



USA Hire

Transforming Government One Hire at a Time

SUCCESS STORIES

CUSTOM MISSION-CRITICAL ASSESSMENT

Agency: U.S. Customs and Border Protection



The Challenge:

Customs and Border Protection (CBP) was seeking a testing partner to transition their agency-developed, high stakes, paper-based testing process to an online proctored process for two of their mission-critical law enforcement occupations: Customs and Border Protection Officer (CBPO) GS-1895 and Border Patrol Agent (BPA) GS-1896.

The Solution:

OPM was well positioned to provide the needed support, given the long-standing work relationship with CBP. OPM met with CBP to determine their requirements to successfully transition this work to the USA Hire online platform, which was implemented in May 2014. During any fiscal year, CBP may post 40-50 job opportunity announcements (JOAs) testing cycles for these two positions. The hiring process for these occupations includes completing an unproctored candidate experience record on the USA Hire platform. Once complete, applicants then proceed to schedule a USA Hire proctored test session at one of the hundreds of testing centers available worldwide to complete additional assessments. Applicants who pass these assessments then receive a score in USA Staffing. CBP HR then conducts a qualifications review for minimum qualifications and conditions of employment. Eligible applicants may then continue in the hiring process by undergoing a physical fitness test, medical exam, polygraph test, and background investigation.

The Success:

Applicants may now select any testing center within their local commuting area and may reschedule as needed rather than being forced to travel long distances to one of 30 or so predetermined testing facilities as was the case during the paper-based testing process. CBP experienced a reduced processing timeline for open periods from 16 weeks to 11 weeks (time from the start of the open period to the end of the testing and data transfer process). CBP also experienced increased applicant show rates (CBPO increased from 52% to 64% in FY16; BPA increased from 53% to 58% in FY16). CBP and OPM hold weekly project status meetings to ensure open communication and continued forward movement. By using USA Staffing, CBP has access to real-time data reporting. In FY16, CBP made 1,404 selections (CBPO + BPA).



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