USA Staffing and USAJOBS: Supporting Talent Acquisition at HHS

Sailis Johnson, HR Solutions, HHS
Alesia Booth, USA Staffing Program Manager, OPM
Carrie Miller, USA Staffing Account Manager, OPM
Michelle Earley, USAJOBS Program Manager, OPM
Introductions

• Sailis Johnson, HR Solutions, HHS
• Alesia Booth, USA Staffing Program Manager, OPM
• Carrie Miller, USA Staffing Account Manager, OPM
• Michelle Earley, USAJOBS Program Manager, OPM
Key Takeaways

- Attendees will be able to identify:
  - OPM Systems and the USA Staffing and USAJOBS Domain
  - Key Features and Stakeholder Benefits of USA Staffing and USAJOBS
  - How HHS is Utilizing USA Staffing and USAJOBS
## OPM Systems

A suite of integrated tools supporting Federal agencies in their hiring processes

<table>
<thead>
<tr>
<th><strong>The Federal Government’s job board</strong></th>
<th><strong>OPM’s Talent Acquisition System for agencies</strong></th>
<th><strong>OPM’s online assessment batteries</strong></th>
</tr>
</thead>
</table>
| • Manages applicant accounts and profiles  
• Federal Government outreach | • Automates Federal policies, practices, and laws for the full range of Federal hiring  
• Primary interface for hiring managers and HR professionals interacting with the hiring process | • Applicant-friendly; more objective assessments  
• Fully integrated with USA Staffing |

### USAJOBS

- The Federal Government's job board
- Manages applicant accounts and profiles
- Federal Government outreach

### USA Staffing

- OPM's Talent Acquisition System for agencies
- Automates Federal policies, practices, and laws for the full range of Federal hiring
- Primary interface for hiring managers and HR professionals interacting with the hiring process

### USA Hire

- OPM's online assessment batteries available for 120 occupational series and customized assessments for high-stakes testing
- Applicant-friendly; more objective assessments
- Fully integrated with USA Staffing
USA Staffing and USAJOBS Domain

USA Staffing and USAJOBS: Supporting Talent Acquisition at HHS

- Over 120,000 Hiring Managers
- Over 8,000 HR Professionals
- 11,040,380 Applications
- 80% of USAJOBS vacancies are represented by USA Staffing

- USA Hire®
- Merit Promotion
- External Hiring
- Job Analysis
- Analytics
- Classification
- Onboarding
- Assessment Powered by OPM and Agency Competency Networks

Federal hiring rules and procedures
Key Features: Hiring Managers

- Better enables Hiring Managers to hire the right person for the right job
- Establishes Competency Management foundation
- Initiates recruitment actions and reviews within USA Staffing
- Offers expanded assessment capabilities (e.g., USA Hire)
- Allows use of the full range of appointing authorities
- Leverages Applicant Flow Data at each stage of the hiring process

Many USA Staffing customer agencies’ score above **80** on the CHCO Hiring Manager Satisfaction survey. (Average score for all Talent Acquisition Systems = 67)
Key Features: Hiring Managers

Resume Mining

- Find resumes that meet your needs
- Promote collaborative conversations between hiring manager and HR
- Invite candidates to apply and/or attend events

Understanding the market to plan your recruitment and outreach strategy.

The pool of resumes are from a 1.5M searchable resume bank.
Key Features: HR Professionals

- Enables HR Professionals to be less transactional and more transformational
- Reduces time spent on transactional tasks through streamlined navigation
- Provides audit trail to validate compliance with merit principles
- Includes full workflow management and tracking
- Focuses on data analytics and interoperability
- Promotes strengthened assessment strategies for defensible assessments.

USA Staffing Vacancy Overview
Key Features: HR Professionals

- Campaigns/Events/Mining
- Network/Branded Sites
- Communication/Engagement
- Market Research
- Measure Results $ROI

Strategic Recruitment Marketing Platform

Build talent pipelines and nurture meaningful relationships.

Fostering collaboration and connections to build agency brand awareness.
Key Features: Applicants

- Improves public perception of the Federal hiring process
- Provides a streamlined, mobile-friendly application process
- Improved interface and process prevents applicants from submitting incomplete applications
- Applicants no longer required to provide a complete SSN
- Optimizes integration with USAJOBS
- In a recent e-gov performance index, USA Staffing was the top performing career site

The USA Staffing Upgrade applicant experience satisfaction level has remained in the 80s (Legacy was 78).
Key Features: Applicants

Opportunities
• Job Ads
• Developmental Opportunities

Career Sites
• Internally hosted
• Externally hosted

Career Events
• Post to USAJOBS
• Include in “How did you hear about this job?”

Federal Career Portal: More than a job board
Aggregating and promoting career content

Engaging candidates through a personalized experience
Key Features: New Hires

- Streamlines completion of all Onboarding forms by guiding new hires through a single questionnaire
- Accept or decline tentative offer online
- Sign and submit onboarding forms and provide additional documents online
- View the status of specific tasks and the overall process online
- Responsive design allows applicants to apply on any mobile device

With an American Customer Satisfaction Index score of 89, USA Staffing’s Onboarding interface is ranked in the top ten most user-friendly Government websites.
Key Features: New Hires

Open Opportunities:
Make connections with your colleagues across government

Advance your career by developing new skills and experience

Join a coast-to-coast network solving needs across government.
USA Staffing FY18 Program Roadmap

- **Security** continuously monitored and enhanced
- **Competitive Service Act Pilot** enabling shared certs across organizations
- **Expanded Functionality** based on real user feedback
- **Extended USAJOBS Integration** to allow access to new USAJOBS capabilities
- **Onboarding Integration** with background, identity, and credentialing systems
- **USA Hire** expanded, improving HR and applicant experience
- **Classification** deployment and enhancement with USA Staffing customers
- **Data Analytics** focus on Applicant Flow Data and Time to Hire dashboards
- **Empowering Hiring Managers** to drive hiring outcomes
- **Creating an Interconnection** with HHS’ Personnel System (EHCM)
USAJOBS FY18 Program Roadmap

**Eligibility** iterate and improve hiring path definitions and content to assist applicants

**Authentication (login.gov)** improves security, privacy and usability for accessing USAJOBS

**One Profile** integrates profile information across all USAJOBS platforms and expanding education and skills data

**Responsive, HTML-rich Content** to create content (events, career sites, emails) through self-service capabilities

**Application Status** improves status updates for jobs in order to build trust with applicants

**OpenOpps** stabilization and re-branding the Open Opportunities platform to enable access to developmental opportunities

**OpenOpps – Occupation** implementing an Open Opportunities user flow for the Acquisition community

**OpenOpps – Program** implementing an Open Opportunities user flow for student unpaid internships

**Relationship Management** implementing content delivery, collaboration and contact/lead management capabilities

**Data Analytics** focus on measuring user interactions and conversions with USAJOBS and agency content
OPM and HHS Partnership

- The Department of Health and Human Services (HHS) has **720 licensed HR Users** using USA Staffing in FY18.
  - Rolled out use of USA Staffing enterprise wide in 2010
  - Each HHS Operating Division has their own internal Tier-1 Support
  - All HHS Operating Divisions plan to use Onboarding in Upgrade
- HHS HR Solutions manages HHS enterprise level USA Staffing activities and serves as the main point of contact/liaison to the OPM USA Staffing Program Office.
- Each HHS Operating Division is represented on the **USA Staffing Advisory Board** and in various **USA Staffing Workgroups**.
- HHS will be utilizing a variety of interconnections with USA Staffing including EHCM and EWITS/BIIS.
- **OPM’s Staff Acquisition Group** posts vacancies for IHS, FDA and ACF through USA Staffing.
### USA Staffing Usage Statistics

#### Fiscal Year 2017

<table>
<thead>
<tr>
<th>Announcements Released</th>
<th>Applications</th>
<th>Selections Made</th>
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<tbody>
<tr>
<td>1,993</td>
<td>90,164</td>
<td>1,892</td>
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#### Fiscal Year 2018*

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<tr>
<th>HHS OpDiv</th>
<th>Announcements Released</th>
<th>Applications</th>
<th>Certs Issued</th>
<th>Selections Made</th>
<th>New Hires Arrived on Duty</th>
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<td>816</td>
<td>15</td>
<td>8</td>
<td>-</td>
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<tr>
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<td>169</td>
<td>59</td>
<td>11</td>
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<tr>
<td><strong>TOTAL:</strong></td>
<td><strong>2,493</strong></td>
<td><strong>130,799</strong></td>
<td><strong>4,514</strong></td>
<td><strong>1,524</strong></td>
<td><strong>726</strong></td>
</tr>
</tbody>
</table>

*Data through March 1, 2018

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2,493 Announcements so far in FY18*
USAJOBS Statistics

- Out of 273 ATP accounts only 25 are currently active.
- Campaigns allow recruitment teams to share and collaborate on lists of job seekers.
- “Events” appear on the USAJOBS landing page.

Agency Talent Portal (ATP)  
273 HHS Employees have an ATP Account

Campaigns  
Created 25 recruitment campaigns

Events  
2 “Events” in the last year
HHS Interconnections with USA Staffing

USA Staffing supports interconnections across agency systems.

- EWITS/BIIS
- Peoplesoft* (EHCM)
- OPM ESCS*
- OPM eQIP*
- DHS E-Verify*

*In Planning and Development
Resources

• For additional information please visit:
  • HHS HR Solutions: [https://www.hhs.gov/about/agencies/asa/ohr/about-ohr/hr-solutions/index.html](https://www.hhs.gov/about/agencies/asa/ohr/about-ohr/hr-solutions/index.html)
  • OPM USA Staffing Resource Center for HR Users: [http://go.usa.gov/x8yng](http://go.usa.gov/x8yng)
  • OPM USA Staffing Online Help -
    • For HR Users: [https://go.usa.gov/xnhyM](https://go.usa.gov/xnhyM)
    • For Hiring Manager Users: [https://go.usa.gov/xnhyF](https://go.usa.gov/xnhyF)
    • For Applicants: [https://go.usa.gov/xQqyZ](https://go.usa.gov/xQqyZ)
  • OPM USAJOBS Help -
    • For Applicants: [https://www.usajobs.gov/Help/](https://www.usajobs.gov/Help/)
Questions?
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