



OPM Merit Hiring Learning Series

USA Hire Interview & Custom Assessments

September 2025

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

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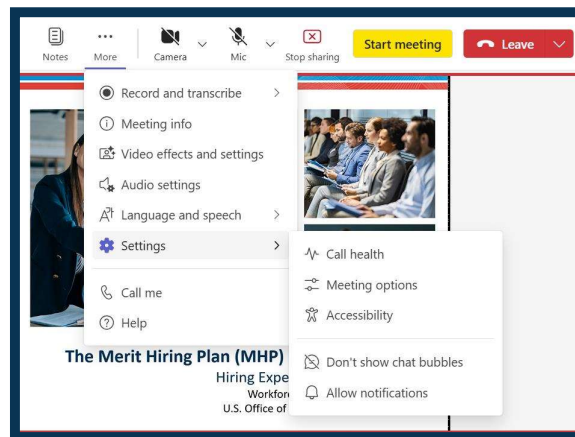
Enabling Live Captions (Closed Captioning)

A recording of this session with ASL interpreters will be posted at <https://www.opm.gov/policy-data-oversight/hiring-information/merit-hiring-plan-resources/#url=Training-Learning-Series>.

During a meeting: Go to your meeting controls (at the top of the screen) and:

1. Select "**More**"
2. Choose "**Language and speech**" to select "**Show live captions**"
3. Choose "**Settings**" and select "**Accessibility**" to toggle on the options

To stop using live captions, select "**Hide live captions**" under "**Language and speech**"



Meeting Tips

- A copy of this slide presentation is posted on OPM's Merit Hiring Plan Resources page.
- Ask questions in the Q&A, but please wait until a topic is covered so you're not posting a question that's already been answered.
- We'll respond to as many questions as we can; however, we cannot answer agency-specific or individual-specific questions.
- A recording of this webinar may be found on OPM's Merit Hiring Plan Resources page.

Agenda

- Assessments and the Chance to Compete Act/Merit Hiring Plan
 - Custom Assessment Capabilities
 - Veterans Crisis Line (Custom Assessment Highlight)
 - USA Hire Interview
-

USA Hire and the Chance to Compete Act, EO 14170 assessment requirements



“An examining agency shall preference the use of a technical assessment, to the maximum extent practicable, to assess the job-related skills, abilities, knowledge, and competencies of an applicant for a position in the competitive service.”

USA Hire:

- Measures job-related competencies
- Is based on government-wide job analysis
- **Does not rely on an applicant's self-evaluation.**
- Uses professionally developed, **reliable, and valid government-wide assessments** that can be used off-the-shelf.
- **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

Technical Assessment Definition

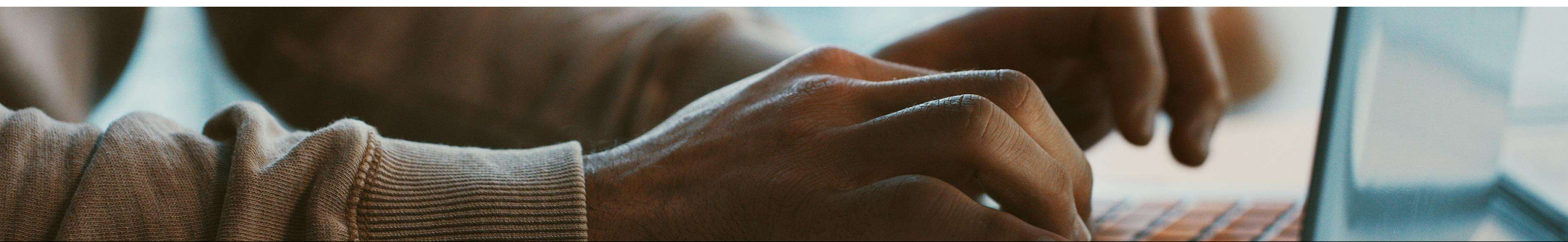
Technical Assessment definition (Section 2.a.9): A position-specific tool that is relevant to the position for which the tool is developed that –

- A. Allows for the demonstration of job-related skills, abilities, knowledge, and competencies;
- B. Is based upon a job analysis; and
- C. Does not solely include or principally rely upon a self assessment from an automated examination.

USA Hire assessments meet the Chance to Compete Act's definition of technical assessment.

Four Key Elements of the Merit Hiring Plan

1. Reforming the Federal recruitment process to ensure that only the most talented, capable and patriotic Americans are hired to the Federal service.
2. Implementing skills-based hiring, eliminating unnecessary degree requirements, and requiring the use of rigorous, job-related assessments to ensure candidates are selected based on their merit and competence, not their skin color or academic pedigree
3. Streamlining and improving the job application process
4. Reducing time-to-hire to under 80 days by emphasizing the use of talent pools and shared certificates and streamlining the background check process.



USA Hire is fully integrated with USA Staffing and may be used in combination with other assessments.



Standard

- 135 Job Series
- Non-Supervisory
- General competencies
- 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 Interview

- Conduct virtual structured interviews
- Raters' notes, rating, and consensus recorded on the platform
- Applicant self-scheduling available

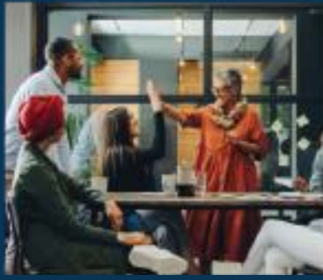
Agency Resource Center:

<https://resourcecenter-usahire.opm.gov/hc/en-us>

Pricing

**Today's sessions will not cover specific pricing for any assessments.
Below are some general pricing guidelines.**

- **Custom Assessments** – Varies based on assessment requirements for development and delivery
 - **USA Hire Interview** – Varies based on assessment requirements for development and delivery
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USA Hire Custom Assessments

Custom Assessment Capabilities – Michael Blair

Veterans Crisis Line (Custom Assessment Highlight) – Andrew DeCesare



Custom Assessments can include:

	Development of new assessment content
	Implementation of agency owned assessments
	Extension of USA Hire Standard Assessments to new series or grades
	Any proctored assessment
	Any multi-hurdled assessment process delivered by USA Hire

Plus, OPM I/O Psychologists can offer expert guidance to tailor assessments to meet your needs.

Common CAE Custom Assessments

Behavioral Index Assessment
Job Compatibility Assessment
Job Knowledge Test
Logic Based Reasoning Assessment
Situational Judgment Test
Structured Interview Assessment
Structured Portfolio Assessment
Work Sample Assessment

Example Agencies with CAE Custom Assessment Projects

CFPB-OSE	DOI-BOR	RRB
DHS-TSA	DOJ-ATF	SBA-ODA
DOD-DHRA (DCPAS)	DOJ-USMS	SSA-OIG
DOD-NAVY	HHS-CDC	Treasury-USMP
DOE-BPA	NCUA	VA-VCL



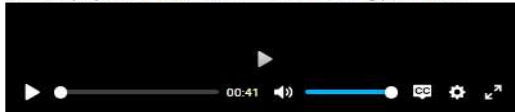
VCL Hiring Assessment

- **The Veterans Crisis Line (VCL) is a suicide/crisis hotline focused on assisting U.S. Veterans**
 - OPM developed VCL's Crisis Responder Situational Assessment, which simulates calls similar to ones VCL Crisis Responders receive
 - Audio files are used to represent "callers," who are either Veterans or third parties (e.g., friends, family) contacting VCL for help
 - It is a branching assessment, which allows the "calls" to progress based on how applicants respond
- The Crisis Responder Situational Assessment measures:
 - Conflict Management
 - Customer Service
 - Decision Making
 - Interpersonal Skills

Veterans Crisis Line (VCL) Crisis Responder Situational Assessment

Scenario 1


Click the play button below to answer the incoming phone call.



1. Rate the effectiveness of all six responses:

Highly Effective - This is one of the best and most effective possible responses given the information provided.
Effective - This is a constructive response that addresses the situation well given the information provided.
Somewhat Effective - This response contains effective and ineffective elements.
Ineffective - This response has limited value and does not address the situation well given the information provided.
Highly Ineffective - This response is not constructive in this situation and risks negative consequences.

A 

B 

C 

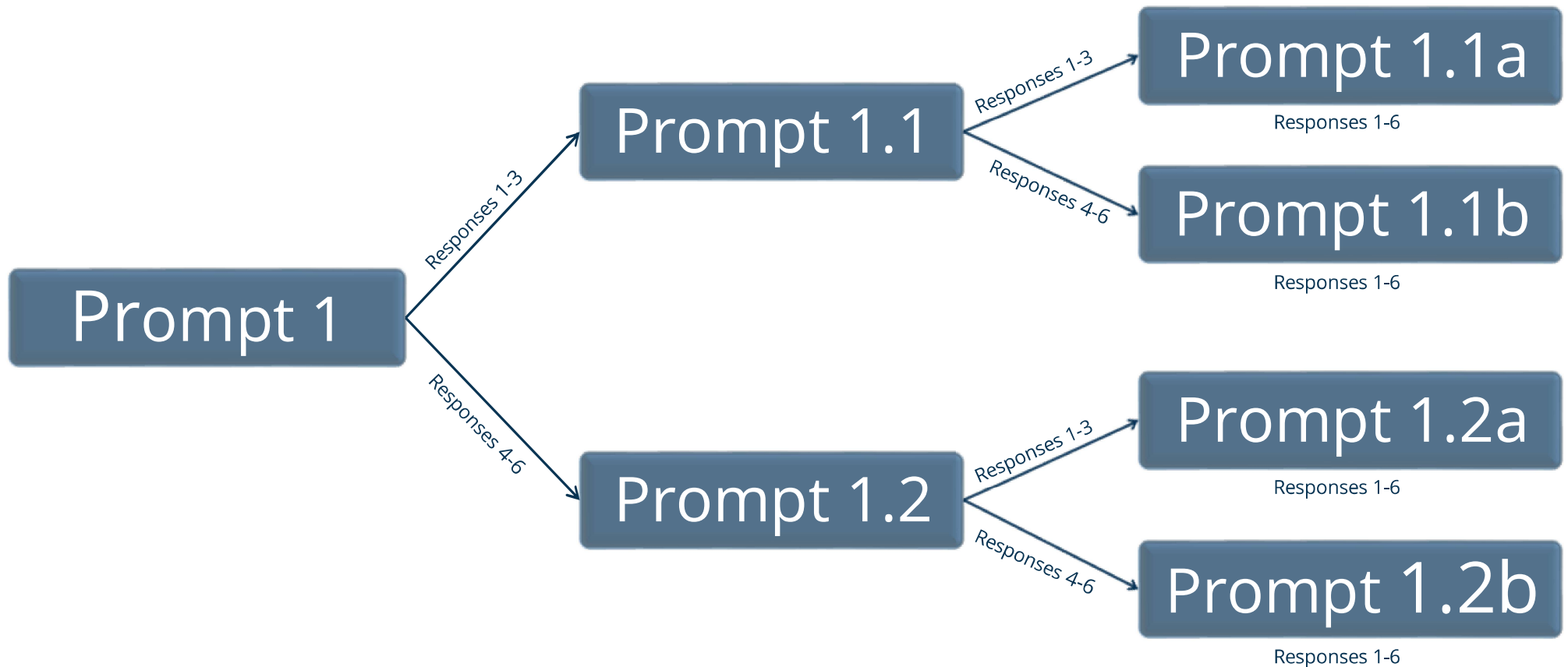
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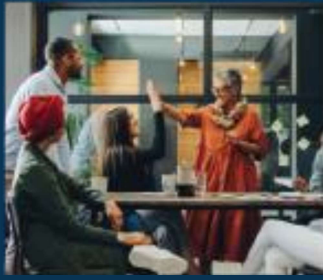
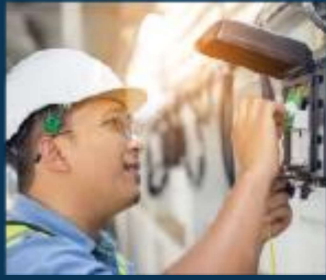
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2. Select which one response you would most likely say to the caller in this situation. This will determine how the call progresses.

VCL Hiring Assessment



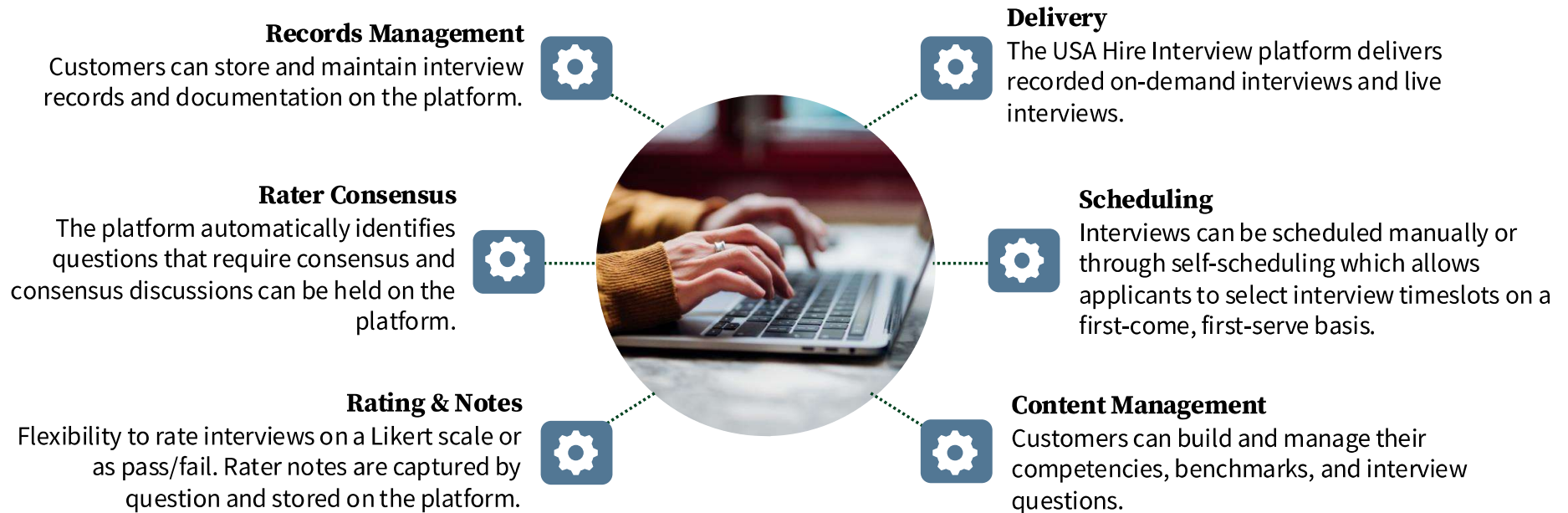


USA Hire Interview

Katie Keegan and Mikaela Young

USA Hire Interview Functionality

USA Hire Interview provides agencies with the ability to conduct fully virtual interviews with applicants via their mobile device or computer.





USA Hire Interview Benefits

Integration with OPM Systems	Single Sign-On	Reasonable Accommodation Support	Privacy & Security
USA Hire Interview is built native to the USA Hire Assessment platform. Pre-certificate interview ratings will flow into USA Staffing and can be combined with other assessment scores.	Applicants will authenticate to the USA Staffing and USA Hire platforms using their USAJOBS/Login.gov accounts.	OPM will manage the Reasonable Accommodation claims and adjudication process for pre-certificate interviews.	All privacy and security documentation and system monitoring will be managed by OPM.

Questions?

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Email us at: USAHire@opm.gov
or visit <https://www.opm.gov/usahire>



Thank You

Please take a moment to complete a short survey to provide your feedback on today's session:

<https://surveys.opm.gov/se/5B5534D47CE836B3>



The Merit Hiring Learning Series
Hiring Experience (HX) Group

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