



Overview: Health Services Assignment Assistance Program Liaison (HSAAP)

A Presentation to the BASPAG
CDR Shane Sims & CDR Maria Benke
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Agenda

- Health Services Assignment Assistance Program (HSAAP) Purpose
- HSAAP Program Changes
- HSAAP Process
- HSAAP Liaison Officer Expectations



Program Purpose

The Health Services Assignment Assistance Program (HSAAP) seeks to provide HSOs, and professionally boarded applicants, with job placement and career assistance



Background

- Original program implemented in 2005
- Initially developed to help with the backlog of applicants qualifying under the HSO category
- Program renamed to the Health Services Assignment Assistance Program in 2014
 - Reflect the role of *assisting*, not *placing* applicants
 - Mission expanded to support current HSOs



Structure

- HSAAP falls under the HSO Recruitment & Retention (R&R) Subcommittee
- Composition
 - HSAAP Administrators
 - Liaisons (LNOs) and
 - a Resource Lead

HSAAP



U.S. Public Health Service (PHS) officers are responsible for securing their own positions, and career progression.

The HSAAP program actively assists new accessions and active duty Health Service officers navigate their job searches, locate suitable positions, and prepare themselves to be competitive in the job market as Commissioned Corps Officers.

HSAAP Liaison will assist officers by:

- Share vacancy announcements.
- Develops & conducts training and outreach.
- Provides guidance & resources for job searches.
- Individually coach & counsel officers seeking job opportunities.

Contact: HSAAP@usphs-hso.org

Participants may be referred or self-select to take part in HSAAP. Voluntary participation involves a partnership and a strong commitment between officer and HSAAP Liaisons,



HSAAP Services

HSAAP Participants are:

1. Added to a Listserv to receive vacancy announcements, resources, & training invites.
2. Paired with a HSAAP Liaison for personalized assistance.
3. Guidance provided to complete applications, format CVs, and interviewing skills.

Participating Officer Commitments

Participating officers commit to:

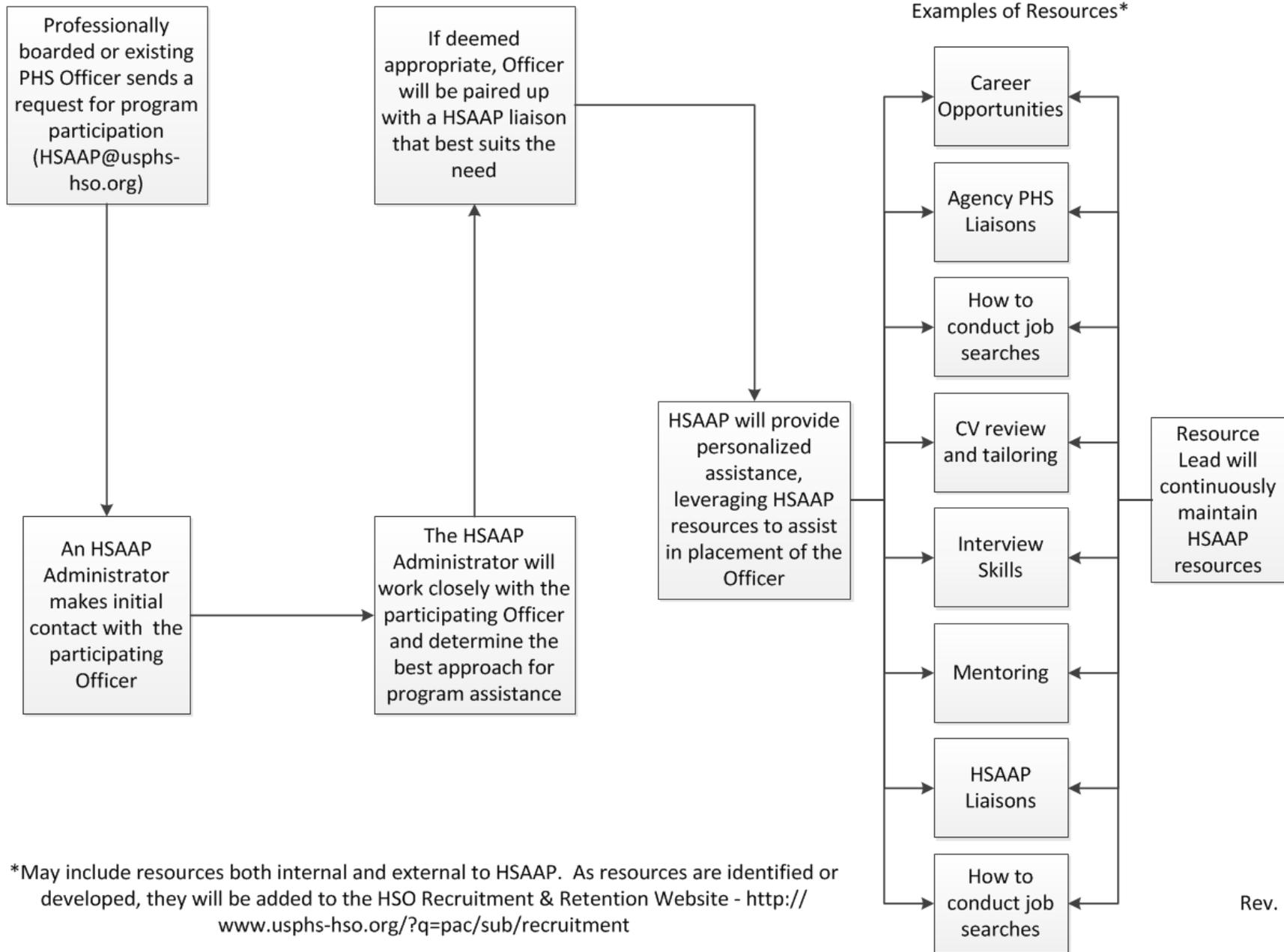
1. Make good-faith effort to submit applications.
2. Maintain regular contact with the HSAAP Liaison.
3. Notify the program of job offers or desire to discontinue participation.



HSAAP Process Overview

- Prospective applicants may request enrollment in HSAAP by sending an email to the program: HSAAP@usphs-hso.org
- HSAAP Admin Team receives request via the group email and assesses the applicant's need
- HSAAP Admin Team will attempt to match the applicant with a LNO based on the needs of the individual

Health Services Assignment Assistance Program Workflow



*May include resources both internal and external to HSAAP. As resources are identified or developed, they will be added to the HSO Recruitment & Retention Website - <http://www.usphs-hso.org/?q=pac/sub/recruitment>



Expectations of HSAAP Liaisons



HSAAP Liaison (LNO) Role and Responsibilities

- An LNO may be matched with one officer or professionally boarded applicant at one time
- LNOs may have to work more intensively with participants
 - In some cases act as an informal mentor and provide encouragement in seeking positions
- LNOs assigned an applicant will be required to provide a report to HSAAP quarterly

HSAAP LNO: Application & Appointment



- Complete application form
- Secure Agency CC Liaison concurrence
- Receive training
- 2 year appointment (memo)

HEALTH SERVICES ASSIGNMENT ASSISTANT PROGRAM (HSAAP) APPLICATION FORM: 2014 - 2016

The Health Services Assignment Assistance Program (HSAAP) actively assists new accessions and active duty Health Services officers navigate their job searches, locate suitable positions, and prepare themselves to be competitive in the job market as Commissioned Corps officers. Selections are made by the HS Professional Advisory Committee (HS PAC), Recruitment and Retention (R&R) Subcommittee, and appointments by the HS R&R Chair.

I am interested in serving as a HSAAP Liaison for a two-year term. If selected, I am expected to attend training for HSAAP Liaisons, counsel and help guide program participants, and participate in monitoring, reporting, and evaluation efforts.

I have included a copy of my current CV with a summary sheet and a concurrence by my Agency Commissioned Corps Liaison.

APPLICANT INFORMATION:

Rank and Name: _____ PHS Serial #: _____
Specific HSO Discipline (qualifying degree to the Corps): _____
HSO Subspecialty: _____
Operating Division/Program: _____
Agency/Center: _____
Division/Program: _____ Building: _____ Room: _____
Mail Stop: _____ Street: _____
City: _____ State: _____ Zip: _____
Duty Phone: _____ FAX: _____
E-Mail Address: _____

AGENCY APPROVAL: I certify the officer is currently basic ready and in good standing. The agency concurs with this officer's appointment with HSAAP.

Name (printed): _____ Title: _____

Signature: _____ Date: _____

E-mail signed application and CV with summary sheet to: HSAAP@usphs-hso.org

POCs: CDR Shane Sims, Shane.Sims@hhs.gov; or CDR Maria Benke, Maria.Benke@cha.mil



Preparation

- Mandatory HSAAP training prior to match.
- Review of available tools and resources.
 - HSO Category Benchmarks
 - List of Agency Liaisons
 - Guidance for how to counsel others
 - Patterson & Genney. (2012). *Crucial Conversations*
 - Check the HSAAP website for other resources in the near future



HSAAP Liaison Training: The HSAAP Liaison's Goal

- Goal is not merely to find a job, but a suitable position!
 - Ideal to find good match/fit between officer and organization
 - Should align with participant's professional career progression and goals



Recommended Tips for Liaisons

- Let participant take the lead in identifying the type of assistance they require
- Usually, the end goal is to “find a job”, and assistance in any (or all) of the steps required
- Participant may have to directly work with the agency representative
 - Agency Contact Information on USAJobs, and/or
 - Agency PHS Liaison when applying for a specific job



Recommended Tips for Liaisons

- Ask for materials, such as their PHS CV (and USAJobs CV if they have one)
 - This may show career progression, types of jobs they may like/dislike, geographical preference
 - May be asked to review CVs and job questionnaires
- Ask additional questions to focus job search
 - What are your goals, beyond simply finding a job?
 - What kind of work would you like to do?
 - What are you looking for as far as a work environment?
 - What programmatic area do you want to work in?
 - What are your longer-term career goals?



Recommended Tips for Liaisons

- Additional open-ended questions to prompt officer/boarded applicant to discover own solutions
 - What is your “dream-job”?
 - How do you envision getting there?
 - What are the interim steps to getting there from where you are?
 - Professional preferences (i.e. supervisory vs. non-supervisor, administrative vs. field/clinical job)



Recommended Tips for Liaisons

- Encourage officers/boarded applicants to seek other advice and assistance through
 - Other PHS Officers
 - Mentors
- Other sensitive areas officer/new accessions may discuss
 - Family issues in career choice
 - Overall life goals

HSAAP Participants Must Draw Their Own Conclusions



Your role as a HSAAP Liaison is to assist with resources and information/guidance, and to facilitate introspection for officers and applicants to weigh their options. Their conclusions and choices should ultimately be their own.

- Officership.
- Conditions of service.
 - Readiness
 - Deployment
 - Mobility
 - Uniform wear
 - Training & education
- Benchmarks.
- Needs of Service.
- Agency priorities.
- Independence and entrepreneurship.
- Geographic preference.
- Family priorities.
- Professional aspirations.
- Needs of Self.
- Personal preferences & desires.





Resources

- LCDR Dana Lee (dannsle@gmail.com) is Resource Administrator, and can provide resources upon request
- Resources will be placed on the R&R website
- Other HSAAP Liaisons may have insights and experience that can assist you
- HSO Mentoring Program
 - <http://usphs-hso.org/?q=pac/sub/mentoring/program>



HSAAP Evaluation

- Process of HSAAP
 - # Sought for help
 - HSAAP service provided
- Impact/outcome effectiveness
 - Meet officer needs
 - Info provided helpful



HSAAP Administrators

HSAAP@usphs-hso.org

- CDR Shane Sims (Shane.Sims@hhs.gov)
- CDR Maria Benke (MBenke@hrsa.gov ***After 10/17/2014*)
- LCDR Francis Bertulfo (Francis.Bertulfo@fda.hhs.gov)
- LCDR David Barry (David.s.Barry6.mil@mail.mil)
- LCDR Carla Burch (Carla.Burch@samhsa.hhs.gov)
- LCDR Dana Lee (dannsle@gmail.com) (Resources)



Questions?