



USA Hire Briefing



USA HireSM

Transforming Government One Hire At A Time

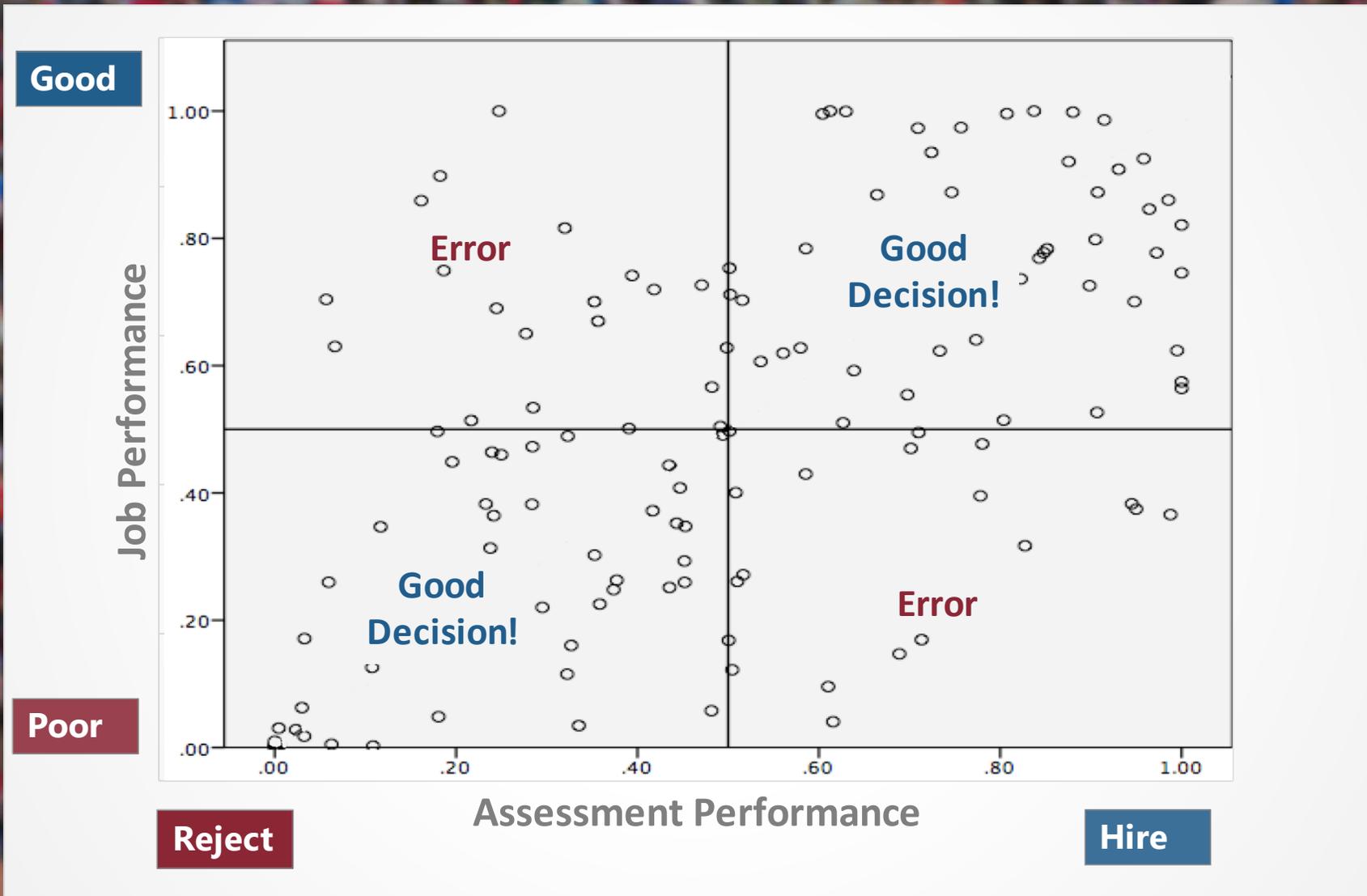
September 2020

Created by the Office of Personnel Management, USA Hire Program Office

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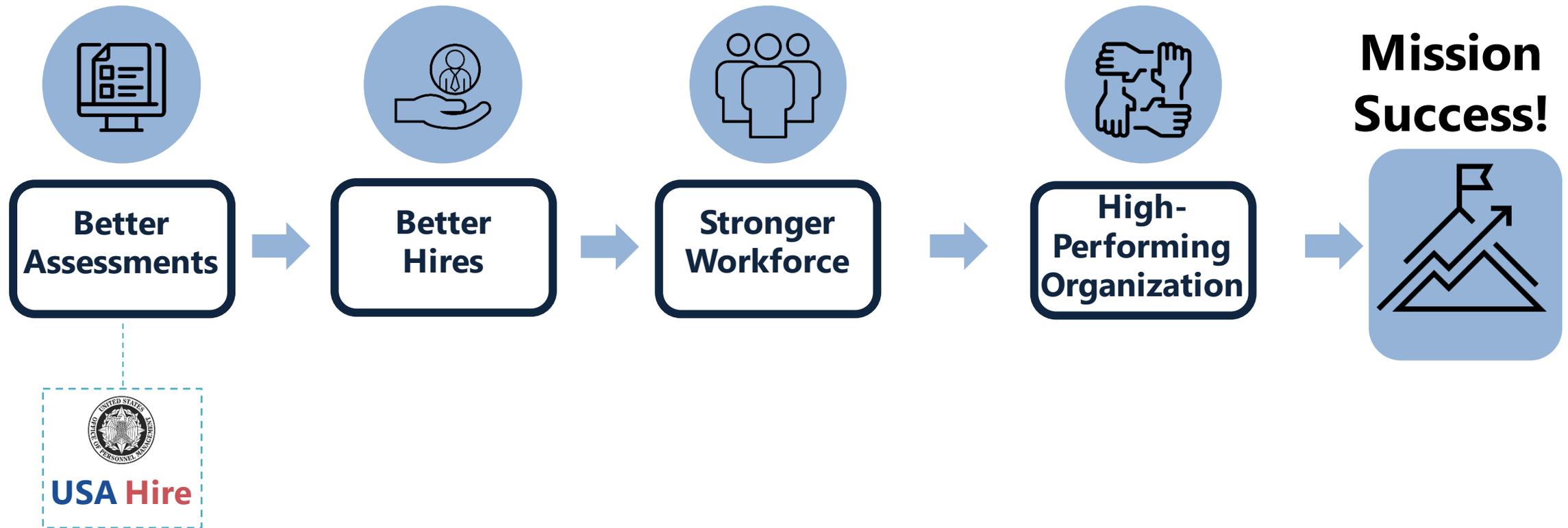








The Impact of Better Assessments





Standard

- 118 Job Series
- General competencies
- Non-Supervisory
- Off the shelf
- Specific to series/grade



Premium

- Leadership
 - Federal Supervisor Assessment
 - Supervisory Situational Judgment Test
 - Executive Assessment
- Critical Skills
 - Writing
 - Program/Project Management
- 1801/1802 Job Series



Custom

- Agency-specific
- Mission critical
- New content

USA Hire is fully integrated with USA Staffing and may combine with a technical questionnaire.



USA Hire Standard Assessments



Interaction

- Accountability
- Attention to Detail
- Customer Service
- Flexibility
- Influencing/Negotiating
- Integrity/Honesty
- Interpersonal Skills
- Learning, Self-Management
- Stress Tolerance
- Teamwork



Judgment

- Decision making



Mathematical Reasoning

- Arithmetic
- Mathematical reasoning



Reading

- Reading



Reasoning

- Reasoning

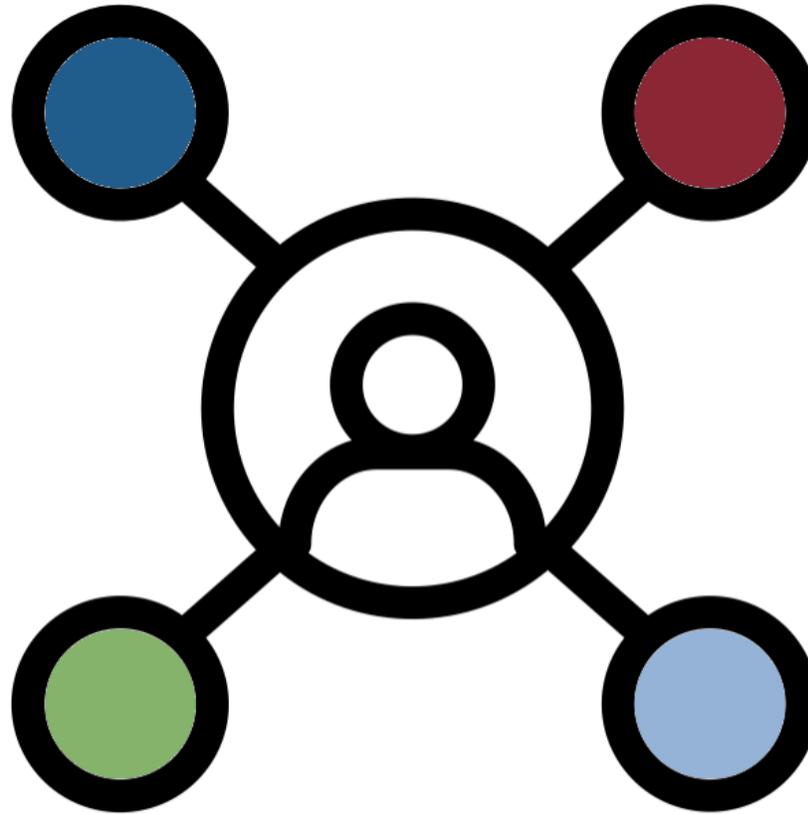
Note: Assessments used and competencies measured depend on the job series and grade.



Key Features

CAT Engines
- Assessment item pool

**Branching
Role Play**



Cut Scores
- Minimum proficiency level

**Proctored or
Unproctored**



Cut Score Job Series

0080 Security Administration	0501 Financial Administration & Programs
0201 Personnel/HR Management	0510 Accountant
0203 Personnel Clerical & Assistance	0560 Budget Analysis
0303 Misc. Clerk & Assistance	0962 Contact Representative
0318 Secretary	1102 Contract Specialist
0343 Management & Program Analyst	2210 Information Technology



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 governmentwide assessments that can be used 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





USA Hire – A Promising Option

*"MSPB's research demonstrates that agencies would be able to **improve hiring by using better assessment tools**. Providing agencies greater access to OPM's USA Hire program could help achieve that goal."*

— MSPB 2018 Report: Improving Federal Hiring Through Better Assessment

*"The types of assessments included in USA Hire have been shown to be **better predictors of job performance** than point-method ratings of training and experience. Therefore, USA Hire has the potential to **improve the quality of hires** across the Government while providing economies of scale for all agencies."*

— MSPB FY2013 Annual Report

*"Agencies often use assessments that are not the best predictors of performance because developing good assessments takes expertise and funding many agencies do not have. **OPM's USA Hire Program has validated assessments for a multitude of Federal occupations.**"*

— MSPB September 2020: Issues of Merit



"Putting these new tools in place for the application process, we will be able to efficiently identify the top candidates who may someday explore the moon and Mars."

– Jim Bridenstine, NASA Administrator
March 2020





Agencies That Have Used USA Hire

CABINET DEPARTMENTS

Agriculture - APHIS, EMRD, FCA, NAD, NRCS

Commerce - ITA, NOAA

Defense - Air Force, Army, ACE, DFAS, DLA, Navy, NGA, NSA, WHS

Health & Human Services

Homeland Security - CBP, CISA, CTMS, ICE, OCHCO, OIG, NSF, TSA, USCIS

Interior - FWS, NPS, BLM, BOR

Justice - ATF, ATR, CD, CIV, CRT, DEA, ENRD, EOUSA, JMD, OIG, TAX, USAO, USMS, USTP

Treasury – IRS, OCC

Veterans Affairs

Executive Office of the President

INDEPENDENT AGENCIES

Agency for Global Media

Farm Credit Administration

General Services Administration

National Credit Union Administration

National Aeronautics & Space Administration

Office of Personnel Management

Railroad Retirement Board

Small Businesses Administration

Social Security Administration

U.S. Postal Service (OIG)

LEGISLATIVE AGENCIES

Government Publishing Office

A Typical Self-Rating Question

Competency: Decision-Making

Please indicate your level of competence in making decisions:

- A. **Little or None** – You do NOT want me making decisions for this agency
- B. **Some** – I have been known to make some bad decisions in my life
- C. **Adequate** – Good and bad decisions are a roll of the dice for me
- D. **Advanced** – I can make decisions independently and competently
- E. **Expert** – I am more than happy to take full responsibility for all your executive-level decisions

*OK, maybe not typical but you get the idea.





A USA Hire Question

Occupational Judgment DEMO

4 Min, 56 Sec Remaining

Progress

Watch the following video and then answer the question below.

Step 1. Scenario

Kim works for a government Agency that hires private organizations to complete work. To be selected to complete work for her Agency, private organizations must submit a proposal. She has mistakenly been forwarded a call from an employee at a private organization who has a question about a proposal he is submitting. The phone rings and Kim answers it.

If you were in Kim's position, what would be the most and least effective course of action to take from the choices below?



Step 2. Courses of Action

Ask the caller to confirm the project number, place him on hold, and try to find someone who may have the information he needs while he waits on the line.

Ask the caller for his contact information and tell him that you will find the person responsible for this project and have that person call him back as soon as possible.

Tell the caller that the financial information is needed for the majority of the projects and suggest that he include that information to be safe.

Give the caller the agency point of contact for most proposals and suggest that he call this person to get an answer to his question as this person will most likely be able to help him or at least find out who can help.

Most

Least





The USA Hire Assessment Process

Applicants submit application

Applicants who self-report meeting MQs receive USA Hire link

Applicants complete USA Hire Assessments

USA Staffing automatically calculates final scores when assessment window closes

HR verifies MQs and refers applicants

“
When I began to rate the applicants with the USA Hire assessment, more were qualified with that assessment than our (technical) assessment alone.

- HR Staff

”



Benefits of USA Hire





Whole Person Assessment

Measure as much of the whole person as practically possible





USA Hire Assessment Quality



Proven Assessment Methods. Decades of scientific research support.



Hiring Manager Input. Report higher-quality candidate referrals.



Reduced Burden on HR Specialists. Reduce casual applicants not serious about the job (30% opt out on average).



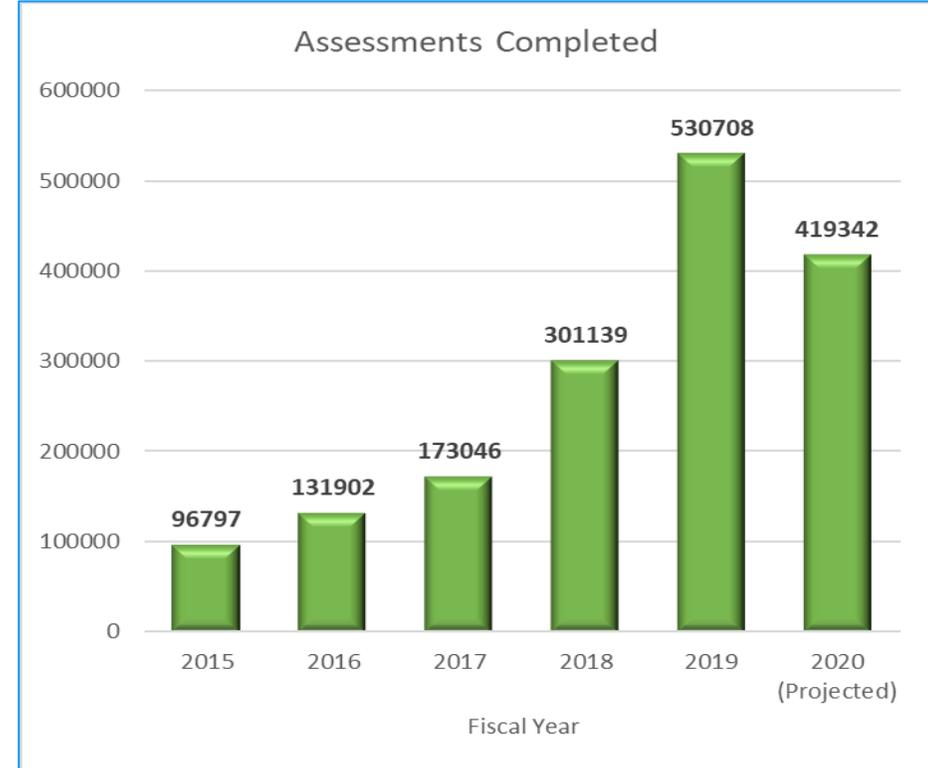
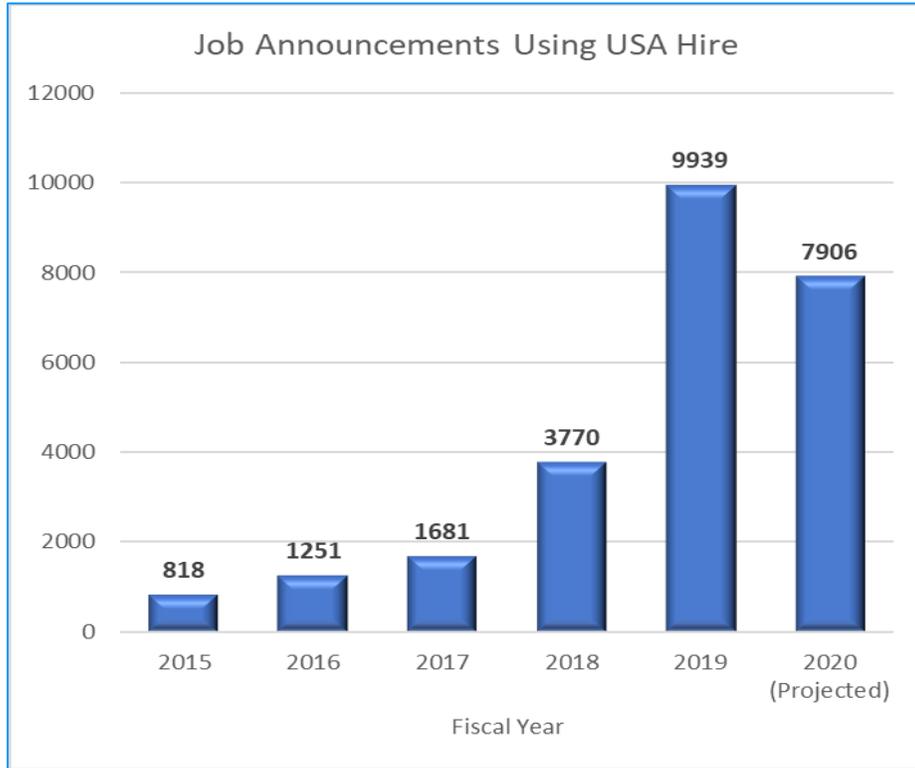
Better Applicant Distinctions. More precise measurement of job-relevant competencies resulting in better spread of assessment scores.



Positive Applicant Reactions. High satisfaction and user-friendly!



USA Hire Use Metrics



Assessment Completion Rates

Assessments Started	71%
Assessments Started & Completed	92%

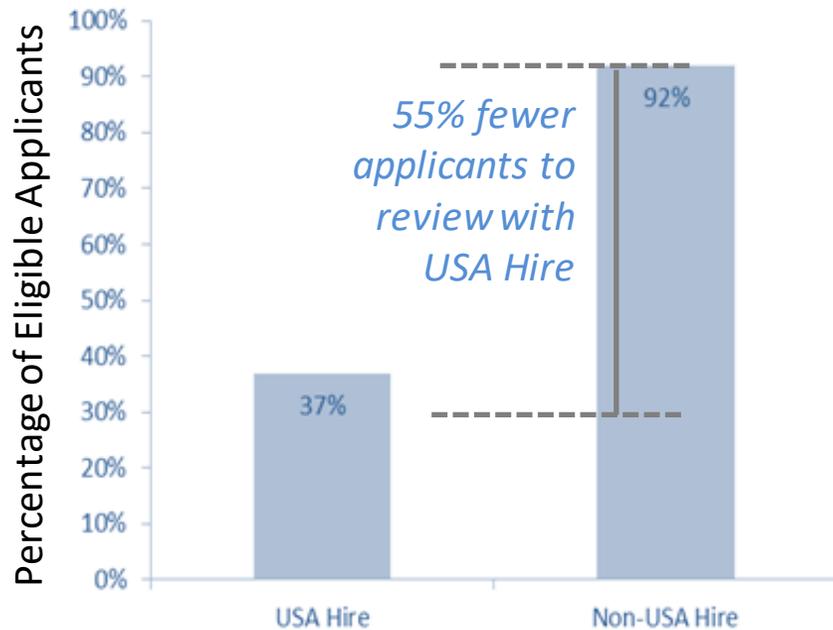
Applicant Feedback

Assessment Process User-Friendly	94%
Satisfied with Assessment Process	85%



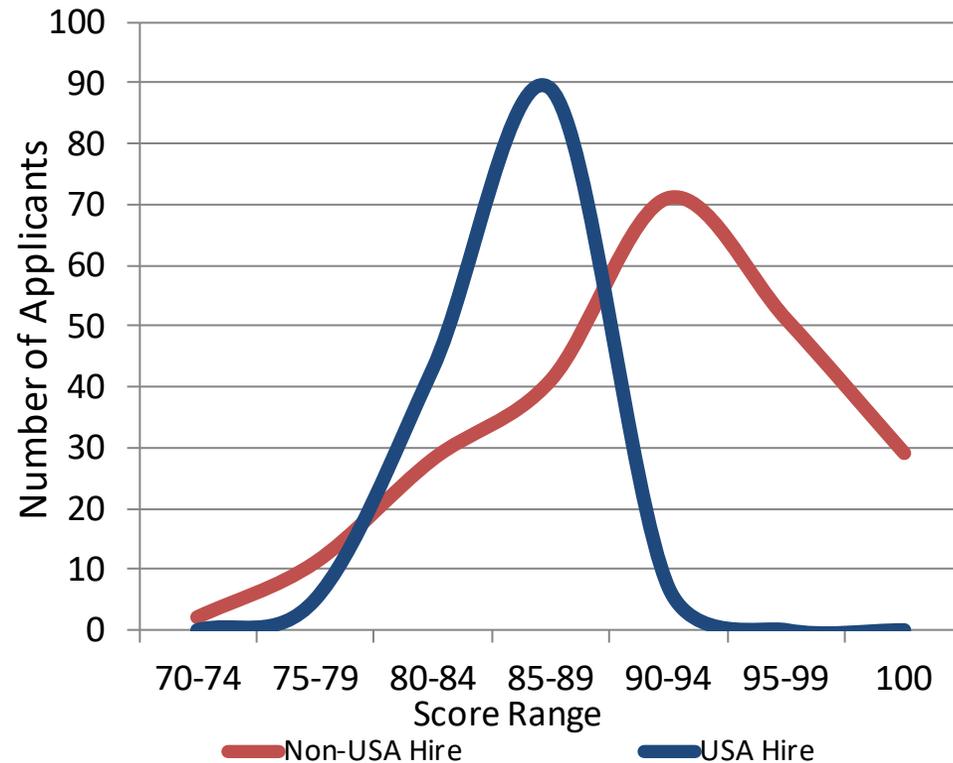
Case Study: USA Hire vs. Non USA Hire

% Best Qualified After Assessment



Findings: USA Hire results in significantly fewer applicants for HR review, **reducing the time required to review applicants by 10 hours.**

USA Hire/Non-USA Hire Score Distribution

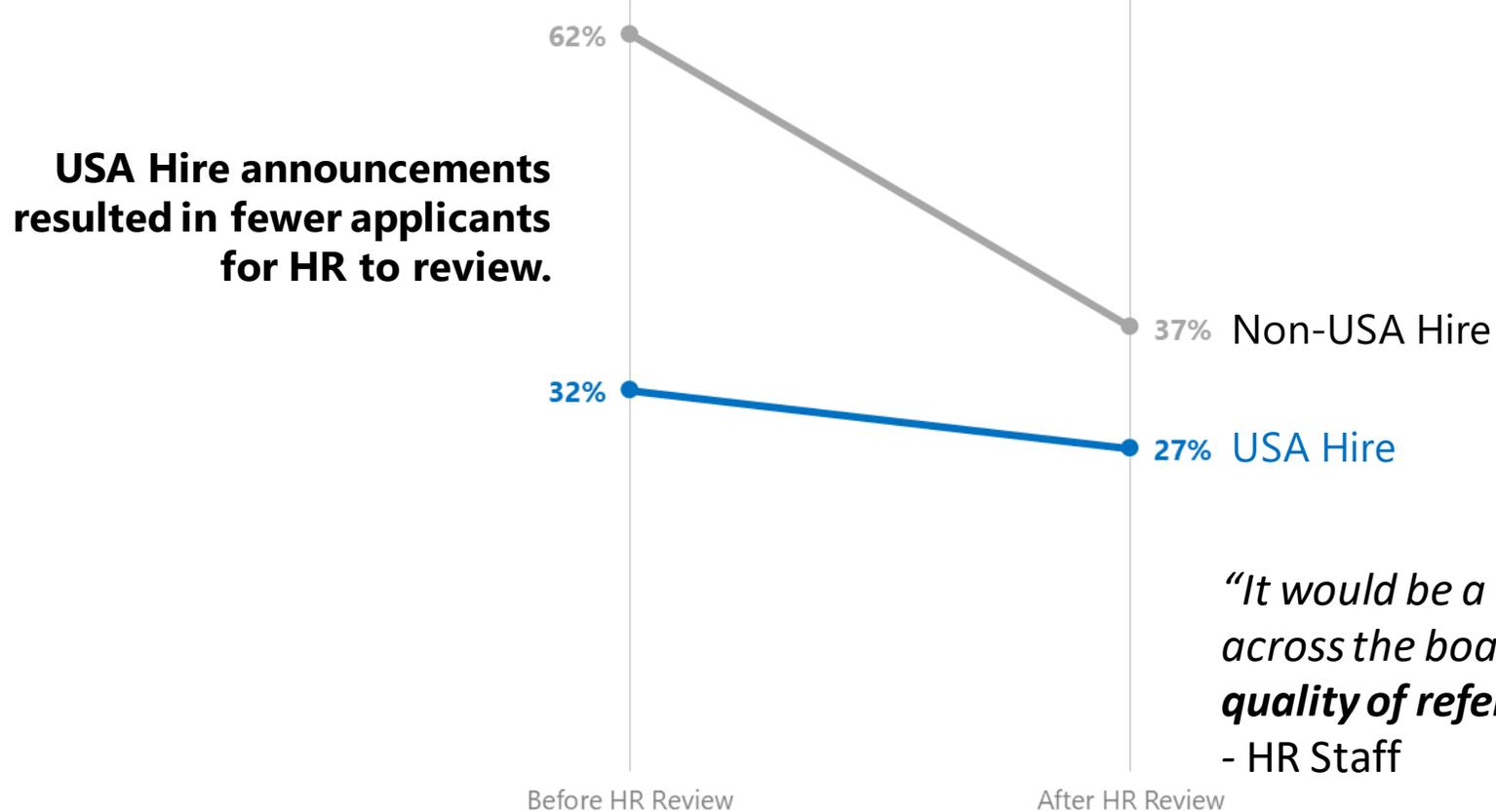


USA Hire provides a **more 'normal' score distribution.** Self-assessment skews scores to high end of range.



Case Study: Applicant Volume Before and After HR Review

Percent of Total Applicants by Assessment Type



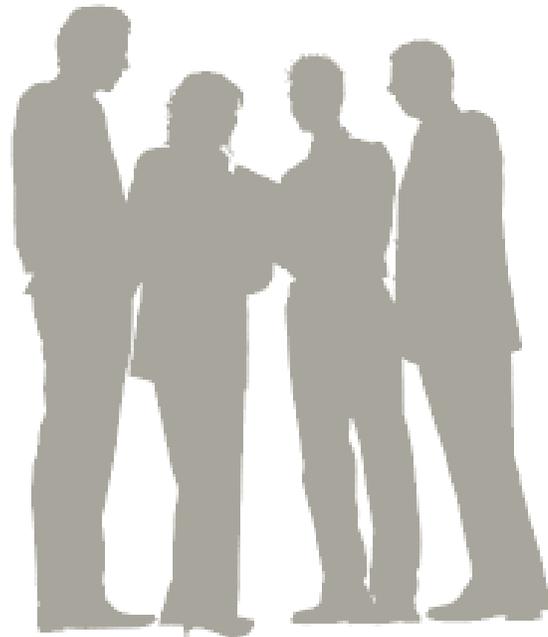


What Hiring Managers are Saying

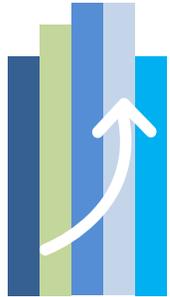
"I use it for entry-level positions to measure **general competencies** versus technical skills."

The process was **quick and saved me time** doing it. It **got me the people I needed.**

"The USA Hire assessments **allowed the best people to get to the interview.**"



"The only thing that was difficult was picking the one applicant we thought was the best out of the top five because they were **all so well qualified.**"



USA Hire Future Capabilities

Online Interviewing

- Conduct virtual interviews with applicants at any location

Mobile Testing

- Allow applicants to complete their assessments across platforms (for example, mobile devices such as cell phone or tablet)

New Assessment Content, Methodology, and Technology

- Continuous evaluation of new assessment content and methodology as well as emerging technology to support delivery based on customer needs

Remote Proctoring

- High stakes testing with remote proctoring allows applicants to test anywhere at any time without the need of a testing center

Assessment Console Access

- Emerging need to provide internal stakeholders and select customers with various levels of access to assessment information, content, scoring, etc.



USA Hire Demonstration

- <https://usahire.opm.gov/assess/default/testentry/TestEntry.action?enter=&accessCode=v3oo-fwVB5VY11m>



Questions?

Thank you for your time today. We look forward to speaking with you in more detail about your assessment needs.

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