PREPARING FOR POLICE PSYCHOLOGICAL EVALUATIONS

GUIDE TO POLICE PSYCHOLOGICAL EVALUATIONS

PSYCHOLOGICAL DISQUALIFICATION

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How can I become a Police Officer in New York?

Before applying to become an officer with the NYPD, candidates who meet the hiring requirements outlined in the paragraph below must first take the written civil service exam. Candidates who pass the civil service exam must next apply to the department. Eligible applicants will be contacted to complete medical and psychological screenings, a character investigation, a physical fitness test, and a pre-hire interview with an investigator. Prospective recruits who perform well throughout these stages will be conditionally hired and invited to proceed to the final step, attending the New York City Police Academy.
To be eligible to sit for the written civil service exam, applicants must be between the ages of 17.5 and 35. To be hired as an officer with the NYPD, candidates must be US citizens and at least 21 years of age, hold a high school diploma plus at least 60 college credits with a minimum 2.0 GPA, have a valid New York driver’s license, and reside within the five boroughs of New York City or surrounding counties. The college experience requirement may be waived with two years of full-time service with the US Armed Forces.

Once hired as a police recruit, prospective officers attend the New York City Police Academy. The rigorous training program lasts six months. Courses cover such topics as law, behavioral science, physical training and tactics, police science, firearms training, and First Aid/ CPR. Classes in terrorism, identity theft, and other advanced law enforcement skills are also part of the curriculum. Recruits must pass 4 separate exams with a score of 75% or higher to graduate from the academy and be sworn in as NYPD officers.
Age Requirements to become NYPD Police Officer

Qualifying Age:

The minimum age of appointment is 21 years old. However, candidates are eligible to take the Police Officer’s Entrance Exam at seventeen and one half (17½) years old. Candidates may take the Entrance Exam up until their 35th birthday.

Other Requirements:

Education: You must have earned 60 college credits with a minimum 2.0 GPA from an accredited institution or 2 years of active military service in the U.S. Armed Forces in order to be appointed to the title of Police Officer.

Residency: You must be a United States citizen, have a valid New York driver license and live in one of the city’s five boroughs or Nassau, Suffolk, Rockland, Westchester, Putnam or Orange counties within 30 days of being hired.

Disqualifiers: Candidates will be disqualified if they have been convicted of a felony, domestic violence misdemeanor, or have been dishonorably discharged from the military. Candidates may also be disqualified if they demonstrate a history of disrespect for
the law, a tendency toward violence, termination from a job for poor behavior, or not adjusting to discipline.

**Can I become a NYPD Police Officer without a HS diploma?**

All prospective NYPD recruits must have a high school diploma/ GED, **AND** either 60 semester hours of college credit or two years of full-time experience in the United States Armed Forces.

Those who do not meet these guidelines may be interested in the NYPD’s Police Cadet Corps. This work-study program places cadet recruits in paid NYPD support assignments while providing tuition assistance to help candidates meet the college experience requirement.

**How to Become a NYPD Police Officer**

**Steps to Becoming a NYPD Officer**

1. Meet the minimum qualifications for prospective officers.
2. Take the New York City civil service exam.
3. Complete an online application.
4. Pass the medical exam.
5. Complete the personal character assessment. CAJ5
6. Complete oral and written psychological assessments.
7. Pass the physical abilities test. JST
8. Appear for a pre-hire interview.
9. Complete police academy training.
10. Begin working as an officer with the NYPD.

Once hired as a police recruit, prospective officers attend the New York City Police Academy. The rigorous training program lasts six months. Courses cover such topics as law, behavioral science, physical training and tactics, police science, firearms training, and First Aid/ CPR. Classes in terrorism, identity theft, and other advanced law enforcement skills are also part of the curriculum. Recruits must pass 4 separate exams with a score of 75% or higher to graduate from the academy and be sworn in as NYPD officers.

**NYPD Hiring Process**

The following steps are required in order to successfully complete the NYPD hiring process:

- **Written Entrance Exam**: Candidates must pass a written examination offered by the Department of Citywide Administrative Services in order to move forward in the hiring process
- **Medical Exam**
- **Written and Oral Psychological Exams**
- **Background Character Investigation**
- **Job Standards Test (JST)**: Candidates must finish this continuous physical test in 4 minutes and 28 seconds to pass.
The JST includes:
sprinting 50 feet and surmounting a barrier;
climbing stairs;
demonstrating the ability to physically restrain someone;
running in pursuit;
dragging a 175-pound mannequin 35 feet to simulate a rescue; and,
pulling the trigger of an unloaded firearm multiple times

- In addition, candidates are required to pass a drug and alcohol screening

All qualified candidates will be scheduled at the Candidate Assessment Center to complete these exams. If you have any questions, call the Candidate Assessment Center at (718) 312-4226 between 7:00 AM and 6:00 PM, Monday through Friday, or email CAD@NYPD.org.
NYPD Police Officer Salary & Benefits

Salary and Benefits

NYPD Police Officers receive a substantial benefits package which includes paid vacation, paid sick leave, and retirement funds. In addition to the salary, further compensation includes longevity pay, holiday pay, and uniform allowance, along with opportunities for overtime.
Salary

The NYPD starting salary is $42,500.

The salary after 5 ½ years is $85,292.

When including holiday pay, longevity pay, uniform allowance, night differential and overtime, many police officers have the potential to earn over $100,000 per year.

Additional Benefits

- 27 Paid vacation days after 5 years of service
- Unlimited sick leave with full pay
- Selection of medical benefit packages
- Prescription, dental, and vision coverage
- Annuity fund
- Deferred Compensation Plan, 401K and I.R.A.
- Optional retirement at one half salary after 22 years of service
- Annual $12,000 Variable Supplement Fund (upon retirement)
- Excellent promotional opportunities

Promotional Opportunities

The NYPD offers promotional exams periodically for the ranks of Sergeant, Lieutenant, and Captain. Promotion to detective, as well as all ranks above Captain, are based upon merit. Each of these ranks afford members the opportunity to earn significantly higher salaries.
Why you should apply to be an NYPD Police Officer

- Salary
- Benefits
- Pension
- Promotion
- Experience
- Second Career in your 40’s
- Contribute to NYC
- Help People
- Make Lifelong Friends
- Work Outdoors Rather Than An Office
Get the Facts Before You Complete Your CAS5

The best advice you can receive if you want to become a NYPD police officer is to get your Certificates of Disposition for any arrests or summonses you may have received, as well as your Lifetime Driver’s Abstract from New York State Department of Motor Vehicles before you complete your Applicant Processing forms.
If you guess about any arrests, moving violations or summonses you have received, you will receive a Notice of Proposed Disqualification (NOPD) stating that you are disqualified for “Omission of Pertinent Facts.”

The NYPD or another hiring agency, such as the NYC Department of Correction or FDNY have access to all of this information and when you submit an incomplete and/or inaccurate form they will compare it to the agency’s computer records and disqualify you.

NYPD Disqualification - “Omission of Pertinent Facts”

Use Caution Completing Assessment Forms during NYPD Application Process

In order to become a NYPD Police Officer you must accurately disclose all of the facts regarding your past. You must obtain your Certificates of Disposition for any arrests or summonses you may have received, along with your Lifetime Abstract from New York State Department of Motor Vehicles before you complete your Applicant Processing forms.
If you were arrested or received a summons, the best policy is to go to the Clerk of the Court in any county in which you were arrested or received a summons and get a Certificate of Disposition.

In addition, if you have any school and/or work disciplinary records, you will need to get all of your records.

Failure to accurately record any of this information on your CAS5 will not be excused by the hiring agency, and you will receive a disqualification notice with OMISSION OF PERTINENT FACTS checked off.

**DO NOT GUESS ABOUT ANY OF YOUR RECORDS!** If you guess about arrests, moving violations or summonses you may have had, you *will* receive a Notice of Proposed Disqualification (NOPD) stating that you are disqualified for “Omission of Pertinent Facts.”

The NYPD and other hiring agencies such as NYC Department of Correction or FDNY have access to *all* of your information, and
when you submit an incomplete and/or inaccurate form, they will compare it against their computer printouts and disqualify you. Failure to completely and/or accurately record any of this information on your APD5 will not be excused by the hiring agency, and you will receive a disqualification notice with OMISSION OF PERTINENT FACTS checked off.

Click on the link below to hear further details regarding “Omission of Pertinent Facts”.


“I forgot” is not an acceptable excuse.

It is not a big deal. NYPD does not care if you have decided it’s not a big deal, it was such a long time ago is also not an excuse.

Therefore when All Sealed in Court, the NYPD is not concerned with what happened in Court, they look at the arrest report.
Written Forms (Complete, Accurate, Consistent)

NYPD Police Officer Candidate Forms

The NYPD Candidate Assessment Division requires candidates print and prepare the following forms prior to reporting for their formal interview with an investigator:

- CAS-11 Gun Security Form
- CAS-15 Inquiry Regarding Conviction for Misdemeanor Crimes of Domestic Violence
- CAS-16 Request for School Records
- CAS-19 Request for Candidate’s Employment Records
- CAS-25 Authorization for Release of Information
- CAS-29 Candidate Records Check
- CAS-32 Notice to NYPD Police Officer Candidates
- CAS-38 Corruption Hazard Acknowledgement
- Location of Military Records
- CAS Attachment (A) Form
- CAS Attachment (B) Form
- Candidate Resource Booklet
Use Caution Completing Assessment Forms during NYPD Application Process

In order to become a NYPD Police Officer you must accurately disclose all of the facts regarding your past. You must obtain your Certificates of Disposition for any arrests or summonses you may have received, along with your Lifetime Abstract from New York State Department of Motor Vehicles before you complete your Applicant Processing forms.

Use Caution when Filling Out Candidate Assessment Division Forms as Part of NYPD Police Officer Application Process

The best advice you can receive if you want to be a NYPD officer is to get your Certificates of Disposition for any arrests or summonses you may have received, and your Lifetime Abstract from New York State Department of Motor Vehicles before you complete your Applicant Processing forms.

If you guess about any arrests, moving violations or summonses you may have had, you will receive a Notice of Proposed Disqualification-NOPD stating that you are disqualified for “Omission of Pertinent Facts.”

The NYPD or other hiring agencies such as, NYC Department of Correction or FDNY have access to all of this information, and when you submit an incomplete form they will compare it to their computer printouts and disqualify you. Failure to accurately record any of this information on your APD5 will not be excused by the hiring agency, and you will receive a disqualification notice with OMISSION OF PERTINENT FACTS checked off.
Applicant Advice to Prevent NYPD Disqualification

If your goal is to become a police officer, you must do considerable homework before filling out any forms, meeting with any investigator or attending any psychological evaluation.

You must research your school records, obtain your school transcript, and be ready to discuss any disciplinary history, as well as any withdrawals and/or failed classes. You must also know the dates and semesters you attended both high school and college.

You should also be able to describe all of your employment history in detail, with specifics regarding each job and job title. You must also know the start date and end date for each job, as well as any written disciplinary reports that appear in your personnel file. If you were fired from a job and someone contacts you asking for an explanation, you will not be able to brush it off by saying it was because you were written up for a lateness or some other infraction. You must be able to clearly present the facts regarding everything that occurred throughout your employment, including periods of unemployment (if any). If you were terminated from a job, you should disclose your termination because when the NYPD gets your Social Security lifetime history they will see exactly what jobs you have had, and will ask you to explain why you were let go from certain jobs.

If you have previously, or are now caring for a family member, you should have all of the dates and times clearly noted, as well as a list of the doctors your family member needed to see while under your care. You should also create a list of all of the household chores, including food shopping, trips to the pharmacy etc. that you did while caring for them.

The next most important thing you should do is get your LIFE-TIME driver’s abstract from the NYS Department of Motor
Vehicles. Go to the DMV website for instructions on how to do this and give yourself a couple of weeks to receive the document. When you get it, you should review it carefully, so you know each and every violation you ever received. You must also make sure you are prepared to talk about what occurred that caused you to get the violation and be able to offer an explanation.
If your driver’s license was suspended or revoked you should act quickly to get the matter cleared up.

Problems will occur if a candidate appears before their investigator with an incomplete application booklet, vague references, no specifics and/or inaccurate or incomplete information.

Because you are expected to explain, in detail, the facts of your life, responses such as “I forgot”, “I don’t know”, “I don’t remember” or “those records do not exist” are generally not accepted.

A thorough, complete and accurate application package with specific dates, times and explanations will go a long way towards helping you get hired.

The same goes for the psychological interview. Before the psychological interview, you will be asked to fill out a form. The information on that form must correspond with all of the prior forms that you have already filled out. If there are any inaccuracies, or the forms you provided have any conflicting information on them, you will be thoroughly questioned about what is going on. Be sure to gather all of the facts before you begin the police officer application process.
The NYPD Psychological Exam: What to Expect

The NYPD written testing is a full day of paperwork, administered in a group setting. Candidates should be prepared to complete autobiographical questionnaires, symptom inventories, and two lengthy objective personality inventory measures.

The oral interview is a one-on-one evaluation with a Psychologist who will ask you questions about your educational, employment, psychological, medical and legal history, as well as your social relationships. Candidates can expect a more in depth interview if the Psychologist believes there are any areas of concern which require closer examination. The oral interview takes approximately 1 hour.

For both the written testing and oral interview, Candidates should come prepared (e.g., bring a resume, transcripts, etc.). And, as always, Candidates should be completely open and honest.

For more information regarding the NYPD Psychological Exam click the link below:

https://www.nyc.gov/site/nypd/careers/police-officers/faqs-hiring-pos.page#psy
Candidate Information Consistency

It is imperative that a Candidate be particularly thorough, consistent and accurate when providing their personal history throughout the NYPD Police Officer application process. The Psychologists, as well as other NYPD personnel who review the collected data will view a Candidate’s lack of thoroughness, consistency and accuracy when describing their personal history as a negative predictor of future disciplinary action, believing that Candidates who give inconsistent or discrepant responses to life history questions are more likely to become members of a formally disciplined group. Furthermore, omitting items on life history questionnaires and/or discrepancies between an applicant’s self-reported background/life history information and the information submitted in support of other applications can also be viewed as predictive of future negative job outcomes and may be adversely considered when final suitability judgments are being made.
For more information regarding Candidate Information Consistency, click the link below:

Peace Officer Psychological Screening Manual

**Psychological Assessment - What does the psychological exam entail?**

“Can candidates who have had psychotherapy in the past be NYPD Police Officers?” What does the psychological exam entail?

The NYPD Police Officer written exam is long and tedious. You will want to come prepared, as you will be expected to complete a detailed autobiographical questionnaire, answer questions about your current and prior health status and provide extensive information, including objective personality inventory measures.

In addition, you should be prepared for a one-on-one oral interview with a NYPD psychologist who will ask you questions about your educational, employment, psychological, medical and legal history, as well as past and present social relationships. The oral interview will take approximately 1 hour.

There are also steps you can take to help yourself with regard to both the written testing and oral interview. First and foremost, you should ALWAYS be open, honest and candid with your answers. In addition, come prepared by bringing your resume, transcripts and any and all other relevant documentation you think might be helpful.

**Background Portion of Psychological Exam**

Candidates are sometimes surprised by the thoroughness of the psychological exam, including the written and oral components.
Additionally, candidates can be shocked to learn how thorough the psychologist will be when investigating the following: school, work, interpersonal relationships, family relationships, legal issues, financial issues, substance use or abuse, alcohol use or abuse and mental health history.

The psychologist will request documents from as far back as pediatrician records, which often makes candidates wonder if the request is proper. Additionally, early psychotherapy records from childhood trauma or a parent’s divorce will be requested.

Often psychologists who counseled candidates in childhood may have closed their practice, discontinued work, retired, passed on or destroyed the records. Nevertheless, candidates must show that they made every effort to obtain the records, and prove that to the interviewing department psychologist.

If a psychologist receives records after the oral interview, the psychologist will review the records before making a final decision.

Attached is the international Association of Chiefs of Police Guidelines for Pre-Employment Psychological Evaluations. They are used by many Law Enforcement agencies.

Click here to check the attached document

Candidates should be aware that if there are any documents from their past that indicate some testing or illness, or issues regarding school discipline or expulsion, or work discipline or termination, these documents will be requested by the interviewing psychologist.

Candidates for NYPD and Nassau County Police Department and other law enforcement agencies may not be aware that the oral psychological exam can be rough. The examiner, most often a Psychologist, can use an aggressive questioning pattern to find out if
the candidate can handle confrontation. Also, the psychologist may repeat previously asked questions to see if they are going to be met with consistent answers. The candidate may think this is unfair, and they are not being treated properly. The best attitude is to be prepared to be confronted during the interview, and maintain your composure.

NYPD uses California “Post” Manual

**Appealing Failed NYPD Psychological Test (Psychologists use California POST manual)**

I represent Candidates who fail their NYPD Psychological evaluation for law-enforcement positions. If you receive a psychological disqualification, it is important to understand that the NYPD uses a variety of courses to determine a candidate's suitability.
Some candidates say or hear from others that they failed the written psychological test. The written psychological exam is only one portion of a candidate’s exam. Generally the following procedure is used to integrate the findings of the written psychological exam with the other portions of the psychological evaluation.

One of the most comprehensive screening manuals for law enforcement positions is the California Peace Officer Psychological Screening manual or POST.

It describes a five step process as follows:

1. To determine if the written responses were inconsistent or if candidate over-reported or under-reported problems.
2. To evaluate the responses against the general population and against the Peace Officer candidate population’s responses.
3. To evaluate the personal history from all sources. These sources could be school, work or psychological history. To determine if the written test scores corroborate the personal history.
4. To determine how the oral psychological observations of the interviewing psychologist compared to test scores in personal history.
5. To take a candidate’s written scores, personal history and clinical observations to either support or oppose the candidate's suitability for the position.

Based on the above, the psychological evaluation is more than just a written exam. There are responses on the written exam that could trigger strong concerns for a candidate’s suitability. More often though it is the combination of written testing, personal history and the in-person oral psychological interview taken together and evaluated together that determine a candidate’s suitability.
NYPD Psychological Disqualification Process - What to Expect

The NYPD will give you a written exam consisting of hundreds of questions. After the exam is scored you will be called to meet with a NYPD Psychological staff member for an oral psychological interview.

You may be asked questions about your answers given on the written exam and you will be asked to explain your answers.

You will also be asked questions about your education, work, driving and arrest history (if any). You may also be asked about your history with Psychotherapy or any medicines you may have taken in the past, as well as your family history, personal relationships and all other relevant topics.

You will also need to explain any issues that may have arisen regarding any of the above topic areas.

In addition, you will have to provide authorizations so the NYPD Psychologist can get documentation from your schools or jobs, and you MUST provide these authorizations in order to complete the process.

You may receive notice that you have been placed on psychological review. This review can take some time as other members of the NYPD team review your file.

Thereafter, you may receive a Notice of Proposed Disqualification or NOPD stating that you have 30 days to appeal.
Oral Psychological Evaluation

NYPD Oral Psychological Interview

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What are the best tips for doing well on a NYPD Oral Psychological Interview?

1. Cooperate by arriving on time and dressing properly.
2. Show respect for the psychologist by addressing them as “Doctor”, not Chief, Boss, Pal or Buddy, which will get you disqualified for showing disrespect during an interview.
3. Realize that the interview can be aggressive and your answers will be challenged. The psychologist may loop back and repeat prior questions to ensure you are being consistent in your answers.
4. Be forthcoming because deceptive answers can be more damaging than revealing answers that you think may be problematic.
5. At the end of the interview you will be asked to provide authorizations for your school, medical and other records, and if those documents contain information contradicting your answers, you can expect a bad result.

What can be expected in the NYPD psychological testing process?

The NYPD will give you a written exam consisting of hundreds of questions. After the examination is scored you will be called to meet with a NYPD Psychological staff member for an oral psychological interview.

You may be asked questions about your answers given on the written exam, and you will be asked to explain your answers.

You will be asked questions about:

- Education History
- Work History
- Driving History
- Arrest History (if any)
- Psychotherapy or medicines taken
- Family and Relationships
- Other relevant topics

You will also be asked to explain any issues that arise in any of the above topic areas.

You may be asked to provide authorizations for the Psychologist to get documents from schools or jobs, and you will have to provide them to complete the process.

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In addition, you should be prepared for a one-on-one oral interview with a NYPD psychologist who will ask you questions about your educational, employment, psychological, medical and legal
history, as well as past and present social relationships. The oral interview will take approximately 1 hour.

There are also steps you can take to help yourself with regard to both the written testing and oral interview. First and foremost, you should ALWAYS be open, honest, and candid with your answers. In addition, come prepared by bringing your resume, transcripts and any and all other relevant documentation you think might be helpful.

For further information regarding this matter please click on the link below:

https://www.nyc.gov/site/nypd/careers/police-officers/faqs-hiring-pos.page#psy

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Based on the above, the psychological evaluation is more than just a written exam. There are responses on the written exam that could trigger strong concerns for a candidate’s suitability. More often though it is the combination of written testing, personal history
and the in-person oral psychological interview taken together and evaluated together that determine a candidate’s suitability.

**NYPD Psychological Disqualification - 2nd interview**

The NYPD re-interviews candidates who receive NYPD psychological disqualifications. This re-interview most often occurs at NYPD Psychological Services in East Elmhurst.

The only way to get a re-interview is to appeal your NYPD psychological NOPD within 30 days.

If your goal is to become a police officer, you must do considerable homework before filling out any forms, meeting with any investigator or attending any psychological evaluation.

Below is a video describing the NYPD disqualification appeal process. Please call 516-248-3494 to schedule a free consultation to discuss your history, the oral interview and the 3 step appeal process. You can also email me at kevin@sheerinlaw.com.

[embed]https://youtu.be/TmNE3J-PVdM[/embed]

**NYPD PSYCHOLOGICAL DISQUALIFICATION APPEAL - SECOND INTERVIEW-PREPARING WITH AN EXPERT**

If you have the opportunity to receive a second psychological interview for the NYPD as many candidates do these days it is essential that you speak to someone that has your entire psychological evaluation file and has long time experience in reading and analyzing these files, understanding the essential issues and talking to you about the best tips and tactics to succeed and how to avoid pitfalls or traps.
My 20 years experience, the greatest dangers are believing that certain actions will get you disqualified and then either denying those actions, minimizing those incidents or casting blame on others for those actions. The inability of candidates to admit having a rough transition from high school to the first year of college is a prime example. The greatest pitfall is to deny academic probation when the interviewer has your transcript in a file on their lap and clearly states academic probation or academic dismissal. Having a rough time starting off college with your schoolwork is not a psychological problem but an adjustment issue that many people experience. The downfall is denying that it happened or claiming that you forgot after denying it when it is in black and white on an 8 1/2 inch transcript page sitting on a Psychologist’s lap.

These mistakes go on to many other categories: I did not hop the turnstile; I did not get a summons in Rochester New York for underage drinking; I did not get disciplined for lateness at Chipotle.

Evaluating psychologist report repeatedly “I believe the candidate’s inability to be candid; forthcoming; honest and responsive in the psychological evaluation casts doubt on their integrity, credibility and trustworthiness.

It is essential that if you have a strong desire to be with the NYPD as a Police Officer that you do your homework ahead of time and get all necessary documents including school transcripts; NYS driver’s abstract; write ups from employers; school disciplinary records; any court records or Certificates of Disposition any arrest records in the county concerned. You should ask employers for attendance records or reviews or performance evaluations showing you were prompt, capable and energetic in completing your work. Armed with these documents and having studied them so you are familiar with dates, times and situations will greatly assist you in the oral psychological interview. You may even want to go a step further and those times were enrolled in school and also working
part or full-time. You may want to create a grid or a chart to show that during certain times you were attending school part time and working part time or attending school full-time and working part time. Being familiar with your history is essential to respond to the inevitable questions during an oral psychological interview. These interviews are about your history and your ability to respond is essential.

Being fully familiar and being a good “historian” is essential to your psychological oral evaluation success.

**NYPD Disqualification – Failing to Admit Minor Problems**

One of the major pitfalls made by candidates is failing to admit very minor issues.

One example of a minor issue is doing poorly when you first enter college. When transitioning from high school to college, some candidates end up on academic probation. If you go to an oral psychological interview and deny poor performance in college, you will find yourself dealing with bigger problems than if you had just been honest. The interviewing psychologist already has your school transcript, so denying academic probation will only create a bigger problem causing you to be disqualified.

A better method is to get your transcript before the interview so you know exactly what you did and when you did it. If you did poorly in the beginning, or at some point during college, it is better to just say “I really should have studied harder and I regret not doing so”. Your admission is always better than denying responsibility, saying you don’t recall or saying that’s not what really happened.

There can be stressors including work, transportation problems, problems at home and other struggles. The denial of poor academic
performance is really unnecessary and gets more people disqualified than you could imagine.

The Interviewing Psychologist has your college records in writing, so saying you don’t recall or denying your record, or lying about your GPA will only cause you to be disqualified.

Get the facts before your interview. Telling the truth and showing that you have remorse and have learned from your past struggles can only work in your favor.

**NYPD Disqualification due to inconsistent statements**

Candidates run into difficulty when they give inconsistent statements over the course of several written questionnaires and oral psychological evaluations.
For example, when applying for NYPD Cadet you may have said in response to a very common question: “Did you have a party for your 21st birthday, when it became legal for you to drink in a licensed premises?” You may write on a questionnaire yes I had a few beers and some shots of liquor. Three or four years later you may be interviewing for NYPD Police Officer title and say “I did not drink on my 21st birthday. The drinking itself will not get you disqualified - it would be the inconsistent answers and the perception that you are trying to deceive the interviewer. Word to the wise is keep those stories consistent because more often the act itself is not grounds for disqualification but the inconsistencies and the perceived deception will.

The Length of a Psychological Interview

The length of a Candidate’s interview is based on the time the Psychologist needs to reach their goals and objectives. The entire interview process, from preparation (including review of the psychological test results, psychological history questionnaire, background investigation report, and any other relevant mental health treatment or evaluation records) through the interview itself generally takes about an hour and a half to two hours. Some Candidates, such as those who are younger with little life experience and/or “clean” test results and background reports, may require less time. Others, especially those who have various data sources that point to seemingly contradictory or discrepant conclusions about the candidate, may require considerably more time. Candidates who attempt to conceal negative aspects of their personality can be difficult to assess, resulting in the Psychologist requiring more interview time in order to observe patterns that might help them make a more accurate assessment. Moreover, evaluations that lead to a disqualification determination usually require lengthier interviews.

For more information regarding The Length of a Psychological Interview, click the link below: Peace Officer Psychological Screening Manual
Preparation is Key

Can you hire an attorney to help with your NYPD Notice of Proposed Disqualification?

Can you hire an attorney to help you with a NYPD Notice of Proposed Disqualification (NOPD)? The simple answer is yes.

The NYPD will interview psychologically disqualified Police Officer candidates who have received a NOPD, after the candidate has been evaluated by an independent psychologist and their psychologist has submitted an expert report on their behalf.

If you hire an attorney to prepare you for the upcoming NOPD interview, your chances of having a successful appeal will greatly increase. At times, these interviews morph into interrogations, and proper preparation will help you handle any harsh questioning.

It is very important that you speak with an expert prior to receiving an oral psychological interview.

I would recommend hiring a civil service attorney from the first disqualification you receive, so that you are prepared and can get the best results in your appeal.
**NYPD Psychological Disqualification - Second Interview**

The number of candidates getting their disqualification reversed at a second psychological interview has *recently increased*.

You must file a NYPD Psychological Disqualification NOPD Appeal in order to get a chance at a second interview. If you receive a second interview you are best served to know the issues that were raised in your disqualification and the arguments made by your appeal Mental Health Professional (MHP).

**NOTE:** If you receive a NYPD Psychological Review NOPD nothing will change unless you take action and appeal it.

I offer a free in office, phone or ZOOM consultation if you receive a NOPD.

If you are offered a second interview, I will prepare you for the interview. This preparation is included as part of your appeal representation.

**RECENT CLIENT REVIEWS AFTER SECOND INTERVIEW:**

August, 2022 - “My second interview was successful. The preparation I had with Mr. Sheerin helped significantly.” - Christina K.

July, 2022 - “Kevin Sheerin handled my appeal and helped me prepare for my second interview which was successful.” - Peter H.

July, 2022 - “My experience with Mr. Sheerin was great from start to finish. With his help, Mr. Sheerin handled my appeal and helped me prepare for my second interview which was successful.” - Joshua G.

July, 2022 - “Mr. Sheerin helped me prepare for my second oral interview which was a success. Can’t thank him enough. He truly is the best at what he does!!! - Yamilex A.
April, 2021 – “Kevin Sheerin did an excellent job with my appeal. A straight shooter that gets you to the finish line with ease. Highly knowledgeable and thorough. Reasonably priced and worth every penny. I highly recommend his services!” - Daniel G.

February, 2021 - “Kevin Sheerin helped me prepare for a second interview which I passed! Always attentive, caring and responsive. Completely recommend!” - V.V.

**NYPD Psychological Disqualification Appeals - NYPD Psych DQ**

If you receive a NYPD NOPD psychological disqualification please call (516) 248-0040 or email kevin@sheerinlaw.com to schedule a free in office consultation. Kevin has been helping disqualified candidates appeal their NYPD psychological or character disqualifications for more than 18 years.

He offers many opportunities during the course of your appeal to meet and spend time with him in his office. The first opportunity is when you receive a Notice of Proposed Disqualification or NOPD.

Kevin offers free office consultations. He will meet with you to discuss your history and how the interview with the hiring agency’s psychologist went. He will discuss with you the topics the NYPD psychologist focused on during your interview. He will speak with you about your history of arrests, violations or incidents, if any, as well as any problems you may have had in school, at work or in relationships.

During the consultation Kevin will explain to you each and every detail of the NYPD Psych DQ Appeal process.

The consultation generally takes about one hour. After that hour you will better understand the disqualification appeal process and
the issues that will ultimately determine your case. Kevin will let you know what he believes your chances are of having your disqualification reversed and what the next best step might be for you.

Once you file a NOPD appeal with your chosen Mental Health Professional (MHP) your chances are very good that the NYPD will offer you a second interview at a different location. This location is 1 Lefrak City Plaza in East Elmhurst, Queens. These re-interviews are with a different unit which is separate from the Candidate Assessment Division on 20th Street in the old Police Academy building.

If you receive one of these NYPD Psychological Review notifications Kevin will prepare with you in his office and will discuss the tips and tactics needed to succeed and how to avoid traps in the re-interview. He will also discuss the key issues involved in your case so you will have greater insight rather than going in blindly into this re-interview.
During this preparation session you will gain insight into why the hiring agency believes you should be disqualified. Basically, they believe that you are psychologically unsuitable, so gaining this insight can give you a leg up in your appeal.

If you are unsuccessful or do not receive a second psychological interview you will receive a Notice of Disqualification (NOD). At this point your appeal is filed with the New York City - Civil Service Commission. Even at this second step of the NYPD Psychological Disqualification process candidates are, more frequently, receiving an additional re-interview. If you receive an additional re-interview after the appeal to the Civil Service Commission, once again Kevin will offer you a preparation session in his office to discuss the process and your best chances for success.

When the NYPD submits documents supporting their decision to uphold your disqualification Kevin requests time to submit a Reply. He will take the arguments that the NYPD presents and reply to those contentions and point out where they are exaggerated, misguided, distorted or just plain wrong.

After filing a NYPD Psychological Disqualification appeal to the New York City - Civil Service Commission some candidates are granted a Hearing before the Commission. If you receive this hearing Kevin will prepare with you in his office for approximately two hours to again discuss the issues that are going to determine the outcome of your case. He will speak with you about proper attire and grooming when attending the hearing. He will speak in depth, so you fully understand the function of the New York City - Civil Service Commission and what type of issues they would like to have resolved in order to have your disqualification reversed.

Mr. Sheerin’s standard fee for all of these services, including a hearing, if one is granted, before the New York City - Civil Service Commission, is $2500. This flat fee includes an initial in office
consultation, an in office preparation session for each and every re-interview you receive and at least one (1) two hour preparation session if you receive a Hearing before the New York City - Civil Service Commission.

This is the same fee Kevin has been charging since he began doing this type of work back in 2003.
Kevin believes meeting with candidates in person and spending time with them is crucial when deciding the best next step for a potential NYPD career or other employment choice. Spending time drilling down on the issues that form the basis of a disqualification with someone who has been in this line of work for over 18 years is crucial for a candidate trying to get a thorough, complete and accurate understanding of the challenges they are facing.

Phone consultations do not allow for a review of documents such as court dispositions, moving violations, college transcripts or a CAS-5 filled out during the application process. It is crucial to review Individual Education Plans (IEPs) as well as issues regarding ADHD medicines and work or school discipline, suspension or terminations, in order to get a complete sense of your chances on appeal.

Everyone knows how life-changing a successful disqualification appeal can be for you.

By investing some of your time, money and energy you are making the best investment into a successful future for yourself.

**NYPD Psychological Appeals - One Chance to Choose Expert & Obtain NYPD Records**

I am a NYPD disqualification appeals lawyer with more than 18 years of experience. I have been assisting disqualified NYPD candidates who have received either a Notice of Proposed Disqualification (NOPD) for psychological reasons or a final Notice of Disqualification (NOD) for psychological reasons from the NYPD.

On the NOPD letter the candidate is given an opportunity to select an expert and have the NYPD psychological file sent to that expert for review and preparation of a rebuttal report. If the dis-
qualified candidate does not respond to the NOPD the NYPD psychological file will NOT be released.

It is crucial that the disqualified candidate select a psychologist familiar with the appeals process to assist them. ONCE YOU SELECT AN EXPERT TO ASSIST YOU IN YOUR APPEAL YOU WILL MOST LIKELY NOT BE ABLE TO CHANGE YOUR CHOICE LATER.

Also, selecting a psychologist that the candidate formerly had a counseling session with is a poor choice.
**NYPD Disqualification FAQs**

**WHAT MUST I DO EVERY DAY AS A CANDIDATE?**

If you are processing to be a NYPD officer **you must check your email everyday.**

When you appeared at the Candidate Assessment Division you signed a form giving the NYPD permission to contact you by email.

You can receive a Character Disqualification email from APDAdmin@nypd.org

-OR-

You can receive a Psychological Disqualification from pss@nypd.org

If you receive one of these emails and do not **respond within 30 days** you will most likely lose your chance to appeal.

This is especially true for the Psychological Disqualifications. In NYPD psychological disqualification cases **if you do not respond to the NOPD within 30 days, you will receive a Notice of Disqualification or NOD.** When you appeal the NOD to the New York City Civil Service Commission they will forward you a form with a series of questions requesting an explanation for your failure to respond to the NOPD. In most cases your reasoning will not be accepted and your appeal will be dismissed.

**How do I file an appeal?**

There are two (2) steps to the appeal process.

You will receive a NOPD or Notice of Proposed Disqualification.

This appeal goes back to the hiring agency.
It could be psychological, medical or background/character.

It is best to consult with an attorney to discuss the facts of your disqualification, the appeal process and the most compelling arguments for you to succeed.

Should I file an appeal or withdraw from a disqualification?

It depends. If the agency or department that disqualified you is the job you really want then it might be best to challenge the decision promptly because experience shows that time will usually not change that agency’s decision.

What are my chances of winning an appeal?

Appeal chances are decided on a case by case basis.

What did the agency base their disqualification decision on?
Is the hiring agency’s decision rational and can the agency defend it?
What is it about you that makes you a qualified candidate?

Your education, work history, accomplishments, college degrees, special skills, outstanding performance, problem free work and/or school records. No involvement with law enforcement and a good driving record is also a plus. Also, if you had some problems in the past, what have you done to overcome them and transform yourself into the person you are today?

**Can I handle the appeal process myself?**

Your chances to succeed increase significantly when you use an expert to assist you. **Why do I need an Attorney?**

I have been assisting disqualified civil service job candidates for more than 18 years. Over that time I have learned what the hiring agencies are looking for and what arguments are successful in getting
candidate’s disqualifications reversed. I am familiar with the appeals process and have argued many cases before the NYC Civil Service Commission going back to 2003. Having an expert greatly increases your chances of getting your disqualification reversed.

What are the steps in an appeal process?

A. NOTICE OF PROPOSED DISQUALIFICATION - NOPD:

If you are a NYPD Police Officer candidate you must check your email inbox every day for emails from: pss@nypd.org or APDAdmin@nypd.org

You may receive an email stating: Notice of Proposed Disqualification. This is a NOPD. You usually have thirty (30) days to file an Appeal. Sometimes you have only fifteen (15) days.

MEDICAL, PSYCHOLOGICAL DISQUALIFICATION

1. File an appeal. Hire an expert to get the hiring agency file.
2. Designate an expert. Prepare a rebuttal report.
3. Attend an in office preparation or ZOOM interview for the re-interview to discuss key issues in the Psychologist’s reports.

You will re-interview with a different Psychologist, usually at the Lefrak City offices.

CHARACTER DISQUALIFICATION

1. Collect information regarding your background.
2. Prepare an appeal package with all documents.
3. File an appeal.
B. NOTICE OF DISQUALIFICATION - NOD:

1. You will receive a letter saying you were disqualified from the hiring agency.
2. You have 30 days to appeal (Time varies-Reference NOD Letter).
3. File an appeal package with the Civil Service Commission.
4. Attend an in Office Preparation for the re-interview, if granted, or Civil Service Commission Hearing, if granted.

C. CPLR ARTICLE 78:

1. Lawsuit is filed in the NYS Supreme Court.
2. Ask the Judge to rule that the disqualification was arbitrary, capricious and/or irrational. 3. Request for an order finding the decision to uphold the disqualification irrational.

How do I find out the status of my appeal?

Your attorney can contact the hiring agency to find out the status of your appeal.

How should I respond to the NYPD Psychologist’s questions?

You can prepare by speaking with your appeals attorney about tips and tactics of psychological interviews and the best practices to help you succeed.

When does the list for my exam expire?

The Expiration date of NYC Civil Service Exam lists can be checked by:

Calling 212 669-1357
Press 2
Enter your Social Security #
You will hear the date the eligible list was established and the date it expires. This is usually 4 years.

What is the time frame for the appeal?

Time frames vary from one appeal to the next. It is best to appeal promptly and cooperate in the appeal process whether it be 2nd psychological interviews or follow up inquiries from background investigators. (BI)

How much does it cost to appeal?

My standard fee for NOPD and NOD appeals is $2,500.00 including any hearing before the NYC Civil Service Commission.
Confrontational Interview

How to handle aggressive NYPD Oral Psychological Interview

Candidates for NYPD and Nassau County Police Department and other law enforcement agencies may not be aware that the oral psychological exam can be rough. The examiner, most often a Psychologist, can use an aggressive questioning pattern to find out if the candidate can handle confrontation. The psychologist may also repeat previously asked questions to see if they are going to be met with consistent answers. The candidate may think this is unfair, but the best attitude is to be prepared for confrontation during the interview, and maintain your composure.

For more NYPD Psychological Disqualification appeal information visit my website at www.sheerinlaw.com

What are the best tips for doing well on a NYPD Oral Psychological Interview?

- Cooperate by arriving on time and dressing properly.
- Show respect for the psychologist by addressing them as “Doctor”, not Chief, Boss, Pal or Buddy, which will get you disqualified for showing disrespect during an interview.
• Realize that the interview can be aggressive and your answers will be challenged. The psychologist may loop back and repeat prior questions to ensure you are being consistent in your answers.
• Be forthcoming because deceptive answers can be more damaging than revealing answers that you think may be problematic.
• At the end of the interview you will be asked to provide authorizations for your school, medical and other records, and if those documents contain information contradicting your answers, you can expect a bad result.

What can be expected in the NYPD psychological testing process?

The NYPD will give you a written exam consisting of hundreds of questions. After the examination is scored you will be called to meet with a NYPD Psychological staff member for an oral psychological interview.

You may be asked questions about your answers given on the written exam, and you will be asked to explain your answers.
You will be asked questions about:

Education History
Work History
Driving History
Arrest History (if any)
Psychotherapy or medicines taken
Family and Relationships
Other relevant topics

You will also be asked to explain any issues that arise in any of the above topic areas.

You may be asked to provide authorizations for the Psychologist to get documents from schools or jobs, and you will have to provide them to complete the process.

You may receive notice that you have been placed on psychological review. This review can take some time as other members of the NYPD team review your file.
Thereafter, you may receive a Notice of Proposed Disqualification or NOPD stating that you have 30 days to appeal.

Please call me at 516-248-0040 if you have questions about your **NYPD psych disqualification**.

Candidates are sometimes surprised by the thoroughness of the psychological exam, including the written and oral components. Additionally, candidates can be shocked to learn how thorough the psychologist will be when investigating the following: school, work, interpersonal relationships, family relationships, legal issues, financial issues, substance use or abuse, alcohol use or abuse and mental health history.

The psychologist will request documents from as far back as pediatrician records, which often makes candidates wonder if the request is proper. Additionally, early psychotherapy records from childhood trauma or a parent’s divorce will be requested.

Often psychologists who counseled candidates in childhood may have closed their practice, discontinued work, retired, passed on or destroyed the records. Nevertheless, candidates must show that they made every effort to obtain the records, and prove that such efforts were made to the interviewing department psychologist.

If a psychologist receives records after the oral interview, the psychologist will review the records before making a final decision.

Candidates should be aware that if there are any documents from their past that indicate some testing or illness, or issues regarding school discipline or expulsion, or work discipline or termination, these documents will be requested by the interviewing psychologist.
Candidate Disqualification due to Deception

Candidates must be open and honest during their Psychological Interview. If the Interviewing Psychologist detects any type of deception, such deception could be viewed as grounds for Disqualification. While it may be assumed that deceptive people tend to be more evasive, less talkative, have longer response times and may deflect or avoid responses to direct inquiries, they may also present oversimplified stories or use third person or impersonal language structure to disconnect themselves from personal responsibility. Denying events that are documented in the background investigation or treatment records, or minimizing their importance, are also indicators of deception that Candidates should avoid at all times.

A Psychologist may admonish a Candidate who does not provide complete and truthful answers, in an effort to mitigate deception and foster honest reporting. A Candidate’s responses will also be compared against other sources of information to the extent possible. When deception is detected, the Psychologist will use professional judgment to determine whether or not the deception is consequential. For example, was the Candidate being intentionally deceptive or did it result from a misunderstanding, confusion or erroneous beliefs about what the Candidate believed he or she was being asked to disclose.

For more information regarding Candidate Disqualification due to Deception, click the link below: Peace Officer Psychological Screening Manual

Candidate’s Personal History Information during the Hiring Process

During the course of the psychological evaluation, gaps or discrepancies in a candidate’s accounts of their occupational or personal history, including incidents involving potential acts of bias, may
require clarification. It is important for candidates to understand that background investigators may be asked to interview others, conduct follow-up interviews, confirm the disposition of an investigation by another agency, check the narrative of a police report, obtain the account of an incident involving a former domestic partner, or clarify information provided by a previous employer.

Personal history information discovered during the psychological evaluation that was not disclosed by the candidate during the background investigation, or that is materially discrepant from the information reported during the background investigation will not be viewed favorably and could work against the applicant. This is especially important when the oversight or discrepancy raises concerns regarding the candidate’s moral character or potential biases. The hiring agency may conduct a discrepancy interview or otherwise investigate the new information, including conducting additional third-party interviews. The background investigation is not over until a final, unconditional offer of employment is made.

For more information regarding a Candidate’s Personal History, click the link below:

Peace Officer Psychological Screening Manual

**Psychological Assessment - What does the psychological exam entail?**

“Can candidates who have had psychotherapy in the past be NYPD Police Officers?” What does the psychological exam entail?

The NYPD Police Officer written exam is long and tedious. You will want to come prepared, as you will be expected to complete a detailed autobiographical questionnaire, answer questions about your current and prior health status and provide extensive information, including objective personality inventory measures.
In addition, you should be prepared for a one-on-one oral interview with a NYPD psychologist who will ask you questions about your educational, employment, psychological, medical and legal history, as well as past and present social relationships. The oral interview will take approximately 1 hour.

There are also steps you can take to help yourself with regard to both the written testing and oral interview. First and foremost, you should ALWAYS be open, honest, and candid with your answers. In addition, come prepared by bringing your resume, transcripts and any and all other relevant documentation you think might be helpful.

For further information regarding this matter please click on the link below:

https://www.nyc.gov/site/nypd/careers/police-officers/faqs-hiring-pos.page#psy

**Why Hiring an Attorney to Help with Your Disqualification Appeal is Worth it**

Discouragement is often the first feeling that comes over a candidate after they receive a NYPD NOPD. Followed by conversations with friends and family about how unfair the system is or how others with worse histories, problems or incidents were hired and are currently Police Officers.

Once the initial shock has worn off, it is good to step back and assess what can be done to fight a disqualification. After serving as a Lieutenant in the NYPD Legal Bureau, I retired as a Captain in 2001 and began helping disqualified candidates. In 2000 I began assisting candidates with the appeal of their disqualifications. Over the years I have helped hundreds of disqualified individuals become NYPD Police Officers.
The first thing one must ask themselves is do I have the necessary qualities to become a police officer. You should also ask yourself if appealing the disqualification is realistic. If the answer to these questions is yes, then it might be good for you to investigate further and inquire about the appeal process.

Perhaps you had a bad day in the oral psychological interview or you reacted defensively, evasively or simply missed the point. This is human nature when faced with some of the facts and incidents from your past, and it is quite possible that you may have become defensive, evasive or tried to minimize the problems or even reacted inappropriately to criticism and accusations. If this is the case, you may want to work with an independent forensic psychologist who will process your history and story so that it can be cast in a more favorable light. If cast in a more favorable light, the NYPD will many times grant a second interview to disqualified candidates. These interviews most often take place in Lefrak City in Corona Queens. Preparation for these interviews is vital. Understanding the concepts and steps, and speaking to neutral independent third parties with experience in this field can help you greatly. Frequently, good things occur when you receive proper insight and guidance by speaking with others experienced in this field.

**NYPD Disqualification – Failing to Admit Minor Problems**

One of the major pitfalls made by candidates is failing to admit very minor issues.

One example of a minor issue is doing poorly when you first enter college. When transitioning from high school to college, some candidates end up on academic probation. If you go to an oral psychological interview and deny poor performance in college, you will find yourself dealing with bigger problems than if you had just been honest. The interviewing psychologist already has your school
transcript, so denying academic probation will only create a bigger problem causing you to be disqualified.

A better method is to get your transcript before the interview so you know exactly what you did and when you did it. If you did poorly in the beginning, or at some point during college, it is better to just say “I really should have studied harder and I regret not doing so”. Your admission is always better than denying responsibility, saying you don’t recall or saying that’s not what really happened.

There can be stressors including work, transportation problems, problems at home and other struggles. The denial of poor academic performance is really unnecessary and gets more people disqualified than you could imagine.

The Interviewing Psychologist has your college records in writing, so saying you don’t recall or denying your record, or lying about your GPA will only cause you to be disqualified.

Get the facts before your interview. Telling the truth and showing that you have remorse and have learned from your past struggles can only work in your favor.

**NYPD Psychological Disqualification Appeal**

If you received a Notice of Proposed Disqualification (NOPD), you can appeal. There are two factors that are crucial in Psychological Disqualification Appeal(s). The first is that you properly follow the appeal process. The second is the facts of your case.

It is vital that you consult with someone (both an appeals attorney and a Mental Health Professional) experienced in this type of appeals process. Appealing a NOPD on your own can cause you to miss out on important opportunities to make crucial arguments to help turn the appeal in your favor.
Chances of Reversing a NYPD Psychological Disqualification

If you are currently disqualified, you have two chances to succeed. Your first chance can occur if you end up having a positive outcome after a re-interview at the NYPD Psychological Disqualification NOPD phase. It is extremely important that you have a knowledgeable, experienced attorney and seasoned mental health professionals to help guide and prepare you for a re-interview.

If you are unsuccessful, you do have a second chance to win with an appeal to the New York City – Civil Service Commission, who holds hearings and could rule that your disqualification was improper. Candidates have had their NYPD Psychological Disqualification reversed at the NOPD re-interview. Additionally, candidates have had their disqualifications reversed after hearings at the Civil Service Commission. However, your disqualification will not be reversed unless you take action.

How to Prevent NYPD Psychological Disqualification

If your goal is to become a police officer, you must do a considerable amount of work before completing any forms, meeting with any investigator or attending any psychological evaluation.

You will also need to research your school records, obtain your school transcript, and be ready to discuss any disciplinary history, withdrawals and/or failed classes. Make sure you also know the dates and semesters you attended both high school and college.

You must also be ready to explain your employment history in great detail, including, but not limited to, place of employment, job title, start date and end date for each of your jobs, as well as any written disciplinary reports that may appear in your personnel file. If you were fired from a job and someone contacts you asking
for an explanation, you must be able to clearly present the facts regarding everything that occurred throughout your employment, including periods of unemployment (if any). If you were terminated from a job, you should disclose your termination upfront because when the NYPD gets your Social Security lifetime history they will see exactly what jobs you had, and ask you to explain why you were let go from certain jobs.

If you have previously, or are now caring for a family member, make sure you have all of these dates and times clearly noted, as well as a list of the doctors your family member needed to see while under your care. You should also create a list of any and all household chores, including food shopping, pharmacy trips etc. that you did while caring for them.

Another important thing you should do is get your LIFETIME driver’s abstract from the NYS Department of Motor Vehicles. Go to the DMV website for instructions on how to do this and give yourself a couple of weeks to receive this document. When you get it, review it carefully, so you know each and every violation you ever received, and make sure you are prepared to talk about whatever occurred that caused you to get the violation so you are prepared to offer an acceptable explanation.

If your driver’s license was suspended or revoked, act quickly to get the matter cleared up.

You will run into problems if you appear before the investigator with an incomplete application, vague references and/or inaccurate information.

A thorough, complete and accurate application package with specific dates, times and explanations will go a long way towards helping you get hired. The same holds true for the psychological interview. Before the psychological interview, you will be asked to fill out a form. The information on that form must correspond with all of the prior
forms you have already completed. If there are any inaccuracies, or the forms you provided have any conflicting information, you will be thoroughly questioned about it. Be sure to gather all of the facts before you begin the police officer application process.

**Can you get an attorney to help you with a NYPD Notice of Proposed Disqualification?**

**Can you get an attorney to help you with a Notice of Proposed Disqualification (NOPD) from the NYPD?**

**The simple answer is yes.**

The NYPD has recently started interviewing psychologically disqualified NYPD Police Officer candidates who received a NOPD, after the candidate was evaluated by an independent psychologist and their psychologist submitted an expert report on their behalf.

If you hire an attorney to prepare you for the upcoming NOPD interview, your chances of being successful greatly increase. At times, these interviews morph into interrogations, and proper preparation can help you handle any harsh questioning.

No one can criticize you for speaking with someone prior to an oral psychological interview.

I would recommend hiring a civil service attorney from the first disqualification you receive, so you are prepared and can get the best results in your appeal.

**NYPD Psychological Review- NOPD Review**

If you are psychologically disqualified from the NYPD Police Officer title you will receive a Notice of Proposed Disqualification by
email. You have thirty days to appeal this NOPD. You should hire an attorney and designate a psychologist to help you file a rebuttal report which will be sent to the NYPD Candidate Assessment Division.

After your psychologist’s report is reviewed you may receive an email to come in for another interview with a NYPD psychologist. During the interview the psychologist will review the reports prepared by the original NYPD psychologist and your expert. You can expect to be questioned on any inconsistencies between the report and the problem areas found by the first NYPD doctor who chose to disqualify you. This re-interview is an important step in the appeal process.

BE CAREFUL when hiring a Psychologist to help with your appeal...

Part of the appeal process for psychological disqualification is finding a psychologist who will help you by making the strongest arguments for your candidacy. If the psychologist is unable or unwilling to look at your good points, strengths, adversities you’ve overcome, accomplishments, perseverance over hardships, and persistence in improving despite any difficulties or disabilities you may have had, then you should look for a different psychologist. The psychologist you hire SHOULD BE ON YOUR SIDE, advocating for you. Before you choose a psychologist to assist you with your disqualification appeal, ensure that you have an agreement with them, that if they don’t believe you are qualified, they will let you know beforehand, and they will not forward their report to any hiring agency, such as the NYPD, stating that you are psychologically unsuitable.

Beware of psychologists who charge a very low fee, tell you they will help you and then do a superficial interview, as they may simply use the NYPD’s testing to confirm that you are unsuitable, and
then send a report to the NYPD stating that you are unsuitable, without ever telling you. If this happens, not only did they not help you, but they have destroyed any chance you had of ever becoming a NYPD officer.

**You should make a clear agreement with any psychologist you hire that they will discuss their findings with you BEFORE sending any report to the NYPD.**

The psychologist you are considering MUST understand that they are supposed to be advocating for you, and if they don’t believe you are suitable, then they should let you know that they cannot support your candidacy, AND FURTHER AGREE that they will not forward any report to the NYPD if they come to such a conclusion.

If this does happen, at least you will have an opportunity to find someone else that is willing to help you and support your appeal.

You can read my e-book about the disqualification appeal process by clicking this link.


Here are two videos that discuss the appeal process.

https://www.youtube.com/watch?v=CemYFxGfX9I&t=1s
https://youtu.be/42mrmHkcu34
Candidate Medical & Mental Health History

Candidates should be aware that psychological and relevant medical records will be obtained from their healthcare professionals, if warranted and obtainable. Approximately 25% of all Candidates have consulted with a psychological professional at some point in their life, and 1% have been in an inpatient facility. For those candidates, psychologists should have a clear and accurate understanding of the nature and extent of the psychological problem and whether it has any relevance for the purpose of determining a Candidate’s psychological suitability. Candidates will need to provide an authorization for the release of their psychological treatment before any information can be collected. However, when such authorization is obtained, the treating mental and/or medical healthcare professional will be required to disclose the candidate’s history, including but not limited to any, acts of domestic violence or spousal abuse, treatment for alcohol or drug use/abuse, psychiatric hospitalization, psychotropic medication, additional contacts with other mental health professionals, and whether the Candidate’s condition impacts a major life activity or work function. It is important that a Candidate be completely candid about their history, as the truth will be revealed during the information collection process anyway, and it is best for the Candidate to be
consistent and truthful. In fact, in approximately 5% of Candidate cases, Investigators will discover substantial differences between what a Candidate has reported about their consult and what the treating professional has actually reported, as some Candidates will try to minimize how much help they sought from their mental health professional.

For more information regarding Candidate Medical and Mental Health History, click the link below: Peace Officer Psychological Screening Manual

The Length of a Psychological Interview

The length of a Candidate’s interview is based on the time the Psychologist needs to reach their goals and objectives. The entire interview process, from preparation (including review of the psychological test results, psychological history questionnaire, background investigation report, and any other relevant mental health treatment or evaluation records) through the interview itself generally takes about an hour and a half to two hours. Some Candidates, such as those who are younger with little life experience and/or “clean” test results and background reports, may require less time. Others, especially those who have various data sources that point to seemingly contradictory or discrepant conclusions about the candidate, may require considerably more time. Candidates who attempt to conceal negative aspects of their personality can be difficult to assess, resulting in the Psychologist requiring more interview time in order to observe patterns that might help them make a more accurate assessment. Moreover, evaluations that lead to a disqualification determination usually require lengthier interviews.

For more information regarding The Length of a Psychological Interview, click the link below:

Peace Officer Psychological Screening Manual
Candidate Information Consistency

It is imperative that a Candidate be particularly thorough, consistent and accurate when providing their personal history throughout the NYPD Police Officer application process. The Psychologists, as well as other NYPD personnel who review the collected data will view a Candidate’s lack of thoroughness, consistency and accuracy when describing their personal history as a negative predictor of future disciplinary action, believing that Candidates who give inconsistent or discrepant responses to life history questions are more likely to become members of a formally disciplined group. Furthermore, omitting items on life history questionnaires and/or discrepancies between an applicant’s self-reported background/life history information and the information submitted in support of other applications can also be viewed as predictive of future negative job outcomes and may be adversely considered when final suitability judgments are being made.

For more information regarding Candidate Information Consistency, click the link below:

Peace Officer Psychological Screening Manual
How to Prevent NYPD Psychological Disqualification

If your goal is to become a police officer, you must do a considerable amount of work before completing any forms, meeting with any investigator or attending any psychological evaluation.

You will also need to research your school records, obtain your school transcript, and be ready to discuss any disciplinary history, withdrawals and/or failed classes. Make sure you also know the dates and semesters you attended both high school and college.

You must also be ready to explain your employment history in great detail, including, but not limited to, place of employment, job title, start date and end date for each of your jobs, as well as any written disciplinary reports that may appear in your personnel file. If you were fired from a job and someone contacts you asking for an explanation, you must be able to clearly present the facts regarding everything that occurred throughout your employment, including periods of unemployment (if any). If you were terminated from a job, you should disclose your termination upfront because when the NYPD gets your Social Security lifetime history they will see exactly what jobs you had, and ask you to explain why you were let go from certain jobs.

If you have previously, or are now caring for a family member, make sure you have all of these dates and times clearly noted, as well as a list of the doctors your family member needed to see while under your care. You should also create a list of any and all household chores, including food shopping, pharmacy trips etc. that you did while caring for them.

Another important thing you should do is get your LIFETIME driver's abstract from the NYS Department of Motor Vehicles. Go to the DMV website for instructions on how to do this and give yourself a couple of weeks to receive this document. When you get
it, review it carefully, so you know each and every violation you ever received, and make sure you are prepared to talk about whatever occurred that caused you to get the violation so you are ready to offer an acceptable explanation.

If your driver’s license was suspended or revoked you should act quickly to get the matter cleared up.

You will run into problems if you appear before the investigator with an incomplete application, vague references and/or inaccurate information.

A thorough, complete and accurate application package with specific dates, times and explanations will go a long way towards helping you get hired. The same holds true for the psychological interview. Before the psychological interview, you will be asked to fill out a form. The information on that form must correspond with all of the prior forms you have already completed. If there are any inaccuracies, or the forms you provided have any conflicting information, you will be thoroughly questioned about it. Be sure to gather all of the facts before you begin the police officer application process.
NYPD Disqualification Appeals

NYPD Disqualification Appeals Process. When you apply for a law enforcement job frequently, candidates believe that the agency that is considering hiring them doesn’t have access to all their records.

The Hiring Agency database is connected to virtually everything: all criminal courts; DMV’s; all credit reporting agencies; IRS lifetime earnings reports etc.

Therefore, when asked to fill out documents such as the CAS 5 candidates mistake these requests as if the hiring agency doesn’t know what is in a candidate’s documents already.

The next big mistake candidates make is believing that “I forgot” is a valid excuse

Anytime you file for a law enforcement position the first priority should be collecting all the documents requested for your application. You would need to go to all the local criminal courts where you were arrested or received the summons. We have to get those certificates of disposition.

You have to go online to the New York State DMV and request a Lifetime Driver’s Abstract which may cost you $10. We may have a copy from another time. I need to be sure that it’s accurate, up-to-date and all inclusive. If there is either an accident, summons a suspension or revocation you have to explain them.

Every time you had a job in your life from the early stage where your employer took out some deductions the IRS has a print out Lifetime work history when you have to explain every job there may be some jobs that you either let go or resigned you have to be fully disclosing all of our information.
It is best to get the facts before you act. Unfortunately, “I forgot, it was so long ago” will get you disqualified for omitting pertinent facts which is a very big issue with the hiring agencies.

**NYPD Psychological Disqualification Appeals - NYPD Psych DQ**

If you receive a NYPD NOPD psychological disqualification please call (516) 248-0040 or email kevin@sheerinlaw.com to schedule a free in office consultation.

Kevin has been helping disqualified candidates appeal their NYPD psychological or character disqualifications for more than 18 years. He offers many opportunities during the course of your appeal to meet and spend time with him. The first opportunity is when you receive a Notice of Proposed Disqualification or NOPD.

Kevin offers free consultations. He will meet with you to discuss your history and how the interview with the hiring agency’s psychologist went. He will discuss with you the topics the NYPD psychologist focused on during your interview. He will speak with you about your history of arrests, violations or incidents, if any, as well as any problems you may have had in school, at work or in relationships. During the consultation Kevin will explain to you each and every detail of the NYPD Psych DQ Appeal process.

The consultation generally takes about one hour. After that hour you will better understand the disqualification appeal process and the issues that will ultimately determine your case. Kevin will let you know what he believes your chances are of having your disqualification reversed and what the next best step might be for you.

Once you file a NOPD appeal with your chosen Mental Health Professional (MHP) your chances are very good that the NYPD
The Law Office of Kevin P. Sheerin

will offer you a second interview at a different location. This location is 1 Lefrak City Plaza in East Elmhurst, Queens. These re-interviews are with a different unit which is separate from the Candidate Assessment Division on 20th Street in the old Police Academy building.

If you receive one of these NYPD Psychological Review notifications Kevin will prepare with you in his office and will discuss the tips and tactics needed to succeed and how to avoid traps in the re-interview. He will also discuss the key issues involved in your case so you will have greater insight rather than going in blindly into this re-interview.

During this preparation session you will gain insight into why the hiring agency believes you should be disqualified. Basically, they believe that you are psychologically unsuitable, so gaining this insight can give you a leg up in your appeal.

If you are unsuccessful or do not receive a second psychological interview you will receive a Notice of Disqualification (NOD). At this point your appeal is filed with the New York City - Civil Service Commission. Even at this second step of the NYPD Psychological Disqualification process candidates are, more frequently, receiving an additional re-interview. If you receive an additional re-interview after the appeal to the Civil Service Commission, once again Kevin will offer you a preparation session in his office to discuss the process and your best chances for success.

When the NYPD submits documents supporting their decision to uphold your disqualification Kevin requests time to submit a Reply. He will take the arguments that the NYPD presents and reply to those contentions and point out where they are exaggerated, misguided, distorted or just plain wrong.

After filing a NYPD Psychological Disqualification appeal to the New York City - Civil Service Commission some candidates are
Accurate History/Self Appraisal

granted a Hearing before the Commission. If you receive this hearing Kevin will prepare with you in his office for approximately two hours to again discuss the issues that are going to determine the outcome of your case. He will speak with you about proper attire and grooming when attending the hearing. He will speak in depth, so you fully understand the function of the New York City - Civil Service Commission and what type of issues they would like to have resolved in order to have your disqualification reversed.

Mr. Sheerin's standard fee for all of these services, including a hearing, if one is granted, before the New York City - Civil Service Commission, is $2500. This flat fee includes an initial in office consultation, an in office preparation session for each and every re-interview you receive and at least one (1) two hour preparation session if you receive a Hearing before the New York City - Civil Service Commission.

This is the same fee Kevin has been charging since he began doing this type of work back in 2003.

Kevin believes meeting with candidates in person and spending time with them is crucial when deciding the best next step for a potential NYPD career or other employment choice. Spending time drilling down on the issues that form the basis of a disqualification with someone who has been in this line of work for over 18 years is crucial for a candidate trying to get a thorough, complete and accurate understanding of the challenges they are facing.

Phone consultations do not allow for a review of documents such as court dispositions, moving violations, college transcripts or a CAS-5 filled out during the application process. It is crucial to review Individual Education Plans (IEPs) as well as issues regarding ADHD medicines and work or school discipline, suspension or terminations, in order to get a complete sense of your chances on appeal.
Everyone knows how life-changing a successful disqualification appeal can be for you.

By investing some of your time, money and energy you are making the best investment into a successful future for yourself.

**Candidate’s Personal History Information during the Hiring Process**

During the course of the psychological evaluation, gaps or discrepancies in a candidate’s accounts of their occupational or personal history, including incidents involving potential acts of bias, may require clarification. It is important for candidates to understand that background investigators may be asked to interview others, conduct follow-up interviews, confirm the disposition of an investigation by another agency, check the narrative of a police report, obtain the account of an incident involving a former domestic partner, or clarify information provided by a previous employer.

Personal history information discovered during the psychological evaluation that was not disclosed by the candidate during the background investigation, or that is materially discrepant from the information reported during the background investigation will not be viewed favorably and could work against the applicant. This is especially important when the oversight or discrepancy raises concerns regarding the candidate’s moral character or potential biases. The hiring agency may conduct a discrepancy interview or otherwise investigate the new information, including conducting additional third-party interviews. The background investigation is not over until a final, unconditional offer of employment is made.

For more information regarding a Candidate’s Personal History, click the link below:

Peace Officer Psychological Screening Manual
Advice for NYPD Police Officer Candidates

When going through the NYPD hiring process it is important for Candidates to be engaged and respond promptly throughout the process. The quicker a Candidate responds back to their investigator, fills out their paperwork and schedules their appointments, the faster the process will go.

Candidates should also know that there are 3 things that will immediately disqualify them from becoming a Police Officer; (1) A felony conviction; (2) A domestic violence misdemeanor conviction; and/or, (3) A dishonorable discharge from the military.

The best advice for Candidates going through the process is to ALWAYS tell the truth. Regardless of how much you may want to sugarcoat your past, it is always better to be truthful with the investigator. Lying about your background can only hurt you in the end, since the NYPD will review your history in its totality anyway. There is a chance you may not be disqualified for something you were truthful about, but there is a high probability you will be disqualified for lying or intentionally omitting important facts about yourself and/or your history.
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For more information about The NYPD Police Officer Hiring Process, click the link below:
https://www.nyc.gov/site/nypd/careers/police-officers/faqs-hiring-pos.page#psy

**The NYPD Psychological Exam: What to Expect**

The NYPD written testing is a full day of paperwork, administered in a group setting. Candidates should be prepared to complete autobiographical questionnaires, symptom inventories, and two lengthy objective personality inventory measures.

The oral interview is a one-on-one evaluation with a Psychologist who will ask you questions about your educational, employment, psychological, medical and legal history, as well as your social relationships. Candidates can expect a more in-depth interview if the Psychologist believes there are any areas of concern which require closer examination. The oral interview takes approximately 1 hour.

For both the written testing and oral interview, Candidates should come prepared (e.g., bring a resume, transcripts, etc.). And, as always, Candidates should be completely open and honest.

For more information regarding the NYPD Psychological Exam click the link below:
https://www.nyc.gov/site/nypd/careers/police-officers/faqs-hiring-pos.page#psy

**POST: Psychological Interviews**

The Psychological Screening Interview is conducted to provide the NYPD Psychologist with detailed information about each candidate. As a candidate, you should be prepared to answer many
Accurate History/Self Appraisal

questions, offer complete explanations and make yourself available for whatever period of time the Psychologist deems necessary to conduct a thorough Interview. It is important candidates understand that a sufficient interview time must be allotted so the Psychologist can address any and all issues that may arise during the Interview. The length or duration of the interview will be based on the amount of time needed to meet all of the necessary objectives, which include but are not limited to:

1. Answering all questions the Psychologist may have regarding issues of concern;
2. Clarifying and supplementing responses to written tests and other questionnaires, inventories or personal history statements; and
3. Providing the Psychologist an adequate amount of time to appropriately observe or assess job-relevant or clinically significant behavior.
The amount of time required for each interview depends in part on the complexity of the case, the competing hypotheses generated by written test findings and personal history information, and the number and nature of discrepancies discovered among data sources (particularly discrepancies in the candidate’s self-reports at various stages of the assessment process).

Click the link below for more information regarding POST: Psychological Interviews (see Chapter 8):
Peace Officer Psychological Screening Manual

**Psychological Assessment - What does the psychological exam entail?**

“Can candidates who have had psychotherapy in the past be NYPD Police Officers?” What does the psychological exam entail?

The NYPD Police Officer written exam is long and tedious. You will want to come prepared, as you will be expected to complete a detailed autobiographical questionnaire, answer questions about your current and prior health status and provide extensive information, including objective personality inventory measures.

In addition, you should be prepared for a one-on-one oral interview with a NYPD psychologist who will ask you questions about your educational, employment, psychological, medical and legal history, as well as past and present social relationships. The oral interview will take approximately 1 hour.

There are also steps you can take to help yourself with regard to both the written testing and oral interview. First and foremost, you should ALWAYS be open, honest, and candid with your answers.
In addition, come prepared by bringing your resume, transcripts and any and all other relevant documentation you think might be helpful.

For further information regarding this matter please click on the link below:

https://www.nyc.gov/site/nypd/careers/police-officers/faqs-hiring-pos.page#psy

**Psychological Assessment – Will psych history prevent the NYPD from hiring me?**

“Can candidates who have had psychotherapy in the past be NYPD Police Officers?” What psychological history will prevent me from being hired by the NYPD?

The NYPD does not automatically disqualify a candidate for having received counseling or some other form of mental health treatment. However, they will carefully review the facts in connection with a candidate’s mental health history and consider each and every detail of a candidate’s history on a case by case basis.

If a candidate does have a history of mental health problems, they should be prepared to thoroughly answer any and all questions about their psychological past, including their mental health diagnoses and their past or current treatment(s) (including any therapy they underwent and/or medications they were prescribed). Candidates should be ready, willing and able to provide all of the details in connection with the circumstances and symptoms regarding their mental health history, and how these circumstances and symptoms have affected the candidate both currently and in the past.
NYPD Psychological Disqualification Appeal - Second Interview-Preparing with an Expert

In my 20 years experience, the greatest dangers I have observed are Candidates believing that certain actions will get them disqualified, so they choose to either deny certain actions, minimize those incidents or cast blame on others for those actions. The inability of Candidates to admit they had a rough transition from high school to the first year of college is a prime example. The greatest pitfall is to deny academic probation when the interviewer has your transcript in a file on their lap which clearly states academic probation or academic dismissal. Having a rough time starting college and/or handling your schoolwork is not a psychological problem but an adjustment issue that many people experience. The downfall is denying that it happened or claiming that you forgot after denying it when it is clearly written in black and white on an 8 1/2 inch transcript page sitting on a Psychologist’s lap.

These mistakes go on to many other categories, such as: I did not hop the turnstile; I did not get a summons in Rochester New York for underage drinking; I did not get disciplined for lateness at Chipotle.

Evaluating psychologists will many times report “I believe the candidate is unable to be candid; forthcoming; honest and responsive”. This unfortunately casts doubt on the Candidate's integrity, credibility and trustworthiness.

It is essential, if you have a strong desire to be a NYPD Police Officer that you do your homework ahead of time and get all of the necessary documents including school transcripts; NYS driver’s abstract; write ups from employers; school disciplinary records; any court records or Certificates of Disposition any arrest records in the county concerned. You should ask employers for attendance records or reviews or performance evaluations showing you were
prompt, capable and energetic in completing your work. Armed with these documents and having studied them so you are familiar with dates, times and situations will greatly assist you in the oral psychological interview. You may even want to go a step further with regard to those times when you were enrolled in school and/or worked part or full-time, by creating a grid or chart to show that during certain times you were attending school part time and working part time or attending school full-time and working part time. Being familiar with your history is essential to responding to the inevitable questions you will be asked during your oral psychological interview. These interviews are about your history and your ability to accurately respond is essential to your psychological oral evaluation success.

**Background Portion of Psychological Exam**

Candidates are sometimes surprised by the thoroughness of the psychological exam, including the written and oral components. Additionally, candidates can be shocked to learn how thorough the psychologist will be when investigating the following: school, work, interpersonal relationships, family relationships, legal issues, financial issues, substance use or abuse, alcohol use or abuse and mental health history.

The psychologist will request documents from as far back as pediatrician records, which often makes candidates wonder if the request is proper. Additionally, early psychotherapy records from childhood trauma or a parent’s divorce will be requested.

Often psychologists who counseled candidates in childhood may have closed their practice, discontinued work, retired, passed on or destroyed the records. Nevertheless, candidates must show that they made every effort to obtain the records, and prove that to the interviewing department psychologist.
If a psychologist receives records after the oral interview, the psychologist will review the records before making a final decision.

Attached is the international Association of Chiefs of Police Guidelines for Pre-Employment Psychological Evaluations. They are used by many Law Enforcement agencies.

Click here to check the attached document
Candidates should be aware that if there are any documents from their past that indicate some testing or illness, or issues regarding school discipline or expulsion, or work discipline or termination, these documents will be requested by the interviewing psychologist.

Candidates for NYPD and Nassau County Police Department and other law enforcement agencies may not be aware that the oral psychological exam can be rough. The examiner, most often a Psychologist, can use an aggressive questioning pattern to find out if the candidate can handle confrontation. Also, the psychologist may repeat previously asked questions to see if they are going to be met with consistent answers. The candidate may think this is unfair, and they are not being treated properly. The best attitude is to be prepared to be confronted during the interview, and maintain your composure.
A considerable amount of research focused on the identification of the psychological characteristics of successful peace officers. In general, the results of this research indicated that personality profiles of successful peace officers are reflective of a psychologically healthy person. In particular, peace officers were found to score high on the following attributes:

- Agreeableness
- Assertiveness/Extroversion
- Conscientiousness/Responsibility/Dependability
- Emotional toughness (freedom from anxiety, hostility and psychological distress)
- Flexibility/Adaptability
- Independence/Achievement orientation
- Integrity
- Intellectual efficiency
- Self-discipline/Self-control
- Social confidence/Self-assuredness
- Social sensitivity
- Tolerance
- Well-being
For an in-depth look at Positive Psychological Indicators please click the link below:

Peace Officer Psychological Screening Manual

POST Personality-Based Competencies – Conscientiousness/Dependability

Dimension 4: Conscientiousness/Dependability:

Conscientiousness/Dependability involves diligent, reliable, conscientious work patterns, and performing in a timely, logical manner in accordance with rules, regulations and organizational policies.

Conscientiousness/Dependability includes:

- Carrying out assigned tasks thoroughly, timely and successfully to completion;
- Maintaining a punctual and reliable attendance record;
- Persevering through many types of situations (i.e. unforeseen obstacles, difficulties, long hours and adverse working conditions);
- Staying organized;
- Being careful and paying attention to details (i.e. typos, missing/incorrect information);
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- Staying current on new rules, procedures, etc.;
- Being accountable for your work, and analyzing prior mistakes/problems to improve performance;
- Performing effectively under difficult and uncomfortable conditions;
- Ability to keep your promise; and
- Continually works to achieve and/or restore trust with others.

For more information regarding POST Personality-Based Competencies, click link below:

Peace Officer Psychological Screening Manual
Comply with request for authorizations to obtain your records. Indicate to interviewer you are ready to cooperate whatever needs to be done to obtain a full record of your evaluation.

Monitor your email inbox and spam folder for any communications from the hiring agency. Do I promptly respond to email requests or phone calls, requesting further information about your evaluation?