



Health Services Applicant Placement Program (HSAPP)

2009 Report

**Health Services Professional Advisory Committee
Recruitment and Retention Subcommittee
2009 Report**

Health Services Applicant Placement Program: Program Background

The Health Service Officer (HSO) category is the most complex category in the USPHS. It is comprised of more than thirty disciplines with a wide range of qualifying degrees, including but not limited to: clinical psychology, computer science, dental hygiene, epidemiology, optometry, physician assistant, and social work. In early 2004, the HSO category applicant pool numbered approximately 850. At that time, the applicant pool was larger than the category itself (which numbered approximately 800). Placement of applicants was far more challenging than recruitment, partly due to the tremendous complexity of the category. At that time, the Applicant Tracking System in the Office of Commissioned Corps Operations (OCCO) was outdated, had many duplicated files and expired applications. The database was fairly unmanageable and applicants were frustrated by the lack of direct assistance.

Transformation discussions and workgroups have identified the need for a centralized, Corps-controlled recruitment and placement system as an integral part of force management. The President of the United States determined more USPHS officers are necessary to address escalating health care needs both in the United States and abroad. Recognizing a need to bridge the gap between the system as it currently stands and the establishment of the future centralized force management structure, the HSO category created a placement system to assist in placement of qualified applicants as Commissioned Officers in the USPHS. Through this program, the Health Services Applicant Placement Program (HSAPP) of the HSO Category worked with OCCO staff to streamline and maintain the Applicant Tracking System.

In January 2005, 45 discipline liaisons were appointed for a two-year term by the HSO Chief Professional Officer through a self-nomination process. There were a total of 53 appointed for the 2007-2009 operational term. The number of officers managing each discipline reflected the training and experience of the applicant pool. Each liaison was assigned 5-10 applicants and acted as applicants' link to the HSO category and the Corps. The role of Discipline Liaisons is to "Serve as a liaison between HSO applicants, agencies that employ HSOs, and HSAPP Administrators."

More specifically, Discipline Liaisons have the following responsibilities:

- Mentor applicants
- Guide applicants through application process
- Refer position announcements to applicants
- Review applications, KSAs, and prep for interviews

Since the program was implemented in January 2005, three cohorts of discipline liaisons have been appointed by the Recruitment and Retention Subcommittee, numbering approximately 60 officers per 2 year term. The program was initially implemented and managed by LCDR Michelle Colledge as HSAPP Administrator, and in June 2006, CAPT Linda Brown (CPO at the time) appointed CAPT Harry Brown and CAPT David Bellware to co-Administer the program. In 2008, LCDR Claudine Samanic replaced CAPT Taylor upon his retirement as an HSAPP Administrator. The role of an HSAPP Administrator is to "Manage the HSAPP program and provide advice and guidance to discipline liaisons and individual applicants, when needed."

The responsibilities of HSAPP Administrators are as follows:

- Aid in the selection of Discipline Liaison and HSAPP Administrator nominees
- Serve as a liaison between Discipline Liaisons, OCCO, and the HSPAC/Recruitment Subcommittee
- Manage applicant lists and make assignments
- Assist liaisons in problem solving and conflict resolution
- Recognition of Discipline Liaisons

The purpose of this report is to summarize the performance of the program for calendar year 2009.

HSO Applicant Placement Program (HSAPP)- 2009 Summary

- The HSAPP has successfully managed the following number of applicants per quarter over the past 5 years:

Applicants	Q1	Q2	Q3	Q4
2005	220	215	208	202
2006	202	200	277	275
2007	283	294	264	268
2008	255	291	272	280
2009	311	318	300	294

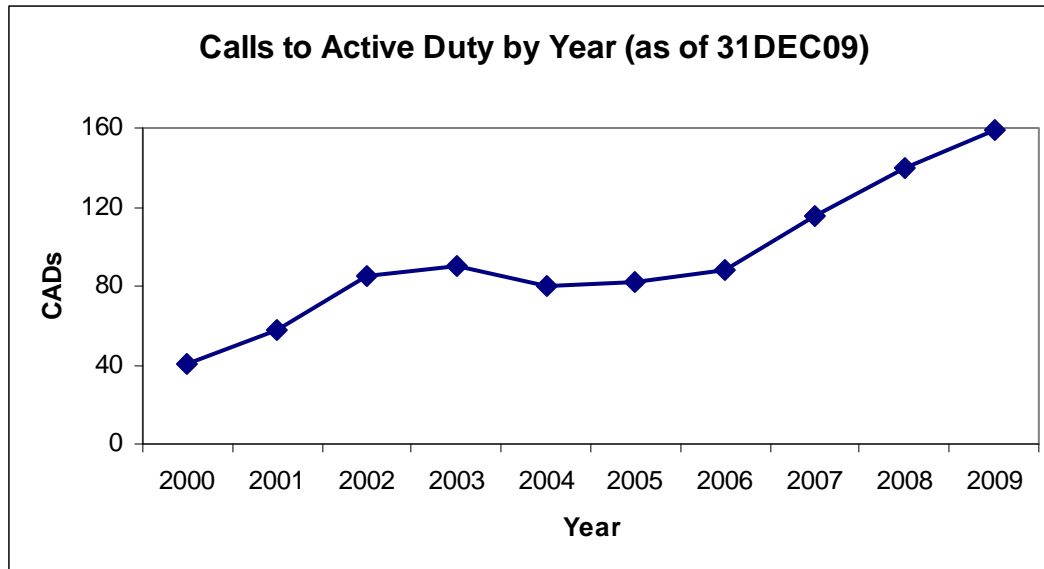
**Note: quarters are per calendar year; Q1 (Jan-Mar); Q2 (Apr-Jun); Q3 (Jul-Sept); Q4 (Oct-Dec)*

In 2009:

- Ninety applicants working with one of our discipline liaisons have been commissioned this year, approximately 57% of all calls to active duty in 2009. Most of the remaining 43% were Agency direct hires and were not detected in the application system.
- As of December 31, 2009, there were 1173 active duty HSOs, 56 of whom are COSTEPs.
- Of the 1122 general duty officers at O-2 and above, **159 were called to duty in 2009** (a 16.5% increase over the general duty officers the previous year).
- The program has resulted in a trend pattern of increased calls to active duty above the norm for the past five years. Given that the category had 800 officers when the program was implemented in 2005, **the category has grown by 40% in the past 5 years.**
- Applicants report that the existence of their discipline liaison has made a seemingly impossible process easier. Some have credited identifying and obtaining their jobs to the hard work and dedication of their liaison. Many thanks to our wonderful liaisons and all the incredible work they have done this year!

2009 Statistical data

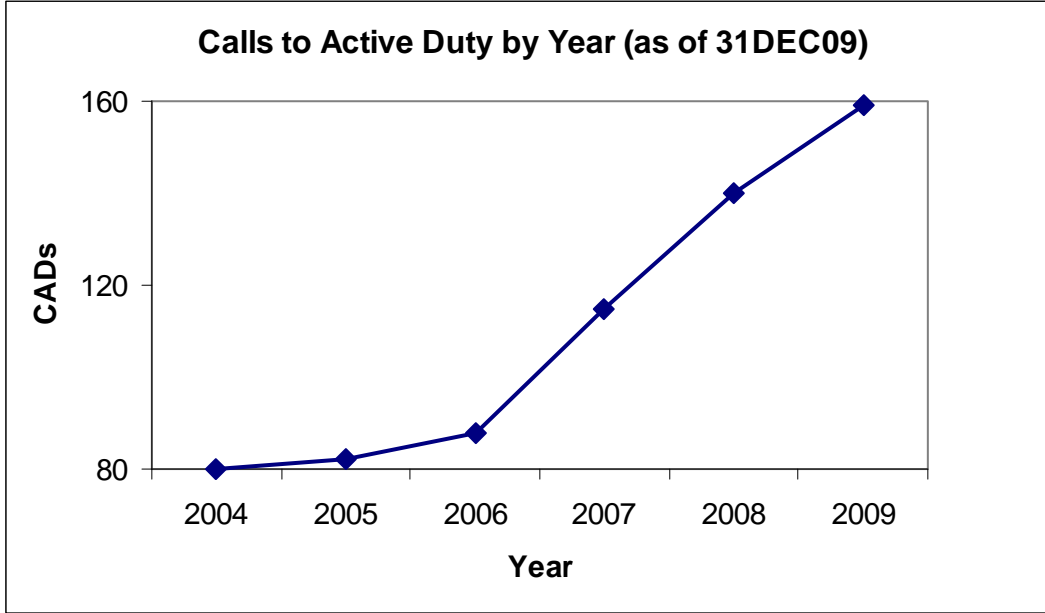
Figure 1. Calls to active duty since 2000



**does not include COSTEPs*

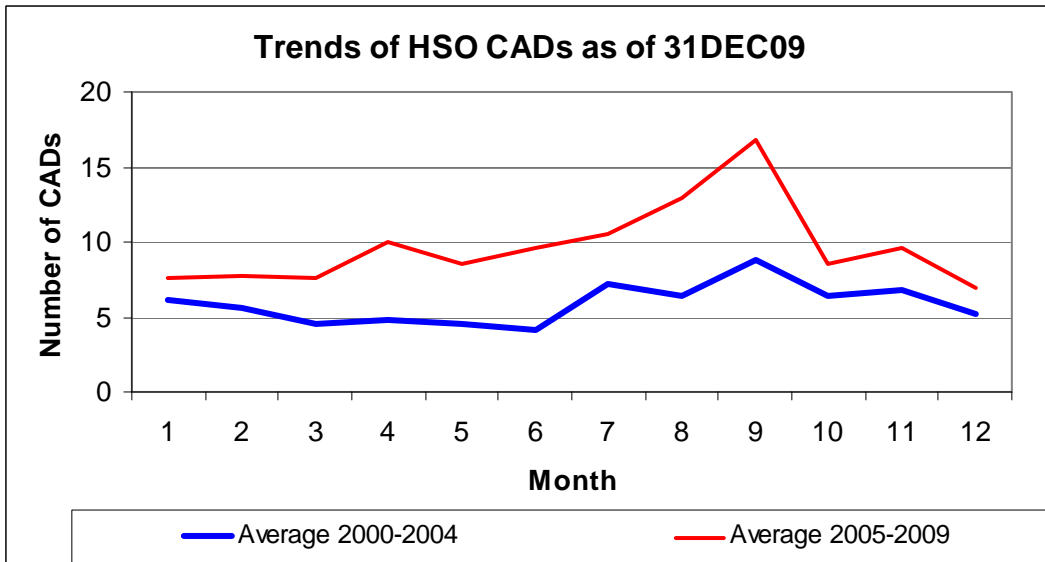
This year, we have consistently exceeded the monthly average CADs from program deployment in 2005.

Figure 2. Calls to active duty since the program was implemented (2005)



*does not include COSTEPs

Figure 3. Trends of calls to duty by month



*does not include COSTEPs

Table 1. Call to Duty Trends by Year

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total CADs
2000	2	2	3	2	1	2	4	5	7	4	4	5	41
2001	8	4	5	5	3	5	4	4	7	7	3	3	58
2002	6	6	4	9	4	4	12	8	14	11	3	4	85
2003	7	10	6	4	4	6	12	9	8	5	14	5	90
2004	8	6	5	4	11	4	4	6	8	5	10	9	80
2005	6	8	4	7	7	8	6	9	14	6	3	4	82
2006	2	4	8	7	10	8	4	10	8	10	8	9	88
2007	8	3	10	9	6	8	15	15	15	6	12	8	115
2008	11	16	7	10	7	13	8	19	24	7	11	7	140
2009	11	8	9	17	13	11	20	12	23	14	14	7	159
Average	6	6	5	5	5	5	7	7	10	6	6	5	79.875
Average 2000-2004	6	6	5	5	5	4	7	6	9	6	7	5	71
Average past 5 years	8	8	8	10	9	10	11	13	17	9	10	7	117
% difference before/after program	23	39	65	108	87	129	47	103	91	34	41	35	65

Figure 4. Trends of calls to duty by year since program inception

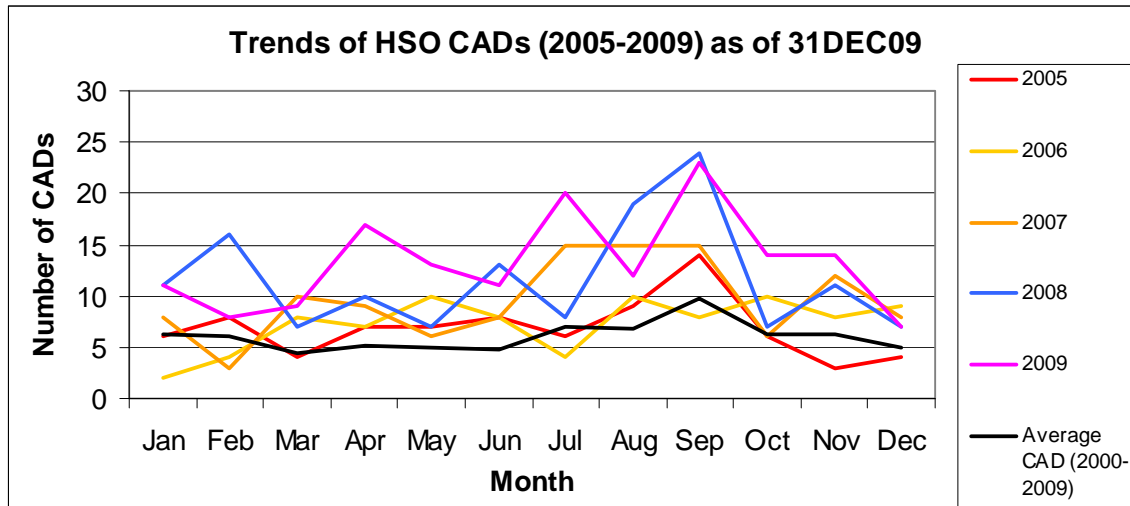


Table 2. Calls to Duty by Discipline

Discipline	Number CAD	% Total CADs
General Public Health/MPH	35	22%
Social Work	24	15%
Hospital/Health Administration	16	10%
Hard Science (Biology/Chemistry/Biotechnology/Biotech)	12	8%
Physician Assistant	11	7%
Computer/Information Sciences	11	7%
Medical Technology	11	7%
Optometry	8	5%
Dental Hygiene	7	4%
Clinical Psychology	6	4%
Environmental Health/Epidemiology/International Health	6	4%
Health Education and Promotion	5	3%
Medical Records	3	2%
Podiatry	2	1%
Health Sciences/Statistics	2	1%

Liaison performance

Liaison performance was measured by the number of calls to active duty from a liaison's applicant pool, whether or not the liaison knew the applicant status at reporting time, and completeness of quarterly reports.

Reporting

Most officers have been diligent in reporting their applicant status updates, and we are very grateful for their timeliness. Of 57 active liaisons, only 11 missed report submissions one or more times in 2009.

Summary

That is the synopsis of our 2009 year-the fifth one up and running. Our CPO and PAC Chair have authorized certificates of recognition for officers excelling in the program this year. The OSG approved an Outstanding Unit Citation for those member serving the program between 2005 and 2008. The CPO, PAC, and Administrators thank our liaisons for their efforts, enthusiasm, and belief in this program!!

The sky is the limit!

LCDR Michelle Colledge, HSAPP Administrator
LCDR Claudine Samanic, HSAPP Administrator
CAPT Dave Bellware, HSAPP Administrator

CDR Delia Jones, Chair
HSPAC, Recruitment and Retention Subcommittee