

Providing the Foundation for the Evolution of Assessment in the Federal Government

Michael Blair

Lead Personnel Research Psychologist, Speaker

- Manages assessment strategy, content, and technology for USA HireSM and governmentwide assessment projects
- Consults on the implementation of competency- and skill-based assessments to help Federal agencies meet the requirements of Executive Order 13932
- Over 30 years of assessment experience spanning both the private and public sector
- Expertise in assessment strategy, assessment innovation, and assessment technology



Margaret Barton

Senior Management Analyst, Speaker

- Develops and supports assessment strategy for the Federal Staffing Center, including USA Staffing®
- Drives improvements to internal and governmentwide hiring
- Over 30 years of assessment experience spanning both the public (federal and local) and non-profit sectors
- Expertise in assessment strategy, assessment development, and assessment implementation



Executive Order 13932

Modernizing and Reforming the Assessment and Hiring of Federal Job Candidates

- Issued on June 26, 2020
 - Federal Register, 85, 127 (July 1, 2020)
- Section 3 addresses the use of assessments
 - Assess candidates using tools and approaches that do not rely solely on educational attainment
 - Use assessment tools and approaches that do not rely solely on candidates' self-evaluations of their stated abilities
 - Candidates must clear other assessment hurdles beyond the assessment questionnaire (AQ) to be certified for consideration
 - Continually evaluate the effectiveness of different assessment strategies to promote and protect the quality and integrity of hiring processes

Current State of Federal Hiring Assessments

Open Competitive Job Announcements

- Based on data from the Hiring Assessment and Selection Outcome Dashboard managed by the General Services Administration (GSA):
 - In FY20, 93.99% of competitive, open-to-the-public job announcements relied on the AQ self-evaluation approach and a resume review by human resources specialists
 - 3.03% used a known validated competency-based assessment in the hiring process
 - FY21 – FY23(Q1), applicant self-evaluation and an HR resume review accounted for 91.73% of all assessment processes
 - 5.25% used a known validated competency-based assessment in the hiring process

d2d.gsa.gov/report/hiring-assessment-and-selection-outcome-dashboard

Current State of Federal Hiring Assessments

Promotional Job Announcements

- Based on data from the Hiring Assessment and Selection Outcome Dashboard managed by the General Services Administration (GSA):
 - In FY20, 90.07% of merit promotion (open to federal employees) job announcements relied on the AQ self-evaluation approach and a resume review by human resources specialists
 - 4.49% used a known validated competency-based assessment in the hiring process
 - FY21 – FY23(Q1) applicant self-evaluation and an HR resume review accounted for 89.93% of all promotional processes
 - 6.21% used a known validated competency-based assessment in the hiring process

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Moving the Needle on Federal Hiring Assessments

- The post EO 13932 era has seen some improvement in the use of reliable and valid assessments in the hiring process
 - Change, especially for large organizations, can be a slow process
 - Change requires infrastructure, resources, and expertise to execute
- OPM initiatives to accelerate moving the needle include:
 - Expansion and enhancement of USA Hire
 - Development of new assessment tools and technology
 - Creation of the Hiring Experience (HX) Group
 - Expansion of cross-agency hiring actions
 - Development of governmentwide, no cost, training courses

USA Hire Program

- USA Hire program components
 - Online assessment platform fully integrated with USAJOBS® & USA Staffing
 - Assessment content including standard, premium, tailored, and custom
 - Program office handles customer outreach, technology pipeline, maintenance
- Competency-based assessments and a supporting infrastructure
 - Standard off-the-shelf assessments for specific occupations and grades
 - Premium off-the-shelf skill-focused assessments
 - Premium off-the-shelf supervisory and leadership assessments
 - Tailored and custom assessments developed by OPM

USA Hire Expansion and Enhancements

- Expanded Standard Assessments to cover 133 occupational series
 - Accounts for about 85% of open-competitive job announcements
- Enhanced and revised the Implementation Guide
 - Change management support for HR staff, hiring managers, and employees
- Added automated applicant reminders
 - Targeted reminders to applicants to complete their assessments
- Expanded the USA Hire Program Office
 - Additional customer outreach and product development staff

New Assessment Tools & Technology

Developed by the USA Hire Program

- USA Hire Interview
 - Online (digital) interview tool built within the USA Hire platform
 - Provides agencies with the ability to conduct fully virtual interviews
 - Supports mobile devices and computers
 - Integrates scheduling, management, conducting, and rating of interviews
 - Designed to leverage structured interview best practices
 - Supports asynchronous (on-demand) and synchronous (live) interviews
 - Can be used pre-certification or post-certification

New Assessment Tools & Technology

Developed by the USA Staffing Program

- Structured Resume Review
 - Provides a systematic process for resume review
 - Uses a trained panel of subject matter experts
 - Focuses on pass/fail assessment of specialized experience
- Multiple Hurdles
 - Allows for the automation of hurdles to selectively move applicants to the next step of the assessment process
 - Allows for Minimum Required Proficiency or Business Necessity based hurdles

Hiring Experience (HX) Group

- Innovation hub for Government hiring aligning policy and operations while driving innovation
- Fostering relationships and communication between OPM and agency HR organizations
- Leading the effort to improve the hiring experience for applicants, hiring managers, and HR practitioners across the Federal Government

HX Initiatives

- Helping agencies stand up Talent Teams to share best practices
- Fostering the use of more rigorous assessments
- Driving the use of shared certificates
- Sponsoring cross-agency hiring actions
- Supporting adoption of custom technical assessments
- Ensuring agency access to data to drive effective assessment and hiring decisions

Cross-Agency Hiring Actions

Sponsored and managed by OPM

- Focus is on mission critical roles spanning government agencies
- Non-technical cross-agency actions
 - Focus is on general competencies
 - Leverages USA Hire Standard Assessments
 - Fast-tracks a qualified list of eligible applicants shared across agencies
- Technical skill cross-agency actions
 - Focus is on technical competencies and specialized experience
 - Uses SMEs from multiple agencies for job analysis & assessment development
 - Leverages multiple assessment methods
 - Assessment Questionnaires, USA Hire, structured resume reviews, structured interview, etc.

Cross-Agency Hiring Actions

Results : A Success Story

Position	Selections	Agencies	Closing Date
Data Analyst/Scientist	50	14	Closed
Human Resources Specialist	82	13	Closed
Customer Experience Strategist	29	12	Closed
Grants Management Specialist	35	8	Jan 2024
Personnel Psychologist (Assessment)	7	7	June 2024
Program Analyst (Data Analytics)	In progress, certifications expected mid to late July		
IT Product Manager			

New Governmentwide Training Courses

- *Designing an Assessment Strategy: Fundamental Concepts, Processes and Applications*
- *Use of Hiring Assessments: A SME-Based Approach*
- *Subject Matter Expert Qualification Assessment (SME-QA) Process Train the Trainer*
- Structured Resume Review Training
- Online USA Hire Training

Questions & Answers

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