



# USA Hire: How do you consult with Hiring Managers?



USA Hire<sup>SM</sup>

*Transforming Government One Hire At A Time*

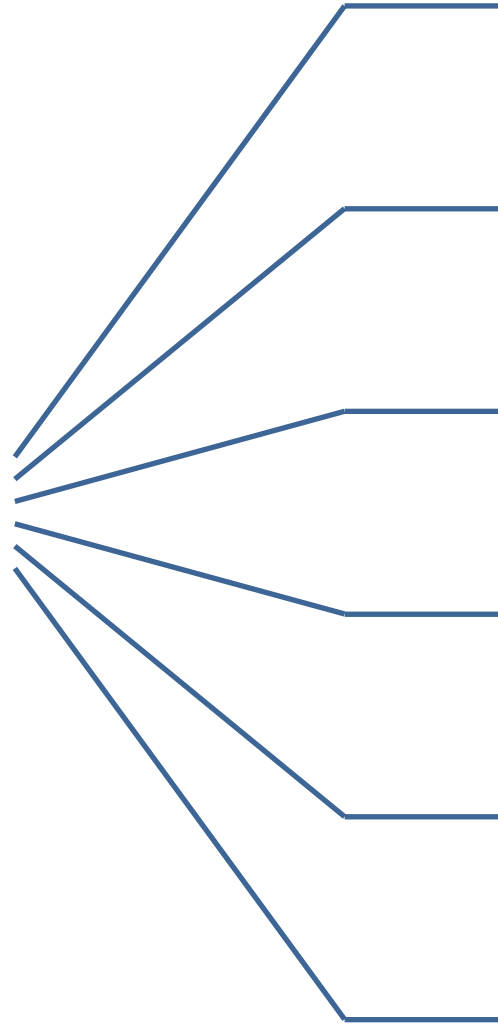
*May 2021*

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

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Consulting with  
Hiring  
Managers



**Should I use USA hire for this recruitment?**

**How could USA Hire benefit the organization?**

**How could USA Hire benefit the Hiring Manager?**

**How could USA Hire benefit my role in HR?**

**Why can't I see the USA Hire questions?**

**Why did the number of referred applicants get smaller?**



**Should I use USA hire for  
this recruitment?**



# DOI Decision Tree for Assessments

## USA Hire Implementation Guidance

USA Hire is an OPM-developed suite of assessment tools available for use across the Department of the Interior. USA Hire is mapped to over 100 occupational series at multiple grade levels and is automated through USA Staffing. To determine whether the USA Hire Standard Assessments must be used during the selection process for a vacancy, follow the instructions below.

Step 1) Is this vacancy for a supervisory position?

- No – Continue to Step 2
- Yes – Continue to Step 7

Not Supervisory

Step 2) Is this vacancy for an occupational series and grade that is covered by USA Hire? [View the occupational series and grades covered by USA Hire here](#)

- Yes – continue to Step 3
- No – continue to Step 7

Covered by USA Hire

Step 3) Is this vacancy for a temporary or term position?

- No – continue to Step 4
- Yes – continue to Step 7

Not Temp/Term

Step 4) What is the area of consideration for the vacancy?

- Delegated Examining – continue to Step 5
- Merit Promotion *external* to your bureau or office (for example, all Federal employees or all DOI employees) - continue to Step 5
- Merit Promotion *internal* to your bureau or office (in other words, only employees within your bureau or office can apply) - continue to Step 7

Not Internal MP

Step 5) What is the anticipated applicant volume (note: this can be determined through looking at the results of similar past job postings or conversations with the hiring manager)?

- Medium or High Volume (more than 20-30 applicants) - Continue to Step 6
- Low Volume<sup>1</sup> (fewer than 20 applicants) - Continue to Step 7

Med/High Volume

Step 6) Which competencies are important to measure (note: this should be determined by the hiring manager and/or subject matter experts during the job analysis)?

- General competencies only – **Use USA Hire** as the assessment tool for the vacancy
- General *and* Technical Competencies – Combination – **Use USA Hire plus one of the following:**
  - Self-report technical questionnaire, *or*
  - SME panel interview, *or*
  - Structured resume review, *or*
  - SME review of written narratives
- Technical Competencies Only – Continue to Step 7

General Competencies

Step 7) Use one or more of the following assessment tools:

- SME panel interview
- SME review of written narratives
- SME structured résumé review
- Another valid assessment alternative

Other Assessment Options

**If in step 6 above USA Hire is identified for use for the hiring situation, USA Hire MUST be used.** If using USA Hire with an additional assessment tool, the default scoring setting weighs USA Hire at 50% and the other assessment tool at 50%.

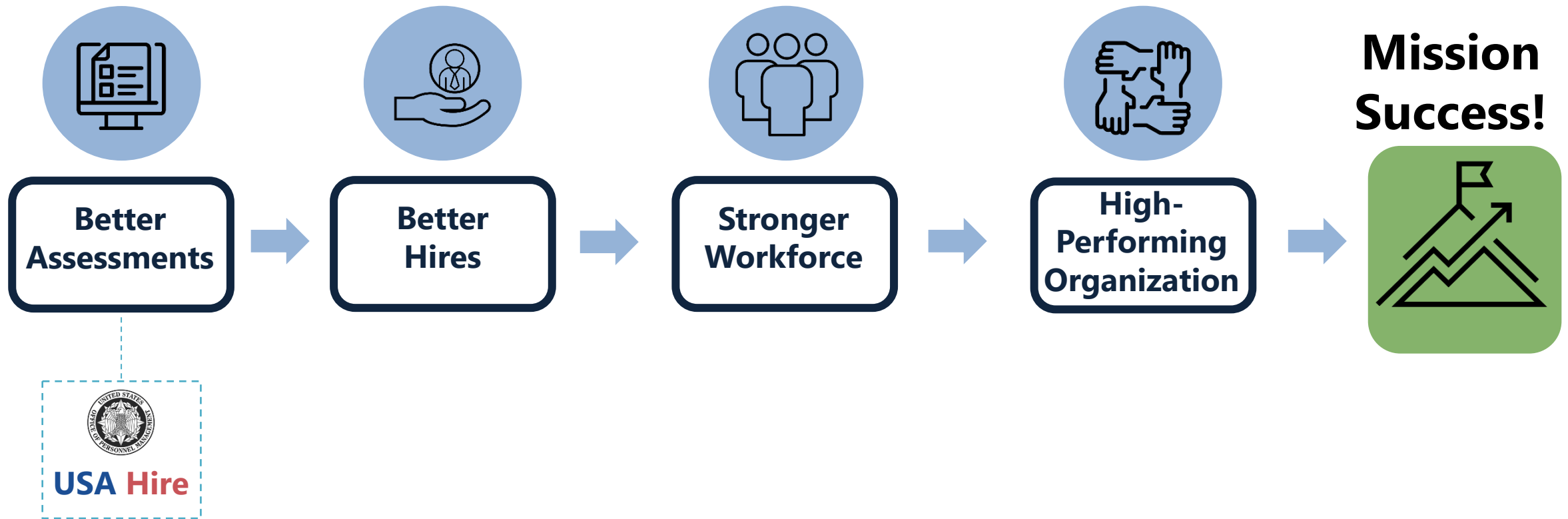
Reference: [Assessment Practices Guide \(doi.gov\)](#)



**How could using USA Hire benefit the Organization?**



# Consider the Impact of Better Assessments





# USA Hire Can Help Identify Top Talent



**Quality Assessments**



**"Whole Person"  
Assessment**



**Easy Implementation**



**Federal HR &  
Assessment Expertise**



**Advanced Technology**



**Better Hires!**



**How could using USA Hire benefit the Hiring Manager?**





# What Hiring Managers are Saying

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

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

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




"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.**"



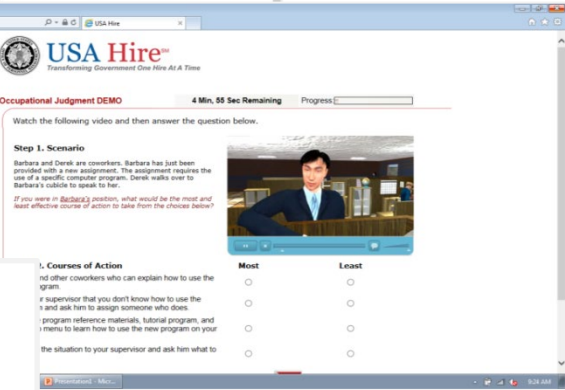
**How could USA Hire benefit my role in HR?**



# Benefits of USA Hire for HR



Assessment Name	Status	Completed On
Occupational Math Assessment- DEMO	✓ Completed	Apr 10, 2013
Occupational Reading- DEMO	✗ Not Completed	
Occupational Reasoning Assessment- DEMO	✗ Not Completed	
Occupational Judgment Assessment- DEMO	✗ Not Completed	
Occupational Interaction Assessment- DEMO	✗ Not Completed	
Interaction Adaptive DEMO	✗ Not Completed	

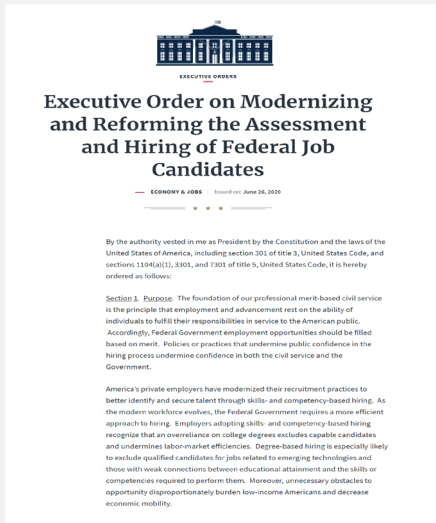


**Step 1. Scenario**

Barbara and Derek are coworkers. Barbara has just been provided with a new assignment. The assignment requires the use of a specific computer program. Derek walks over to Barbara's cubicle to speak to her.

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

Courses of Action	Most	Least
Find other coworkers who can explain how to use the program	<input type="radio"/>	<input type="radio"/>
Ask your supervisor that you don't know how to use the program and ask him to assign someone who does.	<input type="radio"/>	<input type="radio"/>
Read program reference materials, tutorial programs, and manuals to learn how to use the new program on your own.	<input type="radio"/>	<input type="radio"/>
Ask your supervisor for help with the situation to your supervisor and ask him what to do.	<input type="radio"/>	<input type="radio"/>



**Executive Order on Modernizing and Reforming the Assessment and Hiring of Federal Job Candidates**

**ECONOMY & JOBS** Issued on June 26, 2019

By the authority vested in me as President by the Constitution and the laws of the United States of America, including section 302 of title 3, United States Code, and sections 1104(a)(1), 1301, and 1301 of title 5, United States Code, it is hereby ordered as follows:

**Section 1. Purpose.** The foundation of our professional merit-based civil service is the principle that employment and advancement rest on the ability of individuals to fulfill their responsibilities in service to the American public. Accordingly, Federal Government employment opportunities should be filled based on merit. Policies or practices that undermine public confidence in the hiring process undermine confidence in both the civil service and the Government.

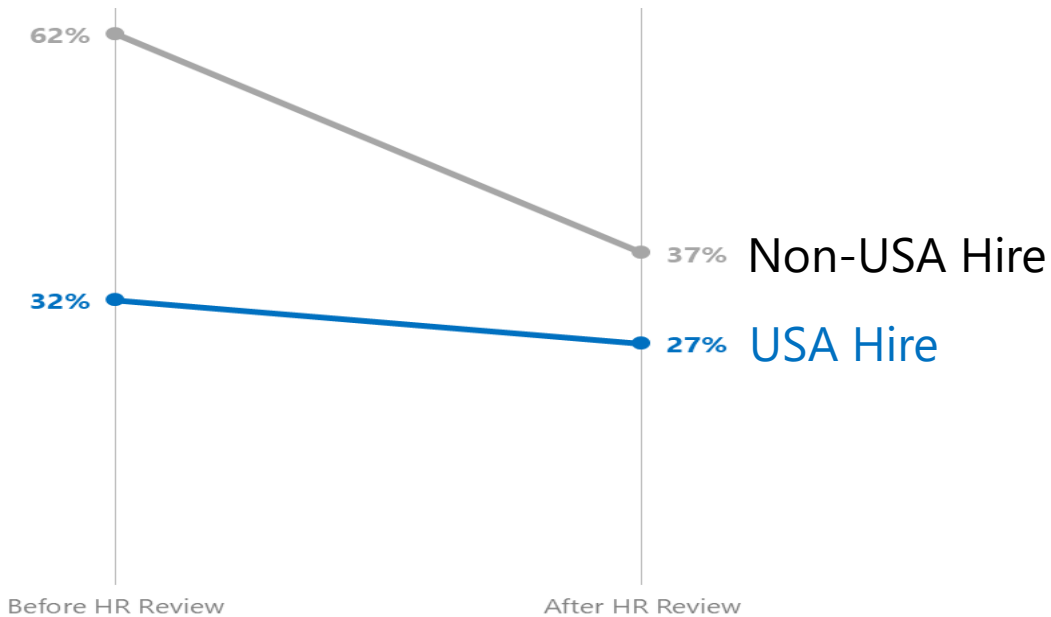
America's private employers have modernized their recruitment practices to better identify and secure talent through skills- and competency-based hiring. As the modern workforce evolves, the Federal Government requires a more efficient approach to hiring. Employers adopting skills- and competency-based hiring recognize that an overreliance on college degrees excludes capable candidates and undermines labor market efficiencies. Degree-based hiring is especially likely to exclude qualified candidates for jobs related to emerging technologies and those with weak connections between educational attainment and the skills or competencies required to perform them. Moreover, unnecessary obstacles to opportunity disproportionately burden low-income Americans and decrease economic mobility.

- ✓ **Reduced Burden on HR Specialists.** Casual applicants not serious about the job are opting out before the assessment battery (30% opt out on average).
- ✓ **USA Hire Standard Assessments** may be used for case exams with a single series, up to three grades, and open up to 30 calendar days.
- ✓ USA Hire can also be used for **Pathways** Internships and **Recent Grads** positions.
- ✓ Adding USA Hire assessments can help agencies meet the requirement of **Executive Order 13932**.
- ✓ Can be used for positions covered by ACWA.



# Case Study: Applicant Volume Before and After HR Review

% Total Applicants by Assessment Type



Announcements with USA Hire resulted in fewer applicants for HR to review.

*“It would be a benefit to implement USA Hire across the board because you get a **higher quality of referred applicants.**”*

- HR Staff



**Why can't I see the USA Hire questions?**



# Assessment Design

Test Security

Computer Adaptive Technology (CAT engines)

Question Simulations

General vs. Technical Competencies

**USA Hire sample questions are available to get a “look and feel” of USA Hire assessments:**  
<https://usahire.opm.gov/assess/default/sample/sample.action>

## **Note on USA Hire Scores:**

You may share category assignment or final rating information with applicants who meet all minimum requirements according to your Agency policies.



# 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.





# USA Hire Sample (Decision-Making)

Occupational Judgment DEMO

4 Min, 38 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

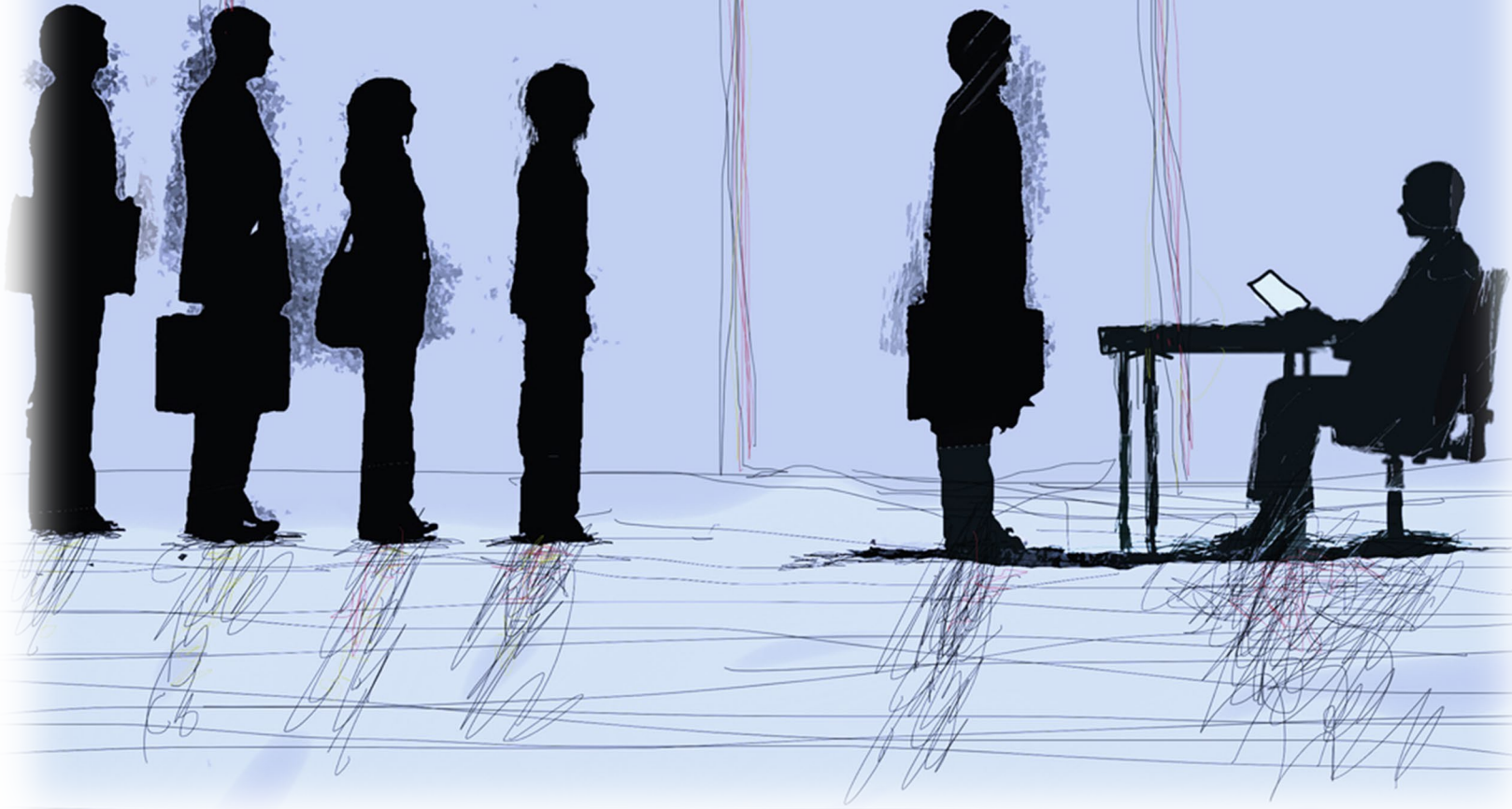
Least





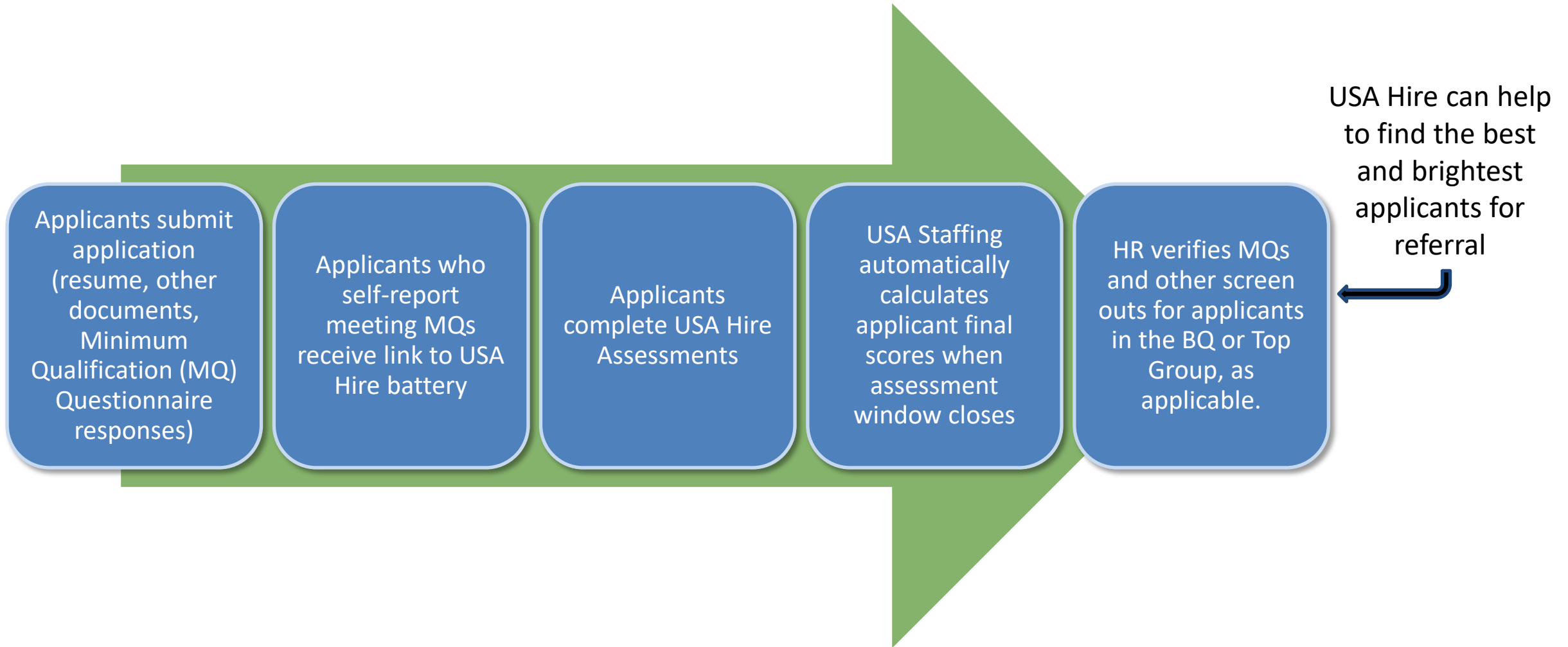


# Why did the number of referred applicants get smaller?





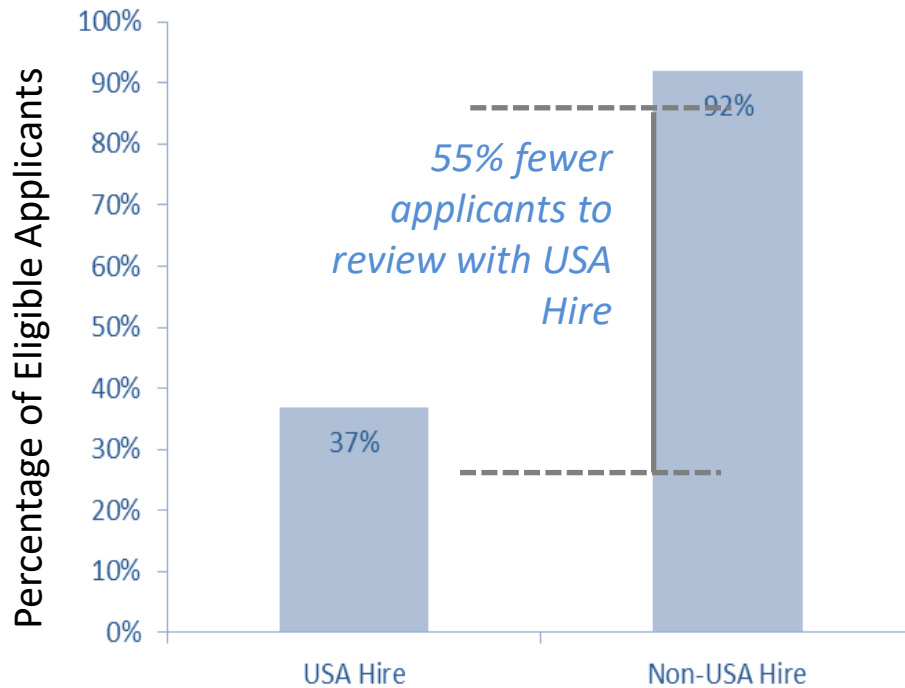
# The USA Hire Assessment Process



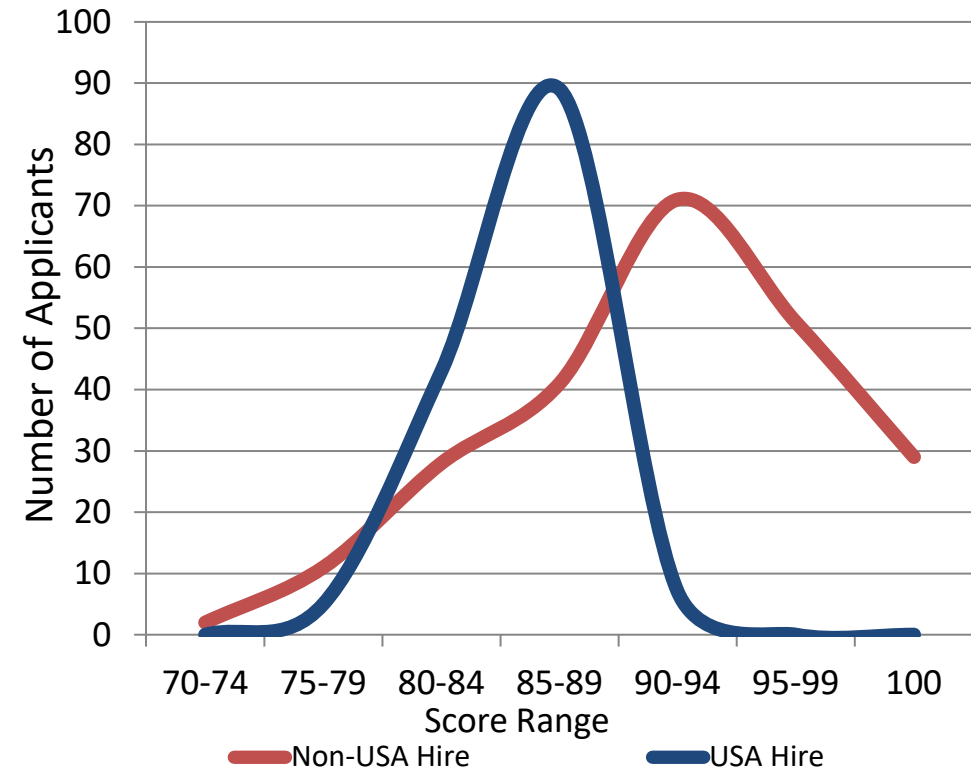


# Case Study: USA Hire vs. Non USA Hire

### % Best Qualified After Assessment



### USA Hire/Non-USA Hire Score Distribution



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

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



# Important Considerations

“  
*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

How are your categories set?

How is your assessment weighted?

When adding high value assessments to your hiring process, you may need to consider adjusting your categories or the weighting of your rated assessments to increase/decrease the number of referred applicants.



# Consulting with Hiring Managers

1. Use the DOI Assessment Guide, Job Analysis, and vacancy trends to determine if USA Hire is a fit for your vacancy.
2. When consulting with Hiring Managers, help them to understand the benefits of using USA Hire, as a high-quality assessment tool. Using USA Hire may reduce the time to referral and provide a better score distribution amongst applicants, leading to higher quality referrals.
3. Answer questions that Hiring Managers may have around why the USA Hire questions and scores are not available to them and why the number of referred applicants may be smaller.



Q & A



Thank you for your time today!

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