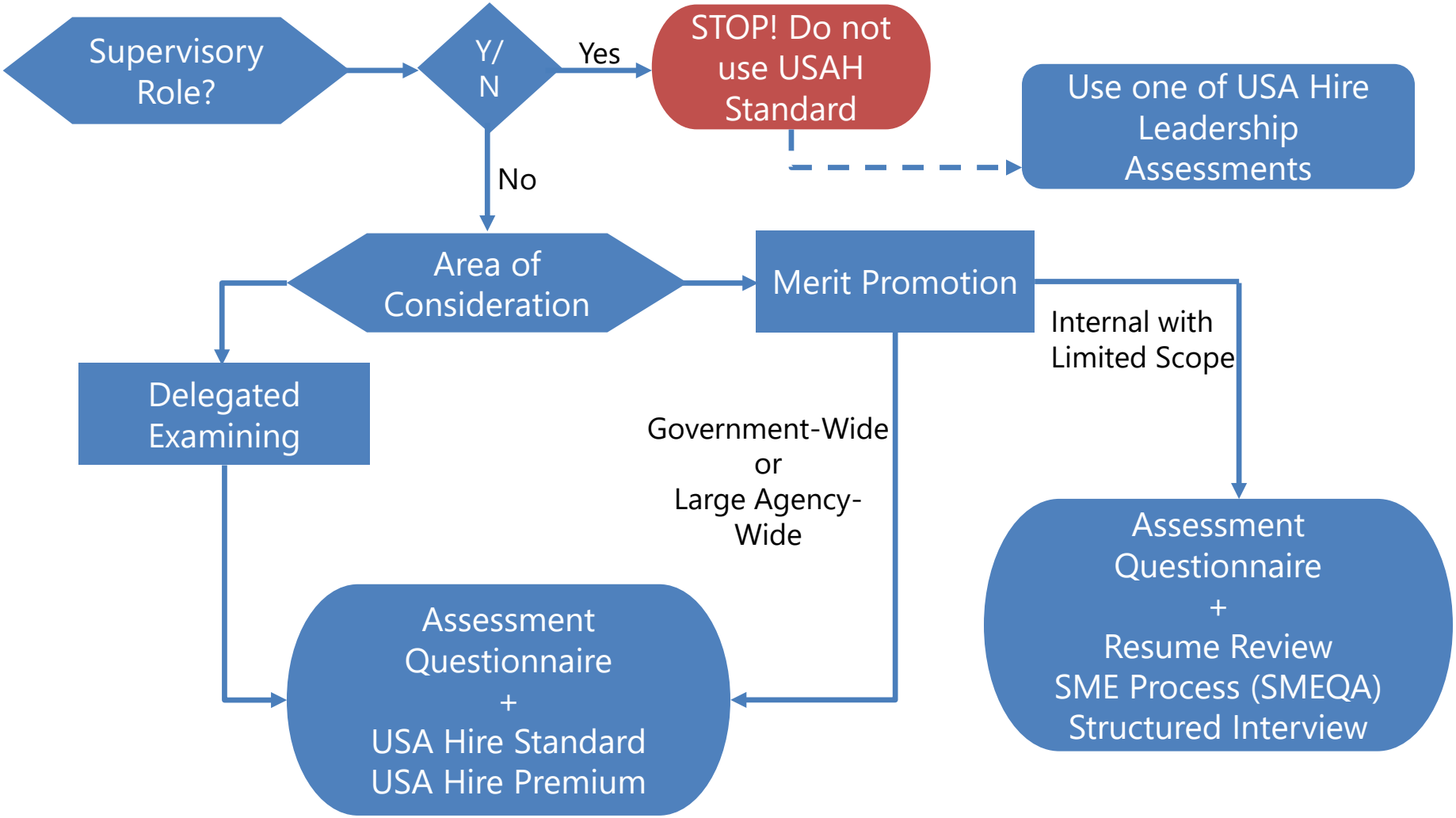
Other Hiring Situations
Low Applicant Volume

- Myth
  - Assessments should not be used in low applicant volume situations
- Truth
  - Assessments may be even more important in low applicant situations
- A sound assessment strategy is critical
  - Avoid "panic" or "warm body" hiring
  - Critical competencies are still required for job success
  - Resume review, SME Process (SMEQA), Structured Interview

Other Hiring Situations
Hard to Fill Positions

Return to Low Applicant Volume

A Basic USA Hire Decision Tree



Thank
You