

# THE COMPUTER EMPLOYMENT APPLICATION CEA

**John E. Reid and Associates, Inc.**

# What is the CEA?

- ▣ The CEA is an interactive software program that interviews job applicants for your organization
- ▣ It is not a static list of questions
- ▣ But rather is an expert system that interviews applicants just as an experienced interviewer would

# What is the CEA?

- ▣ The CEA specifically responds to the applicant's answers and utilizes the appropriate follow up questions to develop additional information
- ▣ This built-in expertise encourages and makes it easier for the applicant to provide complete and accurate data

# The Value of the CEA

- ▣ The CEA structure helps to minimize embellishments or omissions that frequently occur on written applications
- ▣ The CEA provides a structured, objective and consistent interview process

# The Value of the CEA

- ▣ The CEA is designed to explore the applicant's answers so as to ascertain the complete truth
- ▣ CEA develops information that is often not available from any other source
- ▣ CEA only develops information relevant to the hire not hire decision

# The Value of the CEA

- ▣ The CEA saves the organization significant time and money by identifying high risk applicants early in the screening process **before** more expensive and time consuming screening procedures are employed – background checks, drug screening, psychological tests, etc.

# The Value of the CEA

- ▣ The CEA is web based – with the proper access information that we provide to you your applicants can complete the CEA from anywhere in the world, 24 hours a day, 7 days a week

# Areas of Inquiry

- ▣ The CEA questions the applicant thoroughly in the following areas of inquiry:
- ▣ Applicant Personal Information
- ▣ Education
- ▣ Employment Activities (Work History – including terminations, suspensions and disciplinary actions)
- ▣ Military History
- ▣ Theft from Employers

# Areas of Inquiry

- ▣ Integrity
- ▣ Criminal Record
- ▣ Undetected Crimes
- ▣ Driving Convictions (last 5 years)
- ▣ Pending Law Enforcement Charges
- ▣ Use of Drugs Illegally (in compliance with ADA)
- ▣ Purchase/Sale of Drugs Illegally

# Areas of Inquiry

- ▣ Alcohol Use (job related – in compliance with ADA)
- ▣ Certification/Applicant Signature Block
- ▣ A written report is issued for each applicant detailing the information provided by that individual in all of the areas of inquiry

# Areas of Inquiry – Federal Agencies

- ▣ In addition to all of the previously listed areas of inquiry, the CEA program for federal agencies (when completed) will cover these additional areas of concern:
- ▣ Financial Background (including delinquent payments, garnishments, bankruptcies, etc.)

# Areas of Inquiry – Federal Agencies

- ▣ Foreign Travel
- ▣ Foreign Contacts
- ▣ Mental Health
- ▣ Public Record Civil Court Action
- ▣ Associations

# Research on the CEA

- ▣ Several studies have been conducted on the CEA – here are the results of four studies that involved 1,046 individuals:
- ▣ 171 Bureau of Prisons' Applicants
- ▣ 100 Police Department Applicants
- ▣ 209 Sheriff Department Applicants
- ▣ 566 Individuals from a U.S. Federal Agency

# Research on the CEA

- ▣ The results of these four studies can be summarized as follows:
- ▣ **The CEA developed more complete and accurate information about the applicant's background than the traditional pre-employment interview**
- ▣ The CEA was more effective in identifying high risk applicants than the traditional screening process

# Research on the CEA

- ▣ The research details will appear after the next slide

# The CEA

- ▣ If you need additional information or have any questions about the CEA please contact Richard Phannenstill at [cea@reid.com](mailto:cea@reid.com), or call him at 414-281-2590

# Federal Bureau of Prisons CEA Study

- ▣ The purpose of the study was to:
- ▣ Evaluate the effectiveness of the CEA
- ▣ Compare information from the CEA to the information developed by a professional interviewer
- ▣ Determine if using the CEA would improve the quality of the overall hiring process

# Federal Bureau of Prisons CEA Study

- ▣ 171 applicants participated in the study
- ▣ 57 of them were interviewed by CEA and then interviewed by the Bureau staff
- ▣ 114 of them (control group) were not interviewed by CEA but were interviewed by the Bureau staff

# Federal Bureau of Prisons CEA Study

## Data Analysis

- ▣ There were three possible outcomes for each applicant:
- ▣ Met Guidelines (no derogatory information developed)
- ▣ Marginally Met Guidelines (useful information developed)
- ▣ Did Not Meet Guidelines (information developed was disqualifying)

# Federal Bureau of Prisons CEA Study

- ▣ 42% of the applicants who were interviewed by CEA disclosed disqualifying information - Did Not Meet the Bureau hiring standards
- ▣ While only 25% of the applicants who were interviewed by the Bureau staff (no CEA interview) Did Not Meet the Bureau hiring standards
- ▣ The CEA was more effective in identifying high risk applicants

# Second Study – 100 Police Applicants

- ▣ In this study 100 consecutive police applicants were interviewed by CEA
- ▣ 25% had law enforcement experience with positions and/or agencies such as:
  - Police Officer
  - Sheriff Deputy
  - Correctional Officer
  - Juvenile Detention Center
  - State Police, DNR, Federal Agency
  - Military Police

## Second Study – 100 Police Applicants

- ▣ Before completing the CEA all 100 applicants had been pre-screened by a variety of processes, including

# Second Study – 100 Police Applicants

- Written aptitude tests
- Physical agility tests
- Oral interview with investigator
- Personal background interviews by detective
- Initial written application
- Personal History Questionnaire (39 pages)
- N.C.I.C. record checks
- Credit & driving record checks
- State, county and local record checks
- Field background check and Drug test
- Panel interview

# Second Study – 100 Police Applicants

- ▣ Results:

- ▣ Out of the 100 pre-screened police applicants who were then interviewed by CEA 58% disclosed disqualifying information – they were identified by the CEA as high risk individuals that would not meet law enforcement hiring standards

## Third Study – 209 Sheriff Dept. Applicants

- ▣ 209 applicants for a County Sheriff's Department were interviewed by CEA as part of the selection process
- ▣ Based on the information developed by the CEA interview 52% of these 209 applicants did not meet the department hiring standards

## **Fourth Study – U.S. Federal Agency**

- ▣ **566 individuals were interviewed by CEA and then went through complete background investigations (BI)**
- ▣ **The purpose of the study was to determine if the CEA could serve as an interim clearance tool pending the final BI results**

## Fourth Study – U.S. Federal Agency

- ▣ This federal agency had several areas of concern that they wanted to examine in the clearance process, including:
  - ▣ Sabotage, espionage, treason, terrorism
  - ▣ Sympathetic association with saboteur, spy or terrorist
  - ▣ Membership in or participation in activities with organizations intent on harming the US

## Fourth Study – U.S Federal Agency

- ▣ Relatives living in countries whose interests may be harmful to the US
- ▣ Misrepresentations or falsification of information on application documents or during any interviews
- ▣ Failure to protect classified matter (including unauthorized disclosure) or failure to adhere to proper security measures and regulations

## Fourth Study – U.S. Federal Agency

- ▣ Illness or mental condition that could significantly affect judgment or reliability
- ▣ Refusal to testify re Agency issues
- ▣ Abuse of alcohol
- ▣ Use, possession or sale of illegal drugs
- ▣ Criminal behavior
- ▣ Financial irresponsibility

## **Fourth Study – U.S. Federal Agency - Results**

- ▣ **19 (3.3%) of the cases evaluated contained “actionable” derogatory information in the CEA that was not contained in the Background Investigation**
- ▣ **86 (15.1%) of the cases found “non-actionable” derogatory information in the CEA that was not listed in the Background Investigation.**

## Fourth Study – U.S. Federal Agency

- ▣ 323 (57%) of the cases evaluated listed essentially the same level of derogatory information in both the CEA and the Background Investigation
- ▣ When the information developed by the CEA and the background investigations for all 566 candidates was compared, there was a net of only 7% (39) who had actionable derogatory information found in the BI and not the CEA.

## Fourth Study – U.S. Federal Agency

- ▣ As the report states the results were very impressive.
- ▣ “Of all the cases reviewed, there were not any applicants that would have received interim access (i.e., successful completion of the CEA) who did not eventually receive Q access. (Top Secret Clearance).

## Fourth Study – U.S. Federal Agency

- ▣ *“This data ... represents a 99% statistical validation against NNSA clearance population of 40,000 clearances, at this time.”*

# Research on the CEA – Results

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# The CEA

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# Computer Employment Application – CEA

- ▣ This completes the Power Point presentation on CEA
- ▣ Thank you very much for your time and interest