



**Texas Department of  
Family and Protective Services**

# **Supervisor Assessment Guide**

*Updated October 2019*

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## Supervisor assessment process overview

The primary goal of the DFPS Supervisor Assessment process is to enhance the supervisor screening process to ensure the most qualified staff are selected to fill the supervisor positions in our agency. Testing staff helps to ensure that DFPS selects those who are best prepared and are who are able to demonstrate the requisite skills and abilities to operate at the supervisor level.

Ultimately this assessment process supports the goal of getting the best people in the right supervisory position to provide the best quality leadership that our staff and the people we protect deserve.

## Who does this process apply to?

Any qualified applicant interested in applying for a Supervisor I/II position in APS, CPS, and SWI.

## Minimum qualifications for promotion to Supervisor I

Initial Screening Criteria:

- Child Protective Services Supervisor I: A bachelor's degree from an accredited college or university, plus eighteen months of full-time experience in Child Protective Services\* or child placement services\*\* in a public social services agency OR Currently employed as a Child Protective Services Supervisor I in Family and Protective Services.

OR previously employed as a Child Protective Services Supervisor I in Family and Protective Services.

- Child Protective Services Supervisor II: Completion of Phase I Child Protective Services Specialist Certification and completion of the Child Protective Services Supervisor Certification OR Currently employed as a Child Protective Services Supervisor II in Family and Protective Services OR Currently employed in a Family and Protective Services management position in the Child Protective Services program at a level above Child Protective Services Supervisor AND prior experience as Child Protective Services Supervisor in Family and Protective Services OR previously employed as a Child Protective Services Supervisor II.

## Supervisor promotion assessment

The supervisor assessment consists of an in-person examination. Candidates interesting in sitting for an exam will need to confirm a testing date, time, and location at <http://learning.dfps.txnet.state.tx.us/lms21/mod/booking/view.php?id=18895> and the register to take the exam at <http://learning.dfps.txnet.state.tx.us/lms21/course/index.php?categoryid=180>.

The assessment consists of 100 multiple choice and true/false questions. Candidates have up to two hours to complete the assessment. A passing score is good for two years from the date the assessment was completed.

Assessments are administered by the DFPS Human Resources and Center for Learning and Organizational Excellence (HR/CLOE) using an electronic process for most DFPS staff. A paper assessment is offered for external candidates and some DFPS candidates who are not assigned mobile technology equipment or may have other accommodation needs.

If you are assigned mobile computer in your current position at DFPS, please be sure to bring the equipment with you to the assessment. You are required to utilize it to complete the assessment.

The assessment will be proctored in the following DFPS training academy locations:

Region	City	County	Location Code	Address	Zip
001	AMARILLO	POTTER	2931	3521 SW 15TH AVE	79102
001	LUBBOCK	LUBBOCK	1895	7 BRIERCROFT OFC PRK	79412
002	ABILENE	TAYLOR	1378	3610 VINE ST	79602
003	ARLINGTON	TARRANT	1700	1200 E COPELAND RD STE 400	76011
003	DALLAS	DALLAS	2795	8700 N STEMMONS FWY	75247
004	TYLER	SMITH	1818	302 E RIECK RD	75703
005	PORT ARTHUR	JEFFERSON	3293	4200 JIMMY JOHNSON	77642
006	HOUSTON	HARRIS	1647	3 NORTHPOINT DR	77060
006	ROSENBERG	FORT BEND	2097	1110 AVE G	77471
007	AUSTIN	TRAVIS	2345	14000 SUMMIT DR	78728
008	SAN ANTONIO	BEXAR	1717	3635 SE MILITARY DR	78223
009	ODESSA	ECTOR	1774	2525 N GRANDVIEW AVE STE 100	79761
010	EL PASO	EL PASO	3291	501 HAWKINS BLVD	79915
011	CORPUS CHRISTI	NUECES	1650	5155 FLYNN PKWY	78411
011	EDINBURG	HIDALGO	1855	300 E CANTON RD	78539

The room numbers are posted with the schedule in the LMS due to changes in availability of classrooms.

The schedule across the regions is posted on the LMS assessment registration page. It is also updated on the DFPS jobs web page for external candidates.

**Arrive early on the day of your assessment.**

**No exceptions will be made for those who arrive late since this is a timed assessment.**

**You will be asked to go online to reschedule if you arrive late.**

**The assessment requires a grade of 80%, or greater, to receive a passing certificate.**

Assessments are administered using the DFPS Learning Management System (LMS) for internal candidates and a hard copy (paper) version for external candidates. Hard copy assessments are used on a case by case basis for candidates as needed for accessibility as well. The following link is the link to register for the assessment. Click this link and follow the instructions to register for your assessment date and location: <http://learning.dfps.txnet.state.tx.us/lms21/course/index.php?categoryid=180>

Once you have completed your assessment in the LMS and received an 80% or greater, you will be instructed to save a copy of your certificate. Having this certificate will be one of the minimum

qualifications for an APS, CPS, or SWI supervisor position. You are also encouraged to print a copy for your own records.

This certificate is needed during the hiring process to be qualified for a supervisor position. Hiring managers will verify candidates have received their certificate in CAPPs or with the candidates directly during the screening or interview process. Candidates are required to fax the certificate to the CAPPs service center to be added to their CAPPs profile. The CAPPs fax number is (866) 245-3646.

The fax must include a cover sheet with the candidate's name and email. The email address should match the address that was used on the State of Texas application. This will ensure the results are attached to the profile in a timely manner. Here are the instructions for completing the application:

## **Submit a DFPS application for employment**

### **Online Application**

- Search and apply at <https://jobshportal.cpa.texas.gov/ENG/careerportal>
- If needed, pick up the "Applying for a Job Online" helpsheet

**OR**

### **Paper Application**

Complete a paper application and mail or fax it to:

HHS Employee Service Center  
Attn: Recruiting  
P.O. Box 6629  
Round Rock, Texas 78683-6629

Fax 1.866.245.3646  
HHS Employee Service Center  
Attn: Recruiting

### **Call HHS Employee Service Center for Assistance**

1.888.TX.HHS.HR (1.888.894.4747) or 1.866.839.2747 (TTY)

Monday through Friday, 7 am – 7 pm (CT) *English and Spanish speaking assistance available*

## Applying for a Job Online

1. **Enter** the CAPPS Job Center
  - a. Follow [this link](#) or;
  - b. Copy and paste the link into your internet browser
2. **Create** Your Profile
  - a. From the CAPPS *Job Center Homepage*, go to the *New Member* section and select
3. **My Profile** from the menu bar.
  - a. Complete all required fields (i.e., all fields in red marked with asterisks).
  - b. Complete the *Future Access* section of the *Profile* page. (Note: The HHS Employee Service Center may contact you about your application.)
4. **Search** for a Job
  - a. There are two ways to search for a job:
5. **Job Search** – This feature allows you to search for a job based on specific criteria.
6. Enter your search criteria (e.g., location, agency, occupational category).
7. Click the **Search** button. The website will present a list of jobs matching your search criteria.
8. Select a job (or jobs) from the list to review.
9. **Or Alternative Search** – This feature allows you to search for a job based on your work experiences and skills.
10. Copy and paste your resume or a set of skills into the textbox.
11. Click the **Search** button. The jobs that most closely match your resume/skills will be sorted to the top of the search list.
  - a. Select a job (or jobs) from the list to review.
12. **Complete** Your Application
  - a. Once you have reviewed the job (or jobs), you have several options, including applying for the job, adding the job to your job cart, sending the information on to a friend or viewing

## Q & A

Q - Do I have to take the assessment every time I want to apply to a supervisor position?

A - No. Once you have achieved an 80% or better, you will receive a certificate that is good for 24 months from the date you passed.

Q - What happens when the 24 months is up? Do I have to take the assessment again even if I received a score of 80% or better?

A – Yes. Your certificate is good for 24 months for the purposes of being considered eligible to apply for a CPS supervisor I position. After 24 months you will need to take the assessment again to continue to be eligible to apply for a Supervisor I position.

Q - Do current supervisors in APS, CPS, and SWI need to take this assessment?

A - No. Current supervisors are not required to take the assessment. Supervisors who are NOT currently CPS supervisors are required to take the assessment.

Q - If I have been a supervisor before, do I have to take the assessment if I want to apply to be a supervisor again?

A - Yes

Q – Do I have to have an assessment certificate to submit my application for a supervisor position?

A – No, but you will need to have your certificate prior to being offered a supervisor position.

Q – Can I bring a copy of the assessment certificate to the interview if I don't have it uploaded to my CAPPs profile prior to interviewing?

A – Yes, but you are still encouraged to upload it to your CAPPs profile.

Q - How often can I retake the assessment if I don't get at least 80%?

A – You can retake the assessment as often as they are offered across the state. It is your responsibility to coordinate with your supervisor for approval of the time away from work to take the assessment.

Q - Will staff be allowed to claim travel expenses to and from the assessment location?

A – Current DFPS staff will be able to claim mileage reimbursement only if they take the assessment.

Q - Will staff have to take leave to take the assessment?

A - No

Q - Can I request the results of the board if I am not selected for the position?

A – Open records requests can be made in accordance with the agency's HR policy.

Q - How do I verify my results on the assessment?

A – For internal candidates, your results will be maintained in the LMS. CLOE staff will maintain historical results for all external candidates.

Q - Who do I contact if I am unable to print my certification or to verify my results?

A – Let the on-site proctor know or email the issue to [DFPSpromotions@dfps.state.tx.us](mailto:DFPSpromotions@dfps.state.tx.us)

Q - Who is able to see my assessment results?

A – The individual taking the assessment and HR/CLOE staff administering the assessment will be able to see the results.

Q - Will this assessment have any impact on future performance evaluations, merits or promotions?

A - No

Q - Who do I contact if I need special accommodations to take the assessment?

A – If you have a special circumstance and need assistance, please email [DFPSpromotions@dfps.state.tx.us](mailto:DFPSpromotions@dfps.state.tx.us)