

CAO Semiannual Report

January - June 2009



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LETTER FROM DAN

In this report, we will highlight some of the major achievements and projects of the Chief Administrative Office over the past six months. But such a report can only begin to acknowledge the hard work and dedication of the people who ensure the House of Representatives operates smoothly.



The 600 plus CAO employees who work diligently to support this great institution are quite simply why I look forward to coming to work. This year, they worked to make sure new Members felt at home in the House during the 111th Transition. Our employees ensured the safety of our computer network, made our campus a national model of sustainability and kept the House's financial books in order.

Through it all, their goal centered on our organization's new mission and strategy: provide the House community access to efficient, effective and sustainable operational and financial support services.

Providing excellent service to the entire House community doesn't happen without commitment, dedication and coordination from all levels of the organization. Some of the innovative projects and programs we asked CAO employees to undertake were difficult to execute and required them to think beyond what they'd done before.

Innovation doesn't always come with detailed instructions and with change, of course, there are challenges. I've challenged CAO employees to question conventional approaches and embrace constructive change.

I am proud to report that my employees continue to respond with excellence.

So, I would like to take this opportunity to thank them, our hardworking employees, who gave so much of themselves to ensure the successful beginning of the 111th Congress.

A handwritten signature in black ink that reads "Dan Beard". The signature is written in a cursive, flowing style.

Daniel P. Beard

Chief Administrative Officer

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GREEN THE CAPITOL

Getting the Green Light

Eighteen months ago, when Speaker Nancy Pelosi directed implementation of her vision for a greener, more energy-efficient institution, the CAO embarked on a formidable journey. That journey was filled with exploration, as the organization began the sometimes arduous process of determining the House's environmental impact and exactly what the House could do, as an internationally recognized institution, to become more environmentally responsible.

Chief Administrative Officer Dan Beard has continued to lead the House and the CAO organization in their efforts to become sustainable. The three main goals of the sustainability program, entitled Green the Capitol (GTC), have focused on reducing the carbon footprint of the House operations, reducing energy consumption by 5 percent per year and working to make the House a national model of sustainability.

The result has been dramatic and measureable. GTC has recently developed a performance tracking system to record and summarize the successes of nearly 100 environmental projects, from compact fluorescent light bulb installations to recycled content binder sales in the Office Supply Store. The direct and indirect savings of these projects continue to add up, resulting in the savings of 2.5-megawatt hours of electricity and \$300,000 in utility costs so far. These eco-friendly projects have also prevented more than one million metric tons of carbon dioxide from entering the atmosphere.

Member, Committee and Leadership Office Greening Program

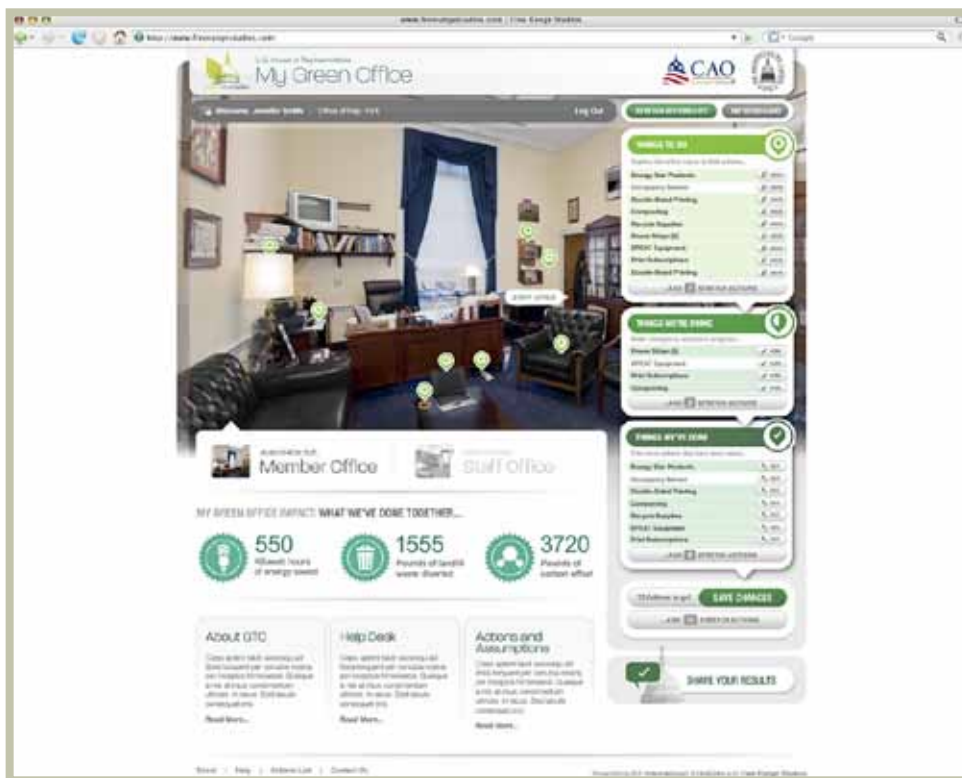
On April 22, Speaker Pelosi hosted an Earth Day event to kick off a program to green Member, Committee and Leadership offices. The goal is to help Members green their DC offices. Ten additional representatives and CAO Dan Beard were present to celebrate the launch



Press event on Earth Day with Speaker Pelosi and Members.

of this program, which will focus on supporting the conservation and sustainability efforts of staff working on the House campus.

To help support offices that want to “go green,” GTC also developed an interactive, web-based tracking tool called My Green Office. More than 100 CAO and Architect of the Capitol (AOC) employees, including office coordinators and technical support representatives (TSRs), were trained in the new system and became experts in sustainable business practices. For several months, CAO staff used the tool to help introduce House employees to sustainable product choices, energy efficient behavior and resource-conservation efforts.



Screen shot of the interactive, web-based tracking tool called My Green Office.

During the more than 100 green consultations completed so far, office coordinators introduced 15 “core” actions and more than 30 “stretch” actions including: designating a green office representative, turning off lights at night and printing double-sided. The Members who have participated span the ideological and geographical spectrum, with 36 different states, the U.S. Virgin Islands and Guam all represented. So far, My Green Office has measured significant savings, including the diversion of more than 17,000 pounds of waste from landfills, the reduction of more than 90,000 pounds of carbon and the savings of more than \$5,000.



Staff assistant Sally Stone, who works for Rep. Michael McCaul, received a green consultation.

District Office Greening Program

GTC recently launched an effort to help Members green their District offices.

The District Office Greening Pilot Program is working with First Call, House Information Resources, Office of Financial Counseling and the General Services Administration to determine the best ways for Member offices to save energy, conserve resources and trim their office expenses.

The program was kicked off with an event attended by CAO Dan Beard, Rep. Robert Brady, Rep. Mike Castle, Rep. Jim Gerlach and Rep. Allyson Schwartz at the Lincoln Financial Field in Philadelphia. GTC staff is currently assessing how

best to move the program forward in accordance with the needs of Members, who preside over some 900 offices nationwide.

Greening the CAO

Just as it is a goal of the program to have the House serve as an important example of sustainability for other legislative branch entities and, more symbolically, the nation, during the second chapter of the program the CAO is working aggressively to completely green its organization.

Beginning at the top, the CAO has instituted a program that educates and empowers all of its employees to green every facet of their working environments.

There is immense opportunity inherent in this endeavor. Because CAO employees quite literally touch virtually every corner of House operations, a fully sustainable CAO, in effect, brings the institution closer to full sustainability.

In fact, the CAO has trained all of its managers in both the "core" and "stretch" actions, with the goal of sending them out to green their respective departments. Each manager has also designated one of his or her employees as a "green office representative." Their role is to give their colleagues information to help them green their space and to record their actions in the My Green Office website. The effort will result in savings of money, resources, waste and electricity.

CAO FEATURES:

A Day in the Life of a First Call Customer Service Representative

“Good morning. First Call, this is Paul. How can I help you?”

On any given day, Paul Gerarden, a customer service representative stationed in B-227 Longworth, says that phrase more than 60 times.

Gerarden is one of 250 CAO employees who provide direct customer service to Members and their staffs.

At 10:08 a.m. a customer calls asking for a custom frame. Gerarden logs the “furniture authorization” into the customer tracking system, forwarding the request to the Assets, Furnishings and Logistics department.

Gerarden has been working for the CAO since 2007, he explains before being interrupted by a phone call.

“When you’re submitting the passports sir, please make sure that you include five copies of your picture,” he says, later noting that it took time to gain command of such nuances.

Indeed, his job requires him to be someone who most people don’t like in ordinary situations – a know it all.

“I like being a know it all. It’s definitely helpful in this job,” he says.

Having a sharp memory is a must, according to Gerarden, whose screensaver is Salvador Dali’s “Perseverance of Memory.”

On the rare occasions when he doesn’t know the answer, the soft-spoken Gerarden will call on his colleagues.

“Denise, do you know the guy’s name in House Recording who deals with the tapes?” he asks, while briefly putting a customer on hold.

While all of the customer service representatives are generalists, they each have their own special areas of expertise.

“We have each other’s backs,” he says with a gentle smile, “There’s a family atmosphere here where people are friendly and help each other, which is good because it gets the answers to the customer that much faster.” ♦



Paul Gerarden, First Call Customer Service Representative.

The program has been successful, in part, because each department has been committed, not only to carrying out the prescribed green actions, but also to coming up with their own eco-friendly ideas.

House Information Resources Shrinks Its Carbon Footprint

House Information Resources (HIR) contributes an enormous percentage of carbon to the CAO's overall footprint, since the institution's massive computing power uses an extraordinary amount of electricity and generates heat, which exponentially increases the energy use required in providing adequate cooling.

Recently, HIR has made significant strides in upgrading network equipment and consolidating servers. Servers generate an enormous amount of heat. By taking the servers out of offices, staff used less electricity in the form of air conditioning. The changes save electricity, and money, in the process. For example, the Ford Data Center upgrade reduced electricity consumption by more than 70 percent. The upgrades have also improved performance and service capacity.

There has also been an effort to encourage House employees to buy energy efficient equipment, including printers and copiers that have been certified by the Environmental Protection Agency and ENERGY STAR® rated.

HIR has also encouraged the use of Smart Power Strips throughout CAO and Member offices. These power strips save energy when used with the proper computer power management settings. The strips work by powering off a computer's peripherals when the computer tower goes into "sleep" mode. These power strips can reduce electricity consumption by up to 73 percent when used correctly.

Assets, Furnishing and Logistics Reuses and Recycles

The Assets, Furnishing and Logistics (AFL) department has recently implemented a number of successful and money saving environmental programs. For example, instead of being thrown away, refrigerators and office chairs are now refurbished using environmentally friendly cleaning products. The program has saved more than \$70,000 by extending the life of these assets, while reducing resource consumption and promoting local green jobs.

Some of the other initiatives undertaken include carpet and seat cushion recycling, procuring environmentally friendly leather and the use of solvents, glues and cleaners that are low in chemicals.

The CAO has also begun to transition to a low-emissions vehicle fleet. The organization recently purchased a hybrid Peterbilt truck, paid for by the savings from recycling, in an effort to reduce the emissions of its vehicle fleet.

All of these activities reduce the environmental footprint of the House, improve indoor air quality for Members and staff and reduce operating costs.



CAO's hybrid Peterbilt truck.

Coordination with the Architect of the Capitol on Energy Savings and Sustainability Projects

Green the Capitol (GTC) has been working closely with the Architect of the Capitol (AOC) on several initiatives to reduce House energy consumption by its goal of 5 percent every year. One of the primary ways to save energy is to discover and eliminate inefficiencies in the system. In keeping with this goal, last year the House installed meters to monitor the delivery of steam, chilled water, condensate and electricity. The AOC and the GTC office have been working to develop a tool to analyze this data. Doing so will enable the AOC to optimize energy and water consumption in House facilities, as well as discover areas in building systems that need repair or adjustment, maximizing energy efficiency.

The GTC office also worked with the AOC to negotiate the House's Energy Savings Performance Contract (ESPC), which will result in significant energy and water consumption reductions, as well as significant cost savings over time. Among the ESPC's energy conservation measures: energy efficient lighting upgrades, digital control upgrades for HVAC systems and a number of water conservation measures such as a green roof demonstration on the Cannon House Office Building. According to the AOC, the changes the contract will usher in will likely save approximately \$3.35 million annually.

Working to Relight the Capitol Dome

The project to relight the Capitol Dome with environmentally friendly lighting continues to move forward, with construction drawings already completed. When it is completed, the upgrade will reduce the Dome's electricity usage by about 70 percent.

Greener Food Services

One of the major successes of the House greening program was the elimination of landfill-clogging plastics and styrofoam in favor of eco-friendly compostable flatware and food containers. The effort has not gone unnoticed. Foreign dignitaries, university administrators, local school districts and federal agencies have all visited the House cafeterias to learn how they can implement some of the environmentally friendly measures taken there.

GTC recently started a program to save Members and House staff money, while at the same time diminishing the impact on the environment. To facilitate the program, a reusable, eco-friendly mug has been made available for purchase from the House Gift Shop at a cost of \$6.95. Use of the mug saves an individual 10 cents on every coffee or fountain drink purchased in any of the House cafeterias and produces less trash. Since June 1, 2009, approximately 100 mugs have been sold.

In response to requests to provide less expensive lunch options to House staff, the CAO is offering low priced value meals.

The entrees offered are available at all of the eateries and change weekly. For example, the House Value Meal station in Longworth now features economical, \$5.00 meals, which include a soft drink. These specials are often advertised on the Twitter page of the House's food service vendor Restaurant Associates.

CAO FEATURES:

Assets, Furnishings and Logistics Going Green

One by one, every department within the CAO is taking the initiative to help make the House an unrivaled model of environmental sustainability. The countless hours of research and months of planning have paid off for the Assets, Furnishings and Logistics (AFL) team, who found a way to save the CAO thousands of dollars and preserve the environment.

The AFL team has single-handedly helped save hundreds of chairs, refrigerators, old leather and foam from being tossed into landfills.

Used refrigerators were often recycled for scrap metal, which meant the CAO was routinely purchasing new refrigerators. To remedy that problem, Beth Pence, Director of Workflow Management in the AFL, found a family owned “alternative cleaning service” located only seven miles from the House. The service uses 100 percent environmentally safe cleaning products to clean and refurbish the used appliances and chairs.

So far, by cleaning and refurbishing refrigerators and chairs, the House has saved \$65,000 in furniture replacement costs.

After seeing how rewarding her extra research could be, Mike Dean of the Upholstery Shop asked Pence to help him research specialists who could recycle another material that was being thrown away year after year – foam from reupholstered furniture.

“We didn’t have a way to recycle foam from the furniture we refurbish,” said Pence. “So I found a guy ten minutes away in Maryland who recycles it.” The foam recycling initiative will not cost the House anything; it will be picked up at the expense of the recycler.



The efforts of the various departments within the CAO to help the institution become more sustainable encouraged AFL to find the new recycling and green cleaning initiatives.

“We have just really challenged ourselves to green the Capitol,” said Pence. “And we’re able to shine at recycling because we refurbish, restore and construct furniture and replace carpet.”

Though their efforts have paid off considerably, she says they are eagerly working to find more sustainable solutions to apply to their daily operations.

“In the last year, Dan Beard has challenged all of us to think out of the box,” she said. “Anything with recycling takes extra energy and extra effort, but at the end of the day, it’s such a rewarding feeling to know you’ve helped make a difference.” ♦

WORK / LIFE

House Recording Studio Signs Union Agreement

After just two months of negotiations, an agreement was signed between the House Recording Studio and NABET-CWA, AFL-CIO, a broadcast and technicians union. The agreement covers all non-supervisory, non-administrative, permanent and temporary employees of the House Recording Studio. It extends from April 1, 2009 through April 1, 2013.

Upgrades to Child Care Facilities and Benefits

The House of Representatives Child Care Center (HRCCC), in partnership with the Architect of the Capitol, is modernizing its playground and outdoor landscape. A contractor has been selected and the new playground equipment chosen. The new playground will include a new surface, shade structures, climbing equipment and a track for tricycles. It will also feature art and music learning centers and a water fountain. Demolition of the existing playground began in June of 2009.

The CAO is currently working with authorizers to establish a child care subsidy program, which will enable the House to provide child care subsidies to qualifying staff. The benefit, which will be subject to family income limitations, will offset child care expenses of staff throughout the country. By providing this benefit, the House will help participating staff manage day care costs.

Tuition Reimbursement

The CAO is also working to implement a tuition reimbursement and professional dues benefit, which will help to ensure that House offices can recruit and retain highly-qualified, professional staff.

Student Loan Repayment Program

In May 2009, the CAO implemented several significant changes to the Student Loan Repayment Plan. These changes included increases to the monthly, annual and lifetime benefits payable under the program, as well as increased program funding.

CAO FEATURES:

Campers Enlightened with a White House Tour

Many of the kids in the Capitol Experience Summer Enrichment program knew President Barack Obama and his family had just returned from their most recent trip to Camp David. They were excited about the possibility of getting to meet or just get a glimpse of the President.

“I thought I would see Obama,” a 10-year-old girl with a bright smile said. “I know he was home. We should have gone and looked for him.”

Although they didn’t get to see Obama, the kids still enjoyed their self-guided tour of the White House. The Obamas were included in many of the photographs along the tour that showed presidents and their families.

“I liked seeing all of the photos of the president with his wife and daughters because we don’t always get to see the president in that way,” a 10-year-old boy who was attending the camp for the first time said.

The campers asked plenty of questions.

For example, they wanted to know what the president uses the blue room for and how old it is.

They learned the room dates back to the 19th century and that it is used for receptions.

One of the children offered that her favorite room in the White House is the Green room, “I really liked all the rooms but it’s my favorite because green is my favorite color.”

Some simply admired the rooms while others walked around the White House showing off their ability to name some of the presidents and the history they know about the United States.

“It was cool to see the things that we normally only see in movies but never get to see in real life,” a 15-year-old girl said. “You can’t really comprehend how beautiful it is until you see it in person.” ♦



ENABLING TECHNOLOGIES, PILOTS AND CONTRACTS

Centralizing Information Hosting Services

House Information Resources (HIR) continues to provide uniquely encrypted storage of Member office data and files, eliminating the need for server maintenance within the office.

Centralized Patch Management Service

The House continues to see attacks against its network as a result of weak passwords, virus infections and unprotected workstations. To battle these information security breaches, the Information Security Systems Office implemented a centralized patch management system.

The centralized patch management service ensures House computer operating systems and applications are properly maintained and kept up-to-date. As of July 2009, more than 1,000,000 vulnerabilities have been eliminated.

Campus Data Network Upgrades

HIR is upgrading the campus data network backbone to ensure more rapid data flow between House buildings and the data center. HIR is essentially “widening the network freeway” to facilitate better and faster transmission of high bandwidth applications (i.e. web streaming and video). Backbone speed has been increased by ten fold. This project is expected to be completed by the end of first quarter of fiscal year 2010.

HIR expanded the House Campus Data Network into the Capitol Visitor Center (CVC) House Expansion Space, allowing House employees access to House network services.

Additionally, the CAO has initiated a study, in collaboration with the Architect of the Capitol, Capitol Police and wireless vendors, to improve wireless cell phone service on the House side of the Capitol and the CVC.

CAO FEATURES:

CAO Honors Employees Who Helped Make Transition a Success

More than 300 employees who contributed to the Transition to the 111th Congress were honored by Chief Administrative Officer Dan Beard at an awards ceremony Feb. 20.

“Today, we come together as an organization more than 600 strong to acknowledge our hard work, achievements and our successful partnerships,” Beard said, noting the collaboration between the CAO and the Architect of the Capitol’s office.

Beard said he was proud of his employees for their success supporting the Transition and joked about his nervousness leading up to it. “I knew we had quite a few new Members and I just wanted to make sure everything went smoothly, so I scheduled a day to see the entire move process from start to finish,” he said. “They didn’t need me, these guys are professionals. I was just in the way!”

Newly-appointed Transition Manager Stachia Cuffey also brought a light hearted moment to the ceremony, telling the crowd that employees began drinking Dunkin’ Donuts coffee to keep them alert during the moves. As the Transition — and the month long process to move offices — wore on, Red Bull became the energy boost of choice, Cuffey said as she held up the energy drink.

To be sure, months of planning from nearly every CAO department, long hours and plenty of muscle went into ensuring a successful Transition. In fact, 356 CAO employees were given awards for their work during the Transition, which had an overall satisfaction rating of 96 percent.

“I’m confident these were the smoothest moves we’ve ever had,” said Deputy Chief Administrative Officer Walt Edwards, who has worked through five Transitions.

Ali Qureshi, Deputy Chief Administrative Officer for House operations, also praised employees for their work perfecting the process and for focusing on making the Transition more environmentally friendly.

“We worked in the spirit of ‘One CAO’ — and although we are made up of many different moving parts — we work best when we work together,” Qureshi said. “Throughout this Transition I am proud to say, the dedicated employees of the CAO demonstrated a commitment to that spirit.” ♦



Stachia Cuffey, Transition Manager.

The Future of IT Services

The Information Technology and Innovation Foundation (ITIF) was recently awarded a contract to facilitate a series of meetings between technology experts from information technology, House Members, staffers and CAO representatives. The ITIF visioning sessions titled "The House Office of the Future," will begin to look at the capabilities information technology will make possible over the next decade.

House Recording Studio Offers Electronic Video Transfer

The House Recording Studio has also recently improved its process for delivering video. Until recently, the only way to deliver videos electronically was to buy satellite time and "beam them up." Now, Members, Committees and officers no longer have to ship the videos overnight or pay for costly satellite time. Instead, they can opt to send broadcast quality video in a matter of seconds and with just the click of a button. The service will prove valuable to Members who want to send the videos to the local television station in their District, for example. Members are able to save approximately \$150 per 15 minutes by using the web to send video, rather than buying satellite time. The program also offers a more environmentally friendly option, minimizing the need to create DVDs.

House Radio and TV Gallery Studio Moves into the Capitol Visitor Center

Avitecture was awarded the contract to design and construct the radio and television space in the Capitol Visitor Center (CVC), which has since been completed.

New Barber and Beauty Salon Contract Awarded

In February 2009, the CAO issued a Request for Proposal (RFP) to solicit bids to operate the House Barber Shop and Beauty Salon. After a thorough review, Tides LLC was awarded the contract to operate both facilities and will begin renovations of the beauty salon this summer. Upon completion, both shops will offer an updated array of services, use energy efficient equipment, as well as environmentally friendly hair and skin care products.

Language Translation Services Offered

In May 2009, a new service offering on-demand, fee-based foreign language translation and interpreting services was launched to the House community.

The CAO selected Translations International, Inc. (TIINC) to provide this secure service. The goal is to provide an equal level of services to non-English or LEP (Limited English Proficiency) speakers.

The vendor will provide comprehensive interpretation and translation services of telephone calls, personal interactions, written documents and published materials including websites. Services are accessible 24 hours a day, 7 days a week.

Use of FACTIVA News and Information Service Measured

In an effort to evaluate the FACTIVA News search software for effectiveness and cost, the CAO issued a survey to approximately 1,300 registered FACTIVA users and received 122 responses. Survey results indicate knowledge, regular use and overall satisfaction with FACTIVA. The majority of respondents expressed interest in a product that searches TV, radio and blogs, services that FACTIVA does not currently offer. CAO management is currently reviewing the results of the survey and assessing how best to move forward.

House Photography Expands Printing Capabilities

In order to offer the House community an even greater variety of options, the House Photography Studio can now print photographs up to 24-inches x 100-inches, which is about the size of a very tall refrigerator.

Government Printing Office Express Printing Pilot Program

The Committee on House Administration (CHA) approved a CAO proposal to pilot a printing services program. This program includes the Government Printing Office (GPO) Express Program, as well as other GPO printing services.

The GPO Express Program is a partnership between GPO and FedEx offices. This partnership combines the convenience of online and in-store ordering at over 1,800 locations nationwide.

Pilot offices will have access to document solutions, including posters and brochures, as well as finishing options such as cutting and folding and high-quality printing. The CAO has recently extended invitations to over 100 Member offices to participate.

House Clean Audit Finding

Early this year, the House received its eleventh consecutive clean audit opinion from independent auditors Cotton & Company. The opinion represented the financial statement audit for the fiscal year ending September 30, 2008.

The audit process includes the CAO's annual submittal of financial statements, which summarizes the House's assets, liabilities, unexpended appropriations and cumulative results of operations to the Office of the Inspector General by January of each year. CAO employees respond to inquiries of independent auditors and provided supporting documentation for the financial statements.

Refining Financial Reporting

The CAO Advanced Business Solutions team is currently in the testing phase of an initiative that will give administrative staff in Member, Committee and Leadership offices enhanced access to financial reports through FinMart, a financial reporting database. The reports will contain the same data currently available through Document Direct — Monthly Financial Statements, Consolidated Billing Statements and Equipment Inventory/Reconciliation — with a more user friendly design and the ability to extract and manipulate the data for their own analysis.

New Employee Orientation Program Launched

In January of 2009, the CAO launched an online New Employee Orientation Program. This orientation program fulfills a mandate by the Committee on Appropriations and took a significant step forward, ensuring newly-hired House employees are familiar with general House policies, procedures, benefits and resources.

The orientation program was launched through the House's internal website, providing easy and real-time access to the material by new employees, whether working on Capitol Hill or in a District office. Because the program is available online, it allows House employees to access the orientation anytime.

The launch of the online orientation program also supports the House's greening effort by offering a complete orientation without the production of printed orientation manuals and forms. It also saves personnel resources by not conducting a traditional classroom style orientation.

CAO FEATURES:

Deputy CAO Believes in Making Relationships Work

To Ali Qureshi an “open door policy” isn’t just a cliché, it’s a way to develop relationships and to do effective business.

The newest Deputy CAO considers his openness one of the keys to his success. “It’s important to be able to talk to people and build alliances,” he said.

For the ever-humble Qureshi, it’s important to stay “grounded.”

“We all put on our pants the same way, it’s just that we wear different hats,” Qureshi said.

Qureshi, 35, has certainly worn many hats.

He earned his bachelor’s degree in environmental engineering from Wilkes University, a small private university in Pennsylvania. At the time, he said the career “fulfilled the geeky side,” while playing football as a quarterback for his college team taught him lessons about teamwork. “I could lecture on life in football terms all day” he said.

After college, Qureshi was hired at another consulting and technology powerhouse, where he worked with one of the country’s largest telephone companies.

It was there his business and personal philosophies began to change.

“I began to understand it’s about more than just technology,” he said. “I used to be such an introvert and I realized it was more about working with people.”

His star continued to rise in the telecommunications field, yet he was itching to branch out. His desire to get into web management grew and in 2003 he accepted a job as a web branch manager at the House. Several positions later, Qureshi was offered a job as the Deputy CAO.

Qureshi said he has fun in his job, a fact he largely attributes to getting along well with the people he works with. “We click very well as a team.”

The responsibility Qureshi feels to nurture human relationships extends across the organization. One of his greatest joys, he said, is working to strengthen the cooperation between CAO employees.

“Coming back to the sports analogy, we’re one team.” he said. “We’re all in it together. I think if you take care of your people and you develop that relationship that makes [the employee] want to work harder.” ♦



Ali Qureshi, Deputy CAO.

Remi Group Awarded Contract for Maintenance Program

The CAO has initiated a pilot program with equipment maintenance leader The Remi Group to test the feasibility of covering House office equipment under one general maintenance contract. The CAO pilot will encompass multiple brands of selected inventoried office equipment including: printers, copiers, scanners and multi-use machines with an initial value of \$500 or more.

Currently, Member offices negotiate maintenance contracts with an individual vendor. The pilot will reduce annual maintenance costs by providing a single point of contact for maintenance.

ITG Technologies Approved for Correspondence Management System Support

The CAO recently awarded additional contracts to Fireside21 and ITG Technologies for the support of a software system designed to manage Congressional office operations. The Correspondence Management System (CMS) helps offices organize their operations in one place, from handling constituent communications to targeting mass mailings. The system also allows users to develop customized responses to constituent inquiries in a number of categories, including on current legislation.

CAO FEATURES:

Wounded Warrior Finds a Way to Help Fellow Marines

Ryan Peters gave two years of his life to his country, serving in the United States Marine Corps before an injury forced him to be discharged. But he simply wouldn't let his disability stand in the way of him and his country.

"I didn't feel like my service to my country was done; I knew that there were other avenues I could pursue," Peters said.

When Peters learned about the House's Wounded Warrior Program, which gives fellowships in Member offices to wounded or disabled veterans, he knew he had found his avenue.

"It's an honor that I am still able to serve my country," he said. "I feel it is my duty."

Peters joined 14 other fellows who currently work in Member offices. The program recently revised its goal and now intends to give out 50 fellowships, double the original number.

Like many of his colleagues, Peters served in the Marine Corps. There he worked as a wire man, linking key command posts to units out in the field.

Working for Congressman Darrell Issa has allowed Peters to continue to work with his fellow Marines.

"It's been one of the greatest experiences of my life," Peters said. "I spend a lot of time at the Marine Corps base in Camp Pendleton, where I represent Congressman Issa."

As a Veteran Affairs officer, Peters is able to attend "change of command ceremonies" where responsibilities are passed from one officer to another, as well as meet with newly retired veterans to discuss their future plans. Peters also helps veterans like himself with issues such as finding housing, resources for healthcare and jobs.

His mission to help people extends beyond his career. He has participated in the Push America's Journey of Hope bike ride to help raise money to build ramps, fund camps and provide wheelchairs for people with disabilities.

Through his efforts, Peters raised more than \$6,000.

"I understand there are a lot of people who are worse off than I am, in terms of their disabilities," Peters said. "If there is anything I can do to help others with disabilities by spreading the word and raising money, I will do it." ♦



Ryan Peters, Veteran Affairs Officer and Representative Darrell Issa.



BUSINESS CONTINUITY / DISASTER RECOVERY

Enhancing the Resilience of Daily Operations

The Continuity Assurance Program is specifically designed to enhance the CAO's ability to continue its essential support services during an emergency. Ensuring access to critical information, resources and people is of the utmost importance, as the CAO may be called upon to support Capitol campus operations or Members in their home Districts who need to continue to serve their constituents. In support of this goal, the CAO continues to improve its communication infrastructure, and its associated training programs.

Formation of an Emergency Response Team

While the CAO has invested considerable time and energy in its functional capabilities to respond to the majority of events, it also understands that no organization can write and develop a plan for every scenario. Readiness is about the ability to respond to unanticipated events effectively using people, tools and procedures that have been perfected over time. With that principle in mind, the CAO has recently formed an emergency response team. This select group of CAO staff have undergone specific training to ensure the CAO can effectively respond to a disaster.

Test, Training and Exercise

The CAO continues to test and exercise its continuity capabilities to ensure it will be ready to provide services if Congress is forced to relocate. In the spring, the CAO worked with the Clerk and Sergeant at Arms to conduct an "alternate chamber" exercise. Equipment was moved to an alternate location, where critical components of a Chamber were set up, including necessary peripheral offices. The exercise allowed CAO staff to test equipment, challenge assumptions and clarify requirements.

District Office Support

The CAO responded to requests from Representatives Henry Waxman, Linda Sanchez and Howard Berman to develop a comprehensive emergency plan for their District offices. CAO staff worked with District office staff to collect critical information, review emergency procedures, identify essential functions and develop contingency plans. This information was consolidated into a comprehensive plan that was presented to each District office's staff. Rep. Waxman said of members of the Business Continuity / Disaster Recovery (BC / DR) team, "My staff was impressed. Their helpfulness and professionalism greatly contributed to the ease of the planning process."

CHARTS

FY 2009 CAO Staffing Chart (as of 06/30/2009)

	Current FTEs	Vacancies	Total FTEs
Administrative & Financial Services	101	23	124
CAO Immediate Office and Galleries	53	4	57
Customer Solutions	220	32	252
House Information Resources	272	27	299
Operations Immediate Office	15	1	16
Wounded Warrior Program	13	37	50
TOTAL CAO	674	124	798

CHARTS

FY 2008 Budget to Actual Report (as of 06/30/2009)

CAO Group	Adjusted FY08 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Chief Administrative Officer				
Single-Year Funds				
Personnel	\$ 54,988,490	\$ 54,988,490	\$ -	0.0%
Non-Personnel				
Total Operations	\$ 57,282,933	\$ 57,112,695	\$ 170,238	0.3%
Investments (PMO)	\$ 1,441,977	\$ 1,441,487	\$ 490	0.0%
CAO-Wide Resources	\$ -	\$ -	\$ -	0.0%
Total Non-Personnel	\$ 58,724,910	\$ 58,554,182	\$ 170,728	0.3%
Total Single-Year Funds	\$ 113,713,400	\$ 113,542,672	\$ 170,728	0.2%
No-Year Funds				
Investments (PMO)	\$ 4,809,715	\$ 4,809,715	\$ -	0.0%
Total No-Year Funds	\$ 4,809,715	\$ 4,809,715	\$ -	0.0%
Total CAO Budget	\$ 118,523,115	\$ 118,352,387	\$ 170,728	0.1%
BCDR				
Single Year Funds	\$ 11,420,000	\$ 11,374,924	\$ 45,076	0.4%
No Year Funds	\$ 5,035,691	\$ 5,035,691	\$ -	0.0%
Total BCDR Budget	\$ 16,455,691	\$ 16,410,616	\$ 45,076	0.3%

CHARTS

FY 2009 Budget to Actual Report (as of 06/30/2009)

CAO Group	Adjusted FY09 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Chief Administrative Officer				
Single-Year Funds				
Personnel	\$ 59,256,600	\$ 43,346,820	\$ 15,909,780	26.8%
Non-Personnel				
Total Operations	\$ 58,272,125	\$ 46,509,596	\$ 11,762,529	20.2%
Investments (PMO)	\$ 4,235,000	\$ 2,652,491	\$ 1,582,509	37.4%
CAO-Wide Resources	\$ 677,632	\$ -	\$ 677,632	100.0%
Total Non-Personnel	\$ 63,184,757	\$ 49,162,087	\$ 14,022,670	22.2%
Total Single-Year Funds	\$ 122,441,357	\$ 92,508,907	\$ 29,932,450	24.4%
No-Year Funds				
Investments (PMO)	\$ 8,597,244	\$ 5,071,969	\$ 3,525,275	41.0%
Total No-Year Funds	\$ 8,597,244	\$ 5,071,969	\$ 3,525,275	41.0%
Total CAO Budget	\$ 131,038,601	\$ 97,580,876	\$ 33,457,725	25.5%
BCDR				
Single Year Funds	\$ 12,438,000	\$ 10,551,541	\$ 1,886,459	15.2%
No Year Funds	\$ 10,743,286	\$ 4,195,042	\$ 6,548,244	61.0%
Total BCDR Budget	\$ 23,181,286	\$ 14,746,583	\$ 8,434,703	36.4%



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