



# USA Staffing Reporting and Analytics

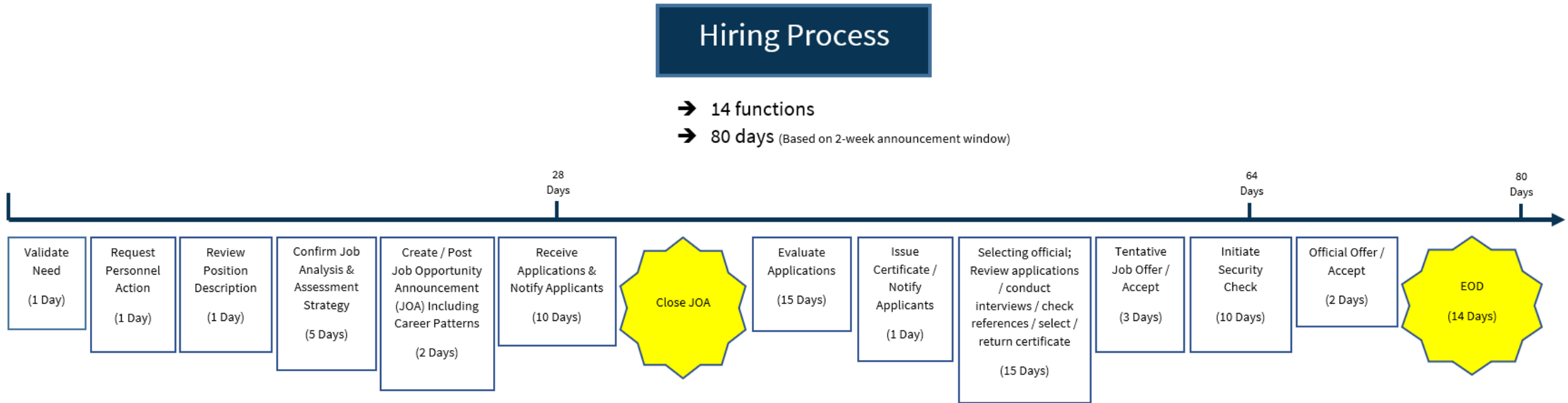
**Time to Hire Overview**  
*June 9, 2023*

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# Time to Hire

The Time to Hire package and its standard reports include **pre-calculated metrics** identifying the amount of time between milestones in the **OPM 80-Day Hiring Process Roadmap**.



## Overall Time to Hire

The number of days from when the manager validates the hiring need against agency workforce, staffing, or recruitment plans (Hiring Need Validated Date) to the date the new hire enters on duty (Confirm EOD Date)

## Hiring Phases and Milestones

Agencies can monitor hiring phases and milestones through standard or agency-specific workflows and tasks to identify potential bottlenecks in the process.



# Data Collection and Preparation

Time to Hire reporting has been automated to **improve the efficiency of data collection, strengthen data accuracy, and reduce the reporting burden.**

- As HR staff perform actions within USA Staffing, time to hire data is automatically collected and analyzed within the Time to Hire data warehouse.
- The Time to Hire data warehouse enables reporting on milestones identified in the OPM 80-Day Hiring Model as well as agency-specific hiring processes.
- Automated data collection and analysis is reliant on the use of workflows and tasks:
  - Identification of steps in the staffing process
  - Track activation date, completion date, and task owner (e.g., HR User, Hiring Manager, New Hire)
  - Document expected time to complete each milestone
- Visit the USA Staffing Resource Center for guidance and templates for creating workflows and tasks: <https://help.usastaffing.gov/ResourceCenter/index.php/Resources> – see the “Workflows and Tasks” section



# Populating Time to Hire Data

**Overall time to hire is automatically calculated** for all requests. Data on **hiring phases and milestones** is only **available if workflows and tasks are set up** appropriately.

## 1. USA Staffing Workflows

- A workflow is a bundle of tasks that can be assigned at the same time and includes established due dates for each task.
- Tasks are assignments that must be completed by an HR User, Hiring Manager, Onboarding User, and/or New Hire in order to complete the staffing process.
- Agencies can use system-wide or create custom workflows and/or tasks.

Workflow Name  
OPM 80-day

Workflow Properties Workflow Activities

Activities 9

	Task Name	Task Rules	Purpose	Owned By
<input type="checkbox"/>	Complete Assessment Package	1	Staffing	Human Resources
<input type="checkbox"/>	Release Announcement	1	Staffing	Human Resources
<input type="checkbox"/>	Review Applicants	1	Staffing	Human Resources
<input type="checkbox"/>	Issue Certificates	1	Staffing	Human Resources
<input type="checkbox"/>	Send Certificates	1	Staffing	Human Resources
<input type="checkbox"/>	Notify Applicants Of Referral	1	Staffing	Human Resources
<input type="checkbox"/>	Make And Return Selections	1	Staffing	Hiring Manager
<input type="checkbox"/>	Audit Certificates	1	Staffing	Human Resources
<input type="checkbox"/>	Notify Applicants Of Referral Disposition	1	Staffing	Human Resources



# Populating Time to Hire Data

## 2. Initiate a Request and Assign a Workflow

- The Hiring Need Validation date, specified for the request, is the starting point for Time to Hire reporting
  - The date is either:
    - Identified by the HR User when creating the request; or
    - Collected from an agency via an interconnection; or
    - Calculated as 2 days prior to the Request Approval Date (system-generated)
- Workflow assignment is required to create a vacancy

Request 20141006-11867

Request Number: 20141006-11867    Customer: Office of the Chief Financial Officer    Request Type: New Vacancy    Status: Incomplete

Request Information > Location Information > **Staffing Approach**

Documents 0    Notes 0    History

### Vacancy to be Created 1

Vacancy Type	Office	USAJOBS Announcement Type	Workflow	Rating Combination
<input type="checkbox"/> Case Exam	NARA	<input checked="" type="checkbox"/> Public (U.S. Citizens and Non-Citizens) <input checked="" type="checkbox"/> Status (Federal/Veteran/Other Eligible) <input type="checkbox"/> Internal Merit Promotion	OPM 80-day	<input checked="" type="checkbox"/> 0201-9(Classification) <input checked="" type="checkbox"/> 0201-11(Classification) <input checked="" type="checkbox"/> 0201-9(Employee Relations) <input checked="" type="checkbox"/> 0201-11(Employee Relations)



# Populating Time to Hire Data

## 3. Complete Tasks

- As HR Users and Hiring Managers work through the staffing process, tasks are completed and Time to Hire data is automatically populated.

### Tasks (17)

Task	Owner	Due Date
Notify Applicants Of Referral Disposition	Kristi Balant	12/24/2022
Audit Certificates	Kristi Balant	12/24/2022
Schedule Drug Test for Monica Pierce	Kristi Balant	12/25/2022
Complete Assessment Package	Kristi Balant	12/26/2022
Release Announcement	Kristi Balant	12/28/2022
Make And Return Selections	Kristi Balant	01/05/2023
Review Applicants	Kristi Balant	01/05/2023



Request Number	Hiring Need Validation Date	Hiring Need Validated to Request Approval	Request Approval to Announcement Open	Announcement Open to Close	Announcement Close to Certificate Issued	Certificate Issued to Certificate Returned
18MAR6ECW4YN01X123115	03/01/2018	1	10	4	4	6
18MAR6ECW4YN01X123117	03/01/2018	1	10	7	2	6
18MAR6ECW4YN01X123119	03/01/2018	1	10	3	1	4



# Populating Time to Hire Data

## 4. New Hire Enters on Duty

- When the new hire successfully completes onboarding tasks and enters on duty, HR Users and/or Onboarding Users complete the "Verify the New Hire Arrived for their First Day of Duty" task, which completes time to hire measurement for the request.

Tasks 8 Assign Workflow Add Task

All Statuses Human Resources

<input type="checkbox"/>	Task Name	Owner	Status	Due	Completed Date
<input type="checkbox"/>	Set Document Type for New Hire Documents	Marius Acklin	Complete		03/05/2021
<input type="checkbox"/>	Send Tentative Offer	Marius Acklin	Complete	03/06/2021	03/05/2021
<input type="checkbox"/>	Send Official Offer	Marius Acklin	Complete	03/06/2021	03/05/2021
<input type="checkbox"/>	Receive Tentative Offer Response	Marius Acklin	Complete	03/07/2021	03/05/2021
<input type="checkbox"/>	Receive Official Offer Response	Marius Acklin	Complete	03/07/2021	03/05/2021
<input type="checkbox"/>	Verify the New Hire Arrived for their First Day of Duty	Marius Acklin	Complete	03/25/2021	03/05/2021
<input type="checkbox"/>	Transmit Documents to eOPF	Marius Acklin	Complete	06/03/2021	06/14/2021
<input type="checkbox"/>	Transmit Forms to eOPF	Marius Acklin	Complete	06/03/2021	06/14/2021



# Time to Hire Reporting

The **Time to Hire data warehouse** includes **detailed data** as well as **standardized, pre-calculated metrics** for time to hire reporting.

- Data is updated ~3 times per day
- A library of reports is available to all reporting users. Reports are designed to provide high level metrics and/or detailed data, as well as to respond to mandatory time to hire reporting requirements.

A screenshot of the USA Staffing reporting interface. The top header is dark blue with the text "USA Staffing®". Below the header is a navigation sidebar with four items: "Home" (house icon), "Search" (magnifying glass icon), "My content" (folder icon), and "Team content" (folder icon with person icon). The main content area shows a breadcrumb trail: "USA Staffing Packages and Folders > Time to Hire". Below the breadcrumb are three report entries, each with a document icon, a title, and a timestamp:

- MCO Staffing Resource Chart  
5/17/2022 1:44 PM
- Time to Hire Detail Report  
7/27/2022 1:57 PM
- Time to Hire Summary Report (Completed Requests)  
11/13/2020 12:11 PM



# Time to Hire



## MCO Staffing Resource Chart

Displays time to hire in the format required by OPM for annual time to hire reporting.

### MCO Staffing Resource Chart

**Organizations:** Office of Personnel Management, OPM Program  
**Fiscal Year:** 2021  
**Request Types:** New Vacancy, Onboard New Hire  
**Additional Occupations or Commonly Filled Positions:** All parameter options

#### OPM Program

Mission Critical Occupations and Series	(T2H-1) Total Number of Hires (Oct 1, 2020 - Sep 30, 2021)	(T2H-2) Average number of calendar days per hire from manager's hiring need validation to when Tentative Offer was accepted (Oct 1, 2020 - Sep 30, 2021)	(T2H-3) Average number of calendar days per hire from manager's hiring need validation to Entry on Duty (Oct 1, 2020 - Sep 30, 2021)	(T2H-4) Average number of calendar days per hire from when the JOA closed to when Tentative Offer was accepted (Oct 1, 2020 - Sep 30, 2021)
<b>All Hires</b>	12	20.2	67.8	-3.0
<b>Government-wide MCOs</b>				
0201 - Human Resources Management	7	29.7	45.4	17.5
Cybersecurity (all occupations, including 2210)				
<b>Agency or Sub Agency Specific MCOs and Any Additional Occupations or Commonly Filled Positions</b>				
0343 - Management And Program Analysis	2	0.0	1.0	-44.0
0487 - Animal Science	1		8.0	
0650 -	1	2.0	485.0	
4602 -	1	2.0	0.0	
<b>SES Leadership</b>				

Team Content > USA Staffing Packages and Folders > Time to Hire

# Time to Hire



## Time to Hire Detail Report

Report displaying detail level data on the milestones of the hiring process and the overall time to hire.

Staffing Organization Name	Staffing Office Name	Request Number	Request Type	Vacancy Number	Vacancy Type	Vacancy Announcement Types	Announcement Number	New Hire Name	New Hire Number	New Hire Creation Date	New Hire Veterans Preference Status	New Hire Customer Name	New Hire Pay Plan	New Hire Series	New Hire Grade	Hiring Need Validation Date	Request Personnel Action Date	Request Approval Date	JOA Review Sent Date	JOA Review Returned Date	Announcement Open Date	Announcement Close Date	Certification Issue Date
OPM Program	Program Office	20221031-60542	Onboard New Hire					Thirty-First, Tester	HLEJ9-ZH8C	10/31/2022	NV - No Preference Claimed	Testing Division	GS	4749	8	10/29/2022	Oct 30, 2022	10/31/2022					
OPM Program	Program Office	20221201-71626	Onboard New Hire					Smith, Ariana	HK9DH-2GQW	12/01/2022		Testing	GS	0020	5	12/01/2022	Dec 1, 2022	12/01/2022					
OPM Program	Program Office	20221221-28554	Onboard New Hire					Hobbs, Buddy	H9IYN-L8H4	12/21/2022	NV - No Preference Claimed	Account Management Branch	GS	5001	8	12/21/2022	Dec 21, 2022	12/21/2022					
OPM Program	Program Office	ACCT510-15-DJ	New Vacancy	10002835	Case Exam	DE, ST	FY16-10002835-DJ	Brown, Tammy	H78MC-2SVA	02/18/2016	NV - No Preference	Customer D	GS	0510	15	02/14/2016	Feb 15, 2016	02/16/2016			02/16/2016	06/30/2016	02/16/20
OPM Program	Program Office	20220511-18691-0001-CD	Additional Selection	10142329	Case Exam	DE	DE-22-10142329-NW-MM	Oleander, Majorie	H46B1-N5YZ	05/13/2022	SSP - 0-point Sole Survivorship Preference	Cat Nation	DC	0023	10	05/11/2022	May 12, 2022	05/13/2022			05/11/2022	06/30/2022	05/13/20
OPM Program	User Support Office	20210719-70619	New Vacancy	10131161	Case Exam	ST	21-10131161-KA	Acras, Kona	HXCJ-1MVF	01/11/2022		User Support Customer	GS	0343	13	07/19/2021	Jul 20, 2021	07/21/2021			08/11/2021	08/16/2021	09/07/20

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# Time to Hire



## Time to Hire Summary Report (Completed Requests)

Report displaying summary level data on the milestones of the hiring process and the overall time to hire.

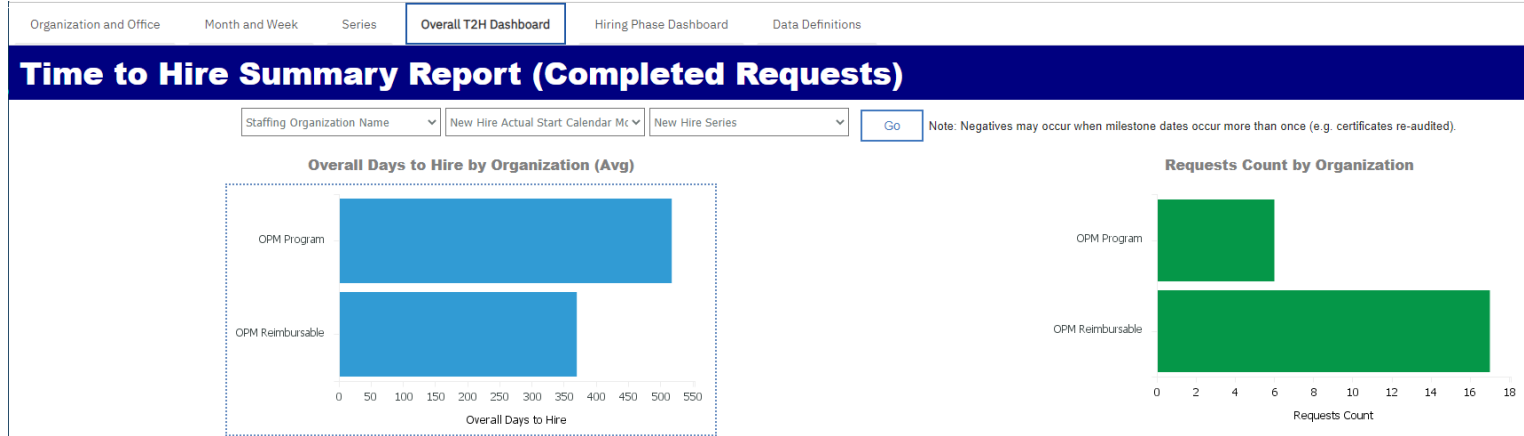
Organization and Office | Month and Week | Series | Overall T2H Dashboard | Hiring Phase Dashboard | Data Definitions

### Time to Hire Summary Report (Completed Requests)

**Organizations:** OPM Program, OPM Reimbursable, RPI Testing Organization  
**Fiscal Year:** 2023  
**Month(s):** All parameter options  
**Request Types:** All parameter options  
**Vacancy Types:** All parameter options  
**Series:** All parameter options

Note: Negatives may occur when milestone dates occur more than once (e.g. certificates re-audited).

Staffing Organization Name	Staffing Office Name	Requests Count	Hiring Need Validated to Tentative Offer Accepted	Overall Days to Hire (Hiring Need Validated Date)	Request Approval to JOA Review Sent	JOA Review Sent to JOA Review Returned	JOA Review Returned to Announcement Open	Announcement Open to Close	Announcement Close to Certificate Issued	Certificate Issued to Certificate Returned	Certificate Returned to Certificate Audited	Certificate Audited to Tentative Offer Sent	JOA Closed to Tentative Offer Accepted	Tentative Offer Sent to Official Offer Sent	Official Offer Sent to Entry on Duty
OPM Program	Program Office	5	3.3	531.6				92.5	-135.0			4.0	-129.0	0.0	86.0
	User Support Office	1	427.0	445.0				5.0	22.0			305.0	399.0	18.0	0.0
<b>OPM Program - Summary</b>		<b>6</b>	<b>109.2</b>	<b>517.2</b>				<b>63.3</b>	<b>-56.5</b>			<b>154.5</b>	<b>135.0</b>	<b>9.0</b>	<b>57.3</b>
OPM Reimbursable	Philadelphia Services Branch	14	2.5	203.0				89.0	-113.3	0.0	0.0		-10.0	0.0	0.0
	San Antonio Services Branch	3	3.0	1,147.3				72.3	-0.5	42.0		1.0	0.0	1,323.0	-2.0
<b>OPM Reimbursable - Summary</b>		<b>17</b>	<b>2.6</b>	<b>369.6</b>				<b>82.8</b>	<b>-68.2</b>	<b>10.5</b>	<b>0.0</b>	<b>1.0</b>	<b>-6.7</b>	<b>441.0</b>	<b>-0.2</b>
<b>Overall - Summary</b>		<b>23</b>	<b>41.4</b>	<b>408.1</b>				<b>77.5</b>	<b>-64.9</b>	<b>10.5</b>	<b>0.0</b>	<b>103.3</b>	<b>50.0</b>	<b>268.2</b>	<b>15.5</b>



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# Custom Reports

Users with **report author access** have the ability to modify existing reports and develop custom reports based on USA Staffing data packages.

The screenshot shows the USA Staffing report editor interface. The top navigation bar includes the USA Staffing logo, a 'New report \*' dropdown, and navigation arrows. Below the navigation bar, the breadcrumb path is 'Report > Pages > Page1'. The left sidebar, titled 'Insertable objects', contains a search bar and a tree view of report categories: 'Time to Hire', 'Presentation View', and 'Time to Hire' (with sub-items: 'Announcement Information', 'Metrics', 'Milestone Dates', 'New Hire Information', 'Organizational Information', 'Request Information', 'Task Information', 'Vacancy Information', 'Appointing Authorities', 'Mission Critical Occupations', 'Vacancy', and 'Vacancy Position Descriptions'). The main workspace displays a table with the following columns: 'Staffing Organization Name', 'Staffing Office Name', 'Request Number', 'Request Type', 'Vacancy Number', 'Vacancy Type', 'Vacancy Announcement Types', and 'Announcement Number'. The table contains three rows of placeholder data, each starting with '<Staffing Organization Name>'. A toolbar with various icons for report manipulation is located above the table.

Staffing Organization Name	Staffing Office Name	Request Number	Request Type	Vacancy Number	Vacancy Type	Vacancy Announcement Types	Announcement Number
<Staffing Organization Name>	<Staffing Office Name>	<Request Number>	<Request Type>	<Vacancy Number>	<Vacancy Type>	<Vacancy Announcement Types>	<Announcement Number>
<Staffing Organization Name>	<Staffing Office Name>	<Request Number>	<Request Type>	<Vacancy Number>	<Vacancy Type>	<Vacancy Announcement Types>	<Announcement Number>
<Staffing Organization Name>	<Staffing Office Name>	<Request Number>	<Request Type>	<Vacancy Number>	<Vacancy Type>	<Vacancy Announcement Types>	<Announcement Number>

**Cognos Report Elements:**

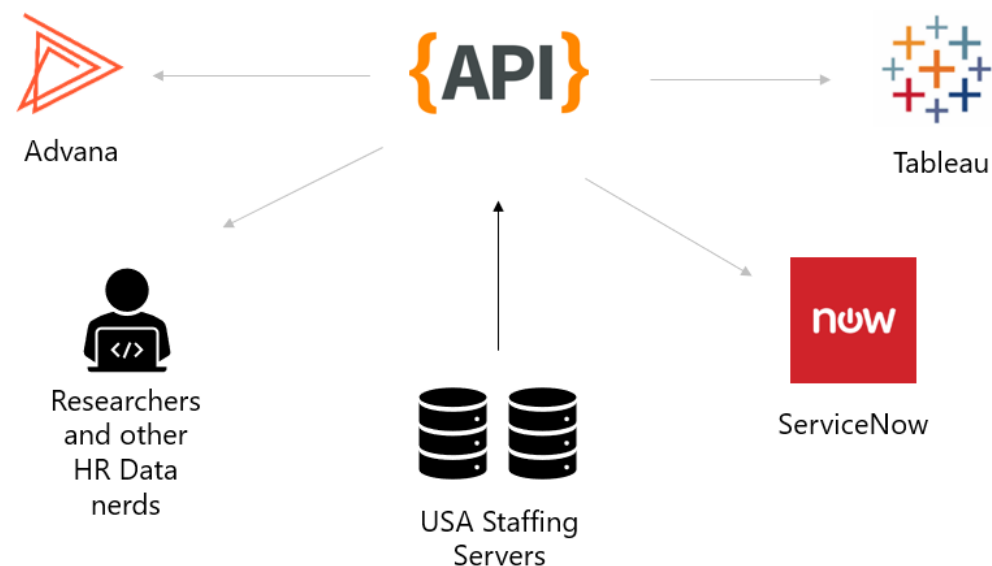
- List
- Crosstab
- Charts
- Visualizations



## USA Staffing Data APIs

### Time to Hire API

- Provides detailed data about the time it takes to complete sub-tasks related to hiring a federal employee through USA Staffing.
- Returns data about each request, including days to hire and critical time to hire dates.
- Provides direct links to associated APIs for the announcements, customers, offices, organizations, requests, new hires, and vacancies APIs.



# Best Practices for Accurate Time to Hire Reporting

- **Workflows and Tasks**

- Ensure workflows with the appropriate tasks are created and utilized for staffing and onboarding activities
- When using the OPM 80 Day Workflow, the standard Time to Hire reports capture key milestones
- When using custom workflows:
  - Custom reports can be developed to capture key milestones
  - Ensure each step/stage is created to eliminate gaps in time (i.e., one event is the end point of one step and the starting point of the next step)
- **Data is only reportable if actions and information are being completed within or entered into the USA Staffing system!**

- **Tags**

- Appointing Authority and/or Mission Critical Occupation tags can be used to track different types of hiring (e.g., Direct Hire)
- Tags can be applied to requests, vacancies, and/or new hires

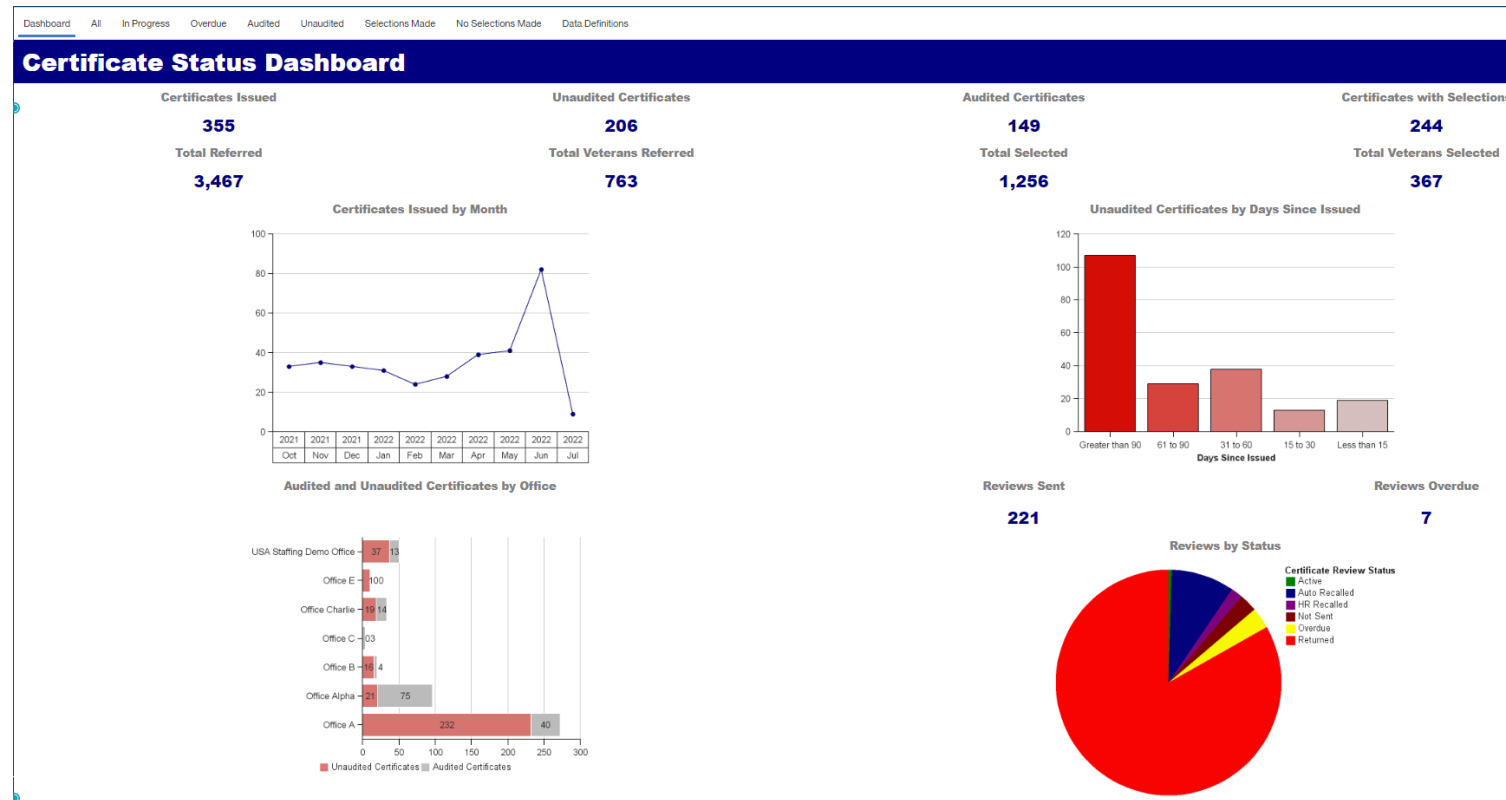
# Best Practices for Accurate Time to Hire Reporting

- **Hiring Need Validation and Request Personnel Action Dates**
  - Ensure dates are accurate, especially if creating request numbers from a certificate using the Create Additional Requests button, to ensure accurate recording of the starting point for Time to Hire reporting
- **Verify the New Hire Arrived for their First Day of Duty**
  - Ensure this task is completed, and completed in a timely manner as it is the end point for Time to Hire reporting
- **Close Out Vacancies**
  - Complete all necessary steps (e.g., notifications sent, certificates audited, USAJOBS Job Status updated) are carried out to fully close out vacancies and requests and ensure robust reporting is available
- **Identify Checks and Balances**
  - Standard and/or custom reports can be used to identify when best practices are not applied.

# Standard Reports for Checks and Balances

## Certificate Status Dashboard

Dashboard and tabular data displaying the status of issued certificates, including metrics identifying the number of certificates issued, audited and unaudited, unaudited certificates by days since issued, and certificate review status.





# Standard Reports for Checks and Balances

## Vacancy Close-Out Report

Report to identify vacancies where some sort of action (e.g., updating USAJOBS Job Status, auditing certificates, sending applicant notifications) may be required to close out the vacancy.

[Hiring Complete](#) [Certificates Complete](#) [Data Definitions](#)

### Vacancy Close-Out Report

**Organization(s):** Demo Organization, Department of Automated Testing, Exceptional Staffing Administration, Organization One, Organization three, Organization Two

**Office(s):** Eastern Region, Office A, Office Alpha, Office B, Office Beta, Office C, Office Charlie, Office D, Office E, OROF3, USA Staffing Demo Office, Western Region

**Customer(s):** All parameter options

**Announcement Closed Date Range:** Between Jan 1, 2022 and Jul 11, 2022

**Vacancy Number(s):** All parameter options

**Notes**

- Vacancies included on this list meet the following criteria: 1) A tentative or official job offer has been marked "Accepted" by a new hire; 2) the new hire has been marked as "Selected and Hired"; 3) all requests attached to the vacancy have a status other than "Pending Recruitment" or "Active Recruitment"; and 4) the USAJOBS Job Status is not "Hiring Complete" or "Job Cancelled."  
 - Notifications sent prior to 2020 may not be accurately accounted for, as functionality to enable accurate reporting was not implemented until mid/late 2019.

Staffing Organization Name	Staffing Office Name	Vacancy Number	Announcement Number	Internal Contact Name	Announcement Open Date	Announcement Close Date	USAJOBS Job Status	Need to Audit Certificates?	Need to Send Applications Received Notifications?	Need to Send Notice of Results?	Need to Send Notice of Referrals?	Need to Send Dispositions?
Demo Organization	USA Staffing Demo Office	11348906	22-CBPK-11348906-CD	Dollard, Christy	01/07/2022	01/10/2022	Reviewing applications	No	No	Yes	Yes	No
		11368967	22-CBPK-11368967-RB	Bachmann, Robyn	01/26/2022	01/27/2022	Reviewing applications	No	Yes	Yes	Yes	Yes
		11422027	22-CBPK-11422027-CD	Dollard, Christy	03/09/2022	03/11/2022	Reviewing applications	No	No	No	No	Yes
		11446371	22-CBPK-11446371-CV	Viles, Christina	03/30/2022	04/06/2022	Reviewing applications	Yes	No	Yes	Yes	Yes

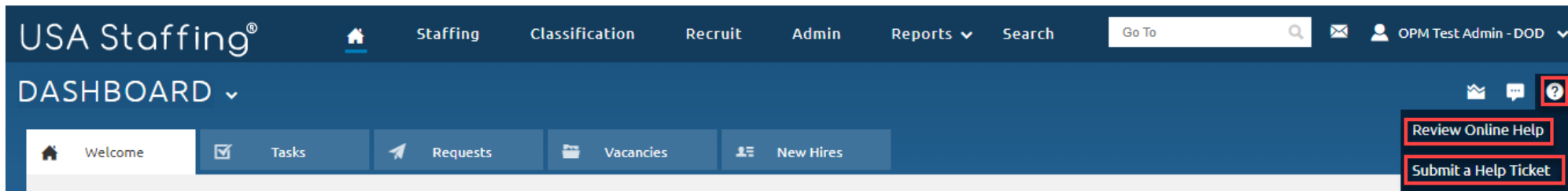
# Resources and Contacts

- **Reporting and Analytics Workgroup**

A workgroup held with all agencies every six weeks to review updates to data models and reports, demonstrate new features, and answer your report author questions

- **Need Help?**

- **HR Users:** Review online help or submit a help desk ticket through the USA Staffing.



- **Report Author Only and AFD Users:** Contact your internal USA Staffing Lead or Account Manager to submit a ticket on your behalf.

- **Still need help?**

Send an email to [USAStaffingData@opm.gov](mailto:USAStaffingData@opm.gov)