

CHAPTER 9
SELECTION PROCESS
REVISED JULY 2021
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CHAPTER 9

SELECTION PROCESS

1. PURPOSE. The purpose of this chapter is to aid CHP personnel in the recruitment of qualified individuals for the classifications of Cadet, CHP; Public Safety Operator (PSO); and Public Safety Dispatcher (PSD). This chapter provides an overview of the selection process for these classifications, including application submission, examination requirements, applicant investigations, medical and psychological evaluation requirements, and post-hire training.

2. CADET SELECTION PROCESS. The cadet selection process consists of 5 separate phases. Except for the Commission on Peace Officer Standards and Training (POST) written examination, all phases are judged or scored on a pass/fail basis. Candidates must successfully complete all phases of the selection process to receive an invitation to attend the Academy. All elements of the selection process are job-related and will be administered, scored, evaluated, and interpreted in a standardized manner.

a. Application Process. To begin the selection process, the potential candidate must create a personal online account on the CHP Careers Web site at www.chpcareers.com. This account will serve as a means for future communication between the Cadet Hiring Unit (CHU) and the candidate.

NOTE: Potential applicants who do not have access to a computer/internet can contact their local recruiter to create their personal online account. Recruiters can also assist in setting up a free e-mail account if the candidate does not have one (an e-mail address is required and can be accessed on a smart phone or at their local library).

(1) After creating a personal online account, the candidate must submit an online application through the CHP Web site during an open filing period. Candidates must carefully select the Division where they want to participate in the examination process. Once a selection is made, the candidate will be expected to complete the Physical Abilities Test (PAT) and POST Entry-Level Law Enforcement Test Battery (PELLETB) written examination at the selected Division.

(2) For the application to be accepted, the candidate must meet the following minimum requirements:

(a) Age Requirement. The candidate must be between 20 through 35 years of age on or before the final filing date of the examination cycle the candidate has chosen.

NOTE: In accordance with California Vehicle Code (CVC) Section 2256, the minimum age limit for appointment to the position of entry level peace officer of the Department of the California Highway Patrol shall be 21 years on or before they graduate from the Academy, and the maximum age limit for examination shall be 35 years.

(b) Education. The candidate must possess the educational equivalent to the completion of the 12th grade.

(c) Felony Disqualification. Under the provisions of California Government Code (GC) Section 1029(a), persons convicted of a felony are not eligible to compete for, or be appointed to, peace officer positions.

(d) Citizenship. In accordance with CVC Section 2267, the candidate must be a U.S. citizen or obtain U.S. citizenship prior to their appointment.

(3) If a candidate fails to meet any of the minimum requirements, their application will not be accepted. The candidate will receive an e-mail notification providing an explanation as to why their application was not accepted.

(4) If a candidate fails to appear for the PAT, written examination, or any portion of the selection process, they must submit a new application during a future open filing period.

(5) Approximately 2-3 weeks prior to the PAT, an e-mail notification will be sent to the candidate inviting them to the PAT and providing examination and reporting details.

NOTE: Applicants who do not regularly receive e-mail correspondence may contact the CHU at (916) 843-3760 for assistance.

b. Physical Abilities Test. The PAT determines whether the candidate meets the minimum physical fitness level required for the classification of Cadet, CHP. Each exercise component of the PAT is pass/fail. Candidates will be advised of their pass/fail status following each exercise component. To proceed in the selection process, candidates must successfully complete all the following exercise components of the PAT:

(1) Push-Ups. A minimum of 19 properly performed push-ups within a 1-minute period.

(2) Sit-Ups. A minimum of 25 properly performed sit-ups within a 1-minute period.

(3) 300-Meter Run. Run 300 meters on a flat, level surface, in 70 seconds or less.

(4) 1.5-Mile Run. Run 1.5 miles on a flat, level surface, in 15 minutes or less.

(5) If a candidate passes the PAT, they will be invited to participate in the written examination. The candidate's invitation will include the date, time, and the location of the written examination. Candidates that are unsuccessful will not be invited to participate in the written examination, however, a new application may be submitted during a future open filing period.

c. Written Examination. After successfully completing the PAT, the candidate will be required to participate in the PELLETB written examination. The PELLETB written examination is utilized in accordance with Title 11, California Code of Regulations (CCR) Section 1951, to determine whether the candidate possesses the reading and writing skills necessary to perform the job of a peace officer. The examination is designed to test the candidate's reading comprehension, grammar, and vocabulary.

NOTE: Per POST, acceptance of a waiver for meeting the Regular Basic Course training standard is at the discretion of the employing agency. The CHP does not provide any exemptions for applicants who have successfully completed a Regular Basic Course or Specialized Investigators' Basic Course or for out-of-state applicants who provide proof of a Basic Course Waiver. All CHP cadet applicants are required to complete the POST PELLETB exam.

(1) The PELLETB written examination consists of both multiple-choice and fill-in-the-blank questions. The candidate is provided 2 hours and 30 minutes to complete the examination. Candidates are notified of their exam results by a system-generated e-mail within 30 days after their written examination.

NOTE: Potential applicants who do not have access to a computer/internet can contact their local recruiter to create their personal online account. Recruiters can also assist in setting up a free e-mail account if the applicant does not have one (an e-mail address is required and can be accessed on a smart phone or at their local library).

(1) Unsuccessful Candidates. Recruiters may encourage candidates who do not pass the written examination to reapply. The candidate will be required to restart the selection process by submitting a new application online within an open filing period for a subsequent examination cycle. Candidates who no longer meet the minimum requirements are ineligible to test again.

(a) There is no limit on the number of written examinations a candidate may take; however, there must be a minimum of 30 calendar days between PELLETB written examination dates, regardless of the department or agency.

(2) Successful Candidates. Candidates who pass the written examination will establish eligibility on a 6-rank certification list. The candidate's rank on the certification list is based on 1 of the following 6 qualifying scores generated from their T-score results: 95, 90, 85, 80, 75, or 70.

(3) Personnel utilized as proctors for the written examination shall have completed the POST-approved proctor training courses prior to serving as a proctor.

d. Veterans' Preference. California GC Section 18973.1 states that any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score on an entrance examination shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference (VP) credit. In accordance with California GC Section 18973.5, veterans who have achieved permanent civil service status are not eligible to receive VP.

(1) Candidates seeking VP for an examination must complete and submit the CalHR 1093, Veterans' Preference for Examinations, form which is available on the California Department of Human Resources (CalHR) Web site: <https://www.calhr.ca.gov/Documents/CalHR-1093.pdf>. They can be contacted via mail at the California Department of Human Resources, 1515 S Street, Sacramento, California 95811 or by telephone at (866) 844-8671.

e. Career Credits. State civil service career credits are no longer offered for the Cadet, CHP, examination.

f. Applicant Investigation. Pursuant to the guidelines established in Highway Patrol Manual (HPM) 10.1, Applicant Investigations Manual, the Department requires an extensive applicant investigation on all candidates certified for cadet employment. The time needed to complete an applicant investigation will vary depending on the candidate's history (e.g., numerous residences, extensive employment history), but generally takes approximately 4 to 6 months to complete. Using the certification list, Division Applicant Investigation Units notify candidates by e-mail that they must complete a Personal History Statement (PHS) electronically and submit the required documents within 21 days.

NOTE: Applicants who do not regularly receive e-mail correspondence may contact the CHU at (916) 843-3760 for assistance.

g. A PHS is a comprehensive questionnaire on which the candidate discloses pertinent personal history information including, but not limited to, the following areas of inquiry: references, current and/or prior spouses, children, residences, education, employment and experience, military service, legal actions, motor vehicle operations, finances, and drug use history. Applicant investigators utilize the PHS as a guideline to conduct applicant investigations.

(1) Recruiters should emphasize the importance of being open, honest, and accurate throughout the selection process, as failure to do so will delay the hiring process and may be grounds for disqualification. It is strongly recommended that any questions from candidates related to the applicant investigation be directed to the applicant investigator.

(2) At the onset of the investigation, the applicant investigator will conduct an initial interview with the candidate, enabling the investigator and candidate to review the PHS and record any changes or omissions which may have occurred. The investigator will provide the candidate with information regarding Academy life, salary, benefits, and selection criteria for field assignments, affording the candidate the opportunity to obtain clarification and ask questions.

(3) During the initial phase of the applicant investigation, cadet candidates will participate in a Computer Voice Stress Analysis (CVSA) administered by specially trained departmental staff. The CVSA process consists of a preexamination discussion, examination, and post-examination discussion. Deceptive responses indicated by the CVSA will be discussed with the candidate.

(4) At the conclusion of the investigation, the applicant investigator will conduct a final interview with the candidate, in which the investigator will discuss any derogatory findings with the candidate and allow the candidate to respond. The investigator will advise whether the candidate is recommended to continue in the selection process.

(5) Candidates who are recommended to continue in the selection process will proceed to the medical and psychological evaluation phases of the selection process (refer to paragraph 2.g. and 2.h.). The candidate will participate in these phases concurrently.

h. Medical Evaluation. In accordance with California GC Section 1031(f), the candidate's physical condition will be evaluated to determine whether the candidate is free from any physical condition that might adversely affect the exercise of the powers of a peace officer position and to ensure the candidate is capable of

performing the essential duties of an Officer, CHP. The medical evaluation is conducted by a licensed physician approved by the Department.

NOTE: Departmental personnel not assigned to the CHU shall refrain from discussing medical conditions or the status of the candidate's medical and psychological examination results. All candidate inquiries should be referred to the CHU. This is not intended to preclude employees from providing information pertaining to minimum standards.

(1) The candidate is required to complete a comprehensive medical history questionnaire, physical examination, and urine drug screen. The CHP Medical Officer reviews all cadet medical examination results and is responsible for making medical suitability determinations. The candidate may be requested to perform additional testing or submit additional medical information before a medical suitability determination may be rendered.

(2) Vision. This position requires 20/20 vision in each eye and with both eyes. Vision can be corrected utilizing the following methods:

(a) Glasses may be utilized if the candidate's uncorrected near and far vision is 20/40, or better, in each eye individually and with both eyes. If the candidate's uncorrected near or far vision is worse than 20/40 in either eye, or with both eyes, the candidate must use soft contact lenses or surgery to correct their vision. Recent eye surgery and new use of soft contact lenses requires a 6-month stabilization period prior to a medical suitability determination being made. The use of hard contact lenses to correct vision is prohibited.

(3) Color Vision. This position requires normal color vision (see NOTE below). The use of color correction lenses is prohibited.

(4) Normal Hearing. As per the guidelines defined in the POST Medical Screening Manual, this position requires normal hearing (see NOTE below).

NOTE: The definition of normal regarding a candidate's hearing (auditory function) and vision are based on medical guidelines that are fair and consistent and allow for individualized consideration of Department and candidate specifics. "Normal" functioning is evaluated by the CHP Medical Officer during the medical evaluation phase using current diagnostic and evaluative methodologies to ensure compliance with the Department's standards and requirements.

(5) Medical Suitability. Candidates determined to be medically suitable have concluded the medical evaluation phase of the selection process. Candidates

determined not to be medically suitable will be withheld from further consideration in the selection process.

i. Psychological Screening Program. California GC Section 1031(f) requires every peace officer candidate to be found free from any emotional or mental condition that might adversely affect the exercise of the powers of a peace officer. The CalHR Psychological Screening Program (PSP) performs the Department's psychological evaluations in accordance with the POST mandates outlined in Title 11, CCR Section 1955, to ensure the candidate meets the requirements of California GC Section 1031(f). The psychological evaluation is comprised of a written psychological examination component and a psychological interview with a licensed psychologist.

(1) Psychological Written Examination. The psychological written examination is not scored on a competitive scale. It is a mandatory process required by state law which requires all prospective peace officers and candidates be evaluated on an individual basis. There is no right or wrong answer during this examination. It simply requires the candidates respond openly and honestly to the statements.

(2) Psychological Interview. Approximately 8-12 weeks after the candidate completes the investigation phase, the PSP will contact them by e-mail to schedule an interview with a licensed psychologist.

NOTE: Applicants who do not receive e-mail correspondence may contact the CHU at (916) 843-3760 for assistance.

(a) Candidates should be encouraged to be open and honest during this interview. Failure to do so could result in their disqualification from the selection process.

(b) Psychological interviews are approximately 1 hour in length. The interviewing psychologist will ask the candidate personal questions about the candidate's present life, history, and their family. This information is necessary for the psychologist to determine each candidate's psychological suitability.

(3) Results-Psychologically Suitable. Candidates who are found to be psychologically suitable will not be notified of their results. If the candidate was already determined to be medically suitable, the candidate is now pending an invitation to attend the Academy.

(4) Results-Not Psychologically Suitable. Candidates who are determined not psychologically suitable will be notified of the decision. The candidate will be withheld from further consideration in the selection process.

j. Appeal Process. Candidates disqualified as a result of the applicant investigation, medical, or psychological evaluation may appeal the decision to the State Personnel Board (SPB). Candidates with questions regarding the appeal process may be directed to [SPB's](#) Web site.

Alternatively, candidates without online access may request appeals information in an alternative format by contacting the SPB, 1515 S Street, North Building, Suite 500, Sacramento, California 95811 or calling (916) 653-0799.

k. Academy Invitation. Candidates who were successful in all phases of the selection process and eligible to attend the Academy will normally receive an Academy invitation, via e-mail, at least 4 to 6 weeks prior to the start of an Academy class.

(1) Many variables affect the waiting period for candidates before they receive an invitation. Some candidates may elect to waive Academy invitations to fulfill military employment or education obligations. In these instances, candidates will only be provided 2 opportunities to request a waiver.

(2) In some cases, candidates may be required to repeat certain portions of the selection process. For example, fingerprint inquiries, psychological examinations, and medical evaluations are only valid for one year; therefore, candidates may be requested to update specific components of their file. Failure to cooperate with updating the specific components will be grounds for disqualification.

l. Academy Training. Cadets reside at a live-in facility located in West Sacramento where they receive approximately 1,200 hours of training (approximately 28 weeks dependent upon holidays). The monthly salary range for cadets can be located on [CalHR's](#) Pay Scales Web site.

Alternatively, candidates can also obtain salary information by contacting the Headquarters Recruitment Unit at recruiting@chp.ca.gov, 601 N. 7th Street, Sacramento, California 95811 or calling (916) 843-3275.

m. Initial Assignment. The following criteria determines a cadet's initial field assignment: Needs of the Department, Hardship, Residency, and Academy Performance. Candidate's Academy performance impacts their initial assignment. For more information, refer to General Order 10.7, Field and Headquarters Assignments and Transfers Uniformed Employees.

(1) Salary upon graduation from the Academy and promotion to officer is posted on [CalHR's](#) Pay Scales Web site. (Lunch compensation becomes effective after graduation.)

n. Advanced Education Pay Differential. Educational incentive pay is not available until after graduation from the CHP Academy. In order to receive educational incentive pay, uniformed employees must follow the proper procedures outlined in HPM 10.3, Personnel Transactions Manual, Chapter 32, Pay Differentials. Recruiters should ensure candidates are aware they may be eligible to receive the following incentive pays:

(1) Intermediate Educational Incentive Pay. Officers who possess an Intermediate POST Certificate or Associate of Arts Degree are eligible to receive an additional 2.5 percent increase to their base salary, but no less than \$120 per month.

(2) Advanced Educational Incentive Pay. Officers who possess an Advanced POST Certificate or a Bachelor of Arts Degree or higher are eligible to receive an additional 5 percent increase to their base salary, but no less than \$240 per month.

3. PUBLIC SAFETY OPERATOR AND PUBLIC SAFETY DISPATCHER SELECTION PROCESS. The selection process for the PSO and PSD classifications consists of 5 separate phases. Candidates must successfully complete all phases of the selection process to be eligible for appointment.

o. Examinations for the PSO and PSD classifications are normally conducted annually within each Division. Interested individuals should be referred to the following:

(1) The CHP Headquarters Recruitment Unit at (916) 843-3275, or

(2) The Department's Web site: <https://www.chp.ca.gov/CHP-Careers/Public-Safety-Dispatcher>.

p. Examination Application Process. To begin the selection process, the potential candidate must determine which Division they wish to participate in the examination and submit a completed STD. 678, Examination/Employment Application, within their selected Division's open filing period. Submit applications by mail to:

California Highway Patrol
Selection Standards and Examinations Section
P.O. Box 942898
Sacramento, CA 94298-0001

(1) Upon receipt of the application, Selection Standards and Examinations Section staff will process and schedule the candidate for the examination

based on the location indicated on the application in order to establish eligibility.

q. Minimum Qualifications. For the application to be accepted, candidates must meet the minimum qualifications for the classification for which they are seeking employment. The PSO and PSD minimum qualifications and classification specifications are available on CalHR's Web site:

(1) Public Safety Operator: <https://www.calhr.ca.gov/state-hr-professionals/pages/1664.aspx>.

(2) Public Safety Dispatcher: <https://www.calhr.ca.gov/state-hr-professionals/pages/1663.aspx>.

r. Special Requirements and Characteristics.

(1) Typing Speed. The candidate must type at a speed of not less than 40 net words per minute. If the candidate is successful in the performance examination, the candidate will be required to present an appropriate typing certificate prior to appointment. Additionally, possession of a typing certificate does not preclude being tested on site to verify typing speed and accuracy.

(2) Personal Characteristics. Consistently report to work on time with a minimum of absences; willingness to work nights, weekends, holidays, and at unusual hours as required; and possess emotional stability, even temperament, and the willingness and initiative to take independent action.

s. Performance Examination. The performance examination is a computerized pre-employment test consisting of the intensive, multidimensional test batteries for entry-level dispatchers developed by CitiCall. The examination is designed to measure the underlying skills and abilities an individual must possess prior to any training they would receive upon hire as a PSO or PSD, including the ability to effectively navigate and use a computer.

(1) The performance examination is weighted 100 percent. In order to obtain a position on the eligible list, a minimum rating of 70 percent must be attained. Candidates will establish eligibility statewide. Candidates can compete in the examination only once in any consecutive 12-month period. Candidates who do not appear for the performance examination will be disqualified. Recruiters should ensure interested individuals are aware passing the performance examination does not guarantee employment.

(2) The examination measures the general abilities which are normally developed over an extended period and are not designed to measure job-specific knowledge or skills which are taught during training. The examination

is designed to measure the candidate's verbal, reasoning, memory, and perceptual abilities.

(3) The performance examination is comprised of 8 separately timed, multiple-choice and data entry segments. The audio tests require the test taker to listen over a headset, rather than reading and answering questions or performing tasks requiring a multiple-choice or data entry responses.

(a) The 8 segments for the PSO examination are:

- 1 Decision Making.
- 2 Keyboarding.
- 3 Data Entry–Multitasking.
- 4 Data Entry–Multitasking (Audio).
- 5 Call Summarization 1.
- 6 Memory Recall (Audio).
- 7 Map Reading.
- 8 Spelling.

(b) The 8 segments for the PSD examination are:

- 1 Decision Making.
- 2 Data Entry–Multitasking.
- 3 Data Entry–Multitasking (Audio).
- 4 Call Summarization 1.
- 5 Call Summarization 2–Multitasking.
- 6 Map Reading.
- 7 Reading Comprehension.
- 8 Sentence Clarity.

(c) Individuals who apply for both the PSO and PSD examinations will be administered 1 examination consisting of 11 segments combined from the PSO and PSD examinations.

t. Veterans' Preference. California GC Section 18973.1 provides that any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score on an entrance examination shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for VP credit. In accordance with California GC Section 18973.5, veterans who have achieved permanent civil service status are not eligible to receive VP.

Candidates seeking VP for an examination must complete and submit the CalHR 1093 form which can be obtained from [CalHR](#) using the online system or by telephone at (866) 844-8671.

u. Employment Application Process. Although the candidate previously applied to compete in the performance examination, PSO and PSD candidates must seek and apply to all vacant positions for which they wish to be considered for employment. Candidates can search for all available positions at CalHR's Web site: <https://www.calcareers.ca.gov/>.

NOTE: Alternatively, applicants without access to an online system can call the CalCareer Unit at 866-844-8671; visit the State Jobs Center; call a CHP Recruiter at 1-888-422-4756 for career information; or mail SPB at 1515 S Street, North Building, Suite 500, Sacramento, California 95811, or by telephone at (916) 653-0799.

(1) Candidates who meet the hiring command's selection criteria must participate in an interview. The candidate may be required to provide substantiating documents at the interview (e.g., valid typing certificate). If the candidate is selected to proceed, they will enter the applicant investigation phase.

v. Applicant Investigation. Candidates who are successful in the PSO or PSD examination and are selected by a hiring command to continue in the selection process will be required to complete an applicant investigation. Employees in PSO and PSD positions have access to confidential computer data through the Department of Justice, Department of Motor Vehicles, and other law enforcement information sources. Therefore, the Department requires an extensive applicant investigation on all PSO and PSD candidates (refer to HPM 10.1, Chapter 8, Applicant Investigation Process: Nonuniformed Classifications).

(1) The candidate will be required to complete a PHS which is a comprehensive questionnaire on which the candidate discloses pertinent

personal history information including, but not limited to, the following areas of inquiry: references, current and/or prior spouses, children, residences, education, employment and experience, military service, legal actions, motor vehicle operations, finances, and drug use history. Applicant investigators utilize the PHS as a guideline to conduct applicant investigations.

(2) Candidates who are recommended to continue in the selection process will proceed to the medical and psychological evaluation phases (refer to paragraph 3.i. and paragraph 3.j.). The candidate will participate in these phases concurrently.

w. Medical Evaluation. Candidates for PSO and PSD positions are required to complete a medical history questionnaire, physical examination, and urine drug screen. Additionally, their hearing is tested with an audiometry as per the guidelines defined in the POST Medical Screening Manual. A vision exam is currently not required.

Candidates may be requested to perform additional testing or submit additional medical information before a medical suitability determination may be rendered. Candidates determined to be medically suitable for employment have concluded the medical evaluation phase of the selection process and will be pending the psychological suitability determination or approval of a start date for employment.

x. Psychological Evaluation. Candidates for PSO and PSD positions are required to undergo a psychological evaluation to ensure candidates are free from any emotional or psychological condition that might adversely affect their job performance. The psychological evaluation consists of a written examination and a clinical interview with a licensed psychologist. The written examination is administered by trained proctors assigned to field Division offices.

(1) Results-Psychologically Suitable. Candidates who are found to be psychologically suitable will not be notified of the decision. If the candidate was already determined to be medically suitable, the candidate is now pending an approved start date for employment.

(2) Results-Not Psychologically Suitable. Candidates who are found not to be psychologically suitable will be notified of the decision. The candidate will be withheld from further consideration for hire.

y. Appeal Process. Candidates disqualified as a result of the applicant investigation, medical, or psychological evaluation may appeal the decision to the SPB. Candidates with questions regarding the appeal process may be directed to SPB's Web site: <http://www.spb.ca.gov/appeals/appeals.aspx>.

Alternatively, candidates without online access may request appeals information in an alternative format by contacting the SPB at 1515 S Street, North Building, Suite 500, Sacramento, California 95811, or calling (916) 653-0799.

z. Training. Once hired, PSOs and PSDs will be required to attend initial training classes at the CHP Academy in West Sacramento or the Ben Clark Training Center in Riverside County. Most training and instruction are held at a communications center. Advanced training is provided once the employee has gained more experience on the job.