

A low-angle, upward-looking photograph of the U.S. Capitol building's dome and classical columns. An American flag flies on a tall pole in the foreground on the left. The sky is a clear, deep blue.

SEMIANNUAL REPORT

January – June 2020



U.S. House of Representatives

CAO

CHIEF ADMINISTRATIVE OFFICER

CAO.HOUSE.GOV

“...the Chief Administrative Officer shall report to the Committee on House Administration not later than 45 days following the close of each semiannual period ending on June 30 or December 31 on the financial and operational status of each function under the jurisdiction of the Chief Administrative Officer. Each report shall include financial statements and a description or explanation of current operations, the implementation of new policies and procedures, and future plans for each function.”

House Rule II 4(b)

116th Congress

CAO Mission

We serve the House community by providing administrative, technical, and operational solutions so Members can perform their Constitutional duties.

CAO Vision

To be an essential resource for every Member of the People's House through outstanding customer experiences delivered by exceptional employees.



Table of Contents

FROM THE CAO.....	1	CUSTOMER EXPERIENCE CENTER.....	34
TIMELINE	3	CAPITOL SERVICE CENTER	34
HOUSE INFORMATION RESOURCES.....	7	COMMUNICATIONS AND MARKETING.....	35
BUSINESS CONTINUITY/DISASTER RECOVERY	7	CONGRESSIONAL STAFF ACADEMY.....	36
CLOUD SERVICES	7	CUSTOMER ADVOCATES.....	38
CYBERSECURITY	8	CUSTOMER EXPERIENCE MANAGEMENT.....	40
ENTERPRISE APPLICATIONS	12	CUSTOMER SERVICES	41
ENTERPRISE ARCHITECTURE AND GOVERNANCE.....	14	HOUSE CREATIVE SERVICES.....	42
ENTERPRISE MESSAGING AND MOBILITY	15	SERVICE CONTRACT MANAGEMENT	43
ENTERPRISE OPERATIONS AND FACILITIES.....	15	WORKPLACE RIGHTS AND RESPONSIBILITIES EDUCATION	45
IDENTITY GOVERNANCE AND ADMINISTRATION	17	HOUSE RECORDING STUDIO.....	46
IT CUSTOMER SOLUTIONS	17	HUMAN RESOURCES.....	48
NETWORKING AND OPERATIONS	18	OFFICE OF EMPLOYEE ASSISTANCE	51
TELECOMMUNICATIONS	19	HOUSE WELLNESS CENTER	52
VENDOR MANAGEMENT	21	SAFETY.....	52
WEB SERVICES	21	WOUNDED WARRIOR FELLOWSHIP	53
LOGISTICS AND SUPPORT	25	GOLD STAR FAMILY FELLOWSHIP PROGRAM.....	54
ASSET MANAGEMENT	25	ACQUISITIONS.....	55
FURNISHINGS.....	26	CONTRACT MANAGEMENT	55
LOGISTICS.....	27	HOUSE GIFT SHOP.....	55
OFFICE DESIGN AND MOVE SERVICES....	28	OFFICE SUPPLY STORE	56
FINANCE	29	PURCHASING.....	56
ACCOUNTING	29	CHILD CARE CENTER	57
BUDGET	30	EMPLOYEE ADVOCACY	59
FINANCIAL COUNSELING.....	30	BUSINESS TRANSFORMATION OFFICE.....	62
PAYROLL AND BENEFITS	31	BUDGET AND STAFFING CHARTS.....	65



Philip G. Kiko
Chief Administrative Officer

From the **CAO**

The Office of the Chief Administrative Officer (CAO) continued its focus on serving the Members and staff of the U.S. House of Representatives. Guided by its five-year Strategic Plan, between January and July 2020, the CAO provided critical resources and support as the House navigated through the unprecedented COVID-19 pandemic. Throughout this period, our organizational motto, “Member Focused. Service Driven,” served as a rallying point for each CAO business unit as we found new and innovative ways to provide superior service to the House. Even through these difficult times, our more than 700 CAO employees continued to expand and enhance the administrative, technical, and operational services we provide to the House community so that Members can perform their Constitutional duties.

CAO business units worked quickly and efficiently to deploy new tools and solutions to support an expanded telework posture for House offices. These deployments were successfully executed as a result of proactive planning and contingencies in place to ensure the resiliency of critical House and Member support functions under any set of circumstances. Our strong business continuity and disaster recovery capabilities, as well as resources dedicated to deploying cloud services across the House, allowed us to respond quickly and seamlessly. The successful House-wide deployment of Microsoft Office 365 to more than 14,000 House employees in August of 2019, along with the introduction of virtual conferencing and collaboration tools during the first half of 2020, allowed Member and Committee offices to effectively perform legislative activities and provide uninterrupted constituent services.

Pursuant to House Resolution 965, House Information Resources (HIR) deployed the Webex virtual conferencing and collaboration tool, which was certified for the use of House Committees to conduct remote hearings, markups, and other official Committee business. CAO teams from HIR, the House Recording Studio, and the Customer Experience Center worked directly with Committees to support their remote proceedings. Between May and June, CAO teams directly supported 78 rehearsals, 67 hearings, 9 markups, and 27 additional virtual events. The House Recording Studio reconfigured the Capitol Visitor Center Congressional Auditorium to broadcast and record remote voting for the first virtual Committee hearing, hosted by the House Judiciary Committee. In addition, 12 Committee hearing rooms have been reconfigured to conduct virtual business.

In March, the CAO assembled teams composed of staff from HIR, Logistics and Support, Asset Management, and the Customer Experience Center to prepare House offices for telework. These teams established a Telework Readiness Center in the Rayburn Cafeteria to provide laptop remediation services, including software upgrades and security updates, as well as newly imaged laptops and tablets for Member offices. As a result, 306 laptops and tablets were received for remediation, 1,498 new devices were imaged for Member offices, and 1,617 pieces of equipment purchased by the Office Supply Store were imaged by HIR. Asset Management also worked with Member offices to ensure updated and accurate inventories.

During this period, Asset Management assisted Member, Committee, and Leadership offices in acquiring personal protective equipment (PPE) as part of the House's coordinated response to the COVID-19 pandemic. More than 1,300 PPE shipments were sent to district offices and, between May and June, CAO-led teams conducted 112 consultations on ways to improve workspace safety. Consultations included guidance on the deployment of barriers, re-positioning of furniture, and recommended floor plans to improve social distancing and traffic flow.

The CAO, in partnership with the Sergeant at Arms and Attending Physician, established 11 working groups charged with ensuring House offices had all the resources, information, and equipment necessary to ensure Members can successfully perform their Constitutional duties during the pandemic. The CAO's Communications and Marketing team took the lead in distributing information to the House community and developed a COVID-19 Operations Update page on HouseNet and a centralized email address to disseminate critical information.

The Office of Employee Assistance remains an invaluable resource for Member offices during the pandemic. Between January and June, the office's caseload has more than doubled, and counselors had several thousand contacts with Members and House staff.

In May, the Office of Finance submitted the House's \$1.5 billion FY 2021 Budget Request and began the FY 2022 CAO budget formulation. Budget, Planning, and Analysis worked directly with CAO and House leadership to identify funding requirements associated with the COVID-19 pandemic, resulting in the House receiving funding in the CARES Act to support operational capabilities.

From January to July, the Office of Cybersecurity continued its critical work of protecting House IT infrastructure, while also assessing the need for new policies governing expanded telework. Between January and June of 2020, the Office of Cybersecurity registered 16.5 billion firewall blocks, deployed 312,087 cybersecurity patches, blocked 21,507 malicious URLs, contained 87 million questionable emails and spam, and thwarted 15,000 phishing attempts.

This semiannual report, covering the period between January and June 2020, highlights the ways in which the CAO has served the House during this unprecedented pandemic. The organization has successfully supported Member, Committee, and Leadership offices, found new ways to innovate and improve services to the House, and continued to advance and refine its Strategic Plan. Looking ahead to the remainder of the year, the CAO will ramp up its efforts to support the 117th Congressional Transition, which will require innovative and modern solutions facilitated and supported by our employees as the COVID-19 pandemic continues.



Philip G. Kiko
Chief Administrative Officer

Timeline

JANUARY

- The House Child Care Center resumes services in its 10 new classrooms from phase one of construction.
- The House Recording Studio implements several audio-visual upgrades to House Floor and Committee hearing room equipment.
- Asset Management hosts its first open house event to facilitate in-person outreach to Member and Committee offices, update office inventories, and promote the BlueEarth equipment recycling program.
- Logistics implements a new cross-training program across the Logistics and Support business unit to bridge operational gaps and improve daily operations.
- Payroll and Benefits enhances education outreach regarding new IRS income tax withholding forms.
- Finance and Enterprise Applications deploy several enhancements to the My PayLinks self-service portal.
- HIR releases the newly redesigned franking website portal, now accessible to the public.

FEBRUARY

- The House Wellness Center introduces two new mobile nutrition solutions to the House community.
- The Privacy office develops a training module as part of the CAO's New Employee Orientation Program and creates a new page on CAOnline.
- The Wounded Warrior Fellowship Program expands its orientation program.
- Furnishings successfully supports the 2020 State of the Union Address.
- Asset Management implements a new computer equipment purchase program in the Office Supply Store.
- Finance establishes the Finance Quality Assurance team to improve Member-facing services.
- The House Child Care Center continues preparations for phase two of construction with both the opening of its new facility and five additional classrooms.
- The Customer Advocates host the second Joint District Offices Services Conference to survey, improve, and promote awareness of CAO services to district office staff.

MARCH

- The House Wellness Center launches a Mindfulness at Work series and Mindfulness Daily at Work application and expands its well-being challenge application.
- The CAO Mentoring Program launches its second cohort consisting of CAO employees from each business unit.
- Communications and Marketing and House Web Services roll out an improved version of HouseNet search.
- The Customer Advocates conduct outreach to provide Member and Committee offices with continuity of operations planning and telework equipment guidance, as well as to expand and promote access to telework resources.
- Communications and Marketing collaborates with CAO and Legislative Branch partners to create a centralized page on HouseNet highlighting COVID-19 information, guidance, and resources.
- Acquisitions partners with CAO business units to provide computer equipment through the Office Supply Store.
- The Small Purchasing Group acquires mobile devices and other essential office equipment items to assist with offices' transition to telework.
- HIR provides extensive technical assistance for remote-work preparations through the Telework Readiness Support Center.
- Payroll and Benefits implements changes to the Student Loan Repayment Program in accordance with the 2020 CARES Act.
- Human Resources creates and distributes guidance on newly mandated enhanced sick leave and Family and Medical Leave, develops a protocol for handling confirmed and suspected cases of COVID-19, and provides guidance to support the completion of a health monitoring checklist.
- Acquisitions processes several large equipment purchases and contractor services to support House telework needs.
- The Congressional Staff Academy converts all live trainings to webinars and provides telework support through additional webinars, virtual labs, and training videos.
- The House Recording Studio provides support for audio and video support for virtual and hybrid hearings and business meetings.
- Office of Employee Assistance provides support services and materials to help the House community adapt to telework.

- The Capitol Service Center works with Legislative Branch partners to update Capitol event room policies, procedures, and operations and develops event room setups based on CDC and Office of Attending Physician guidelines.
 - Telecommunications secures an agreement to provide House staff with unlimited phone service plans at a reduced rate.
 - Furnishings assists with efforts to improve teleworking capabilities, provide personal protective equipment, and create safe working environments for the continuation of official House business.
- APRIL**
- HIR assesses the immediate need for a Committee-approved House telecommuting policy and finalizes HISPOL 11 – the Information Security Policy for Telecommuting.
 - The Office Supply Store provides the House with more than 400 PPE allotments that include masks, thermometers, hand sanitizer, and cleaning wipes to ensure safe working conditions for House staff reporting to work.
 - The Wounded Warrior Fellowship Program achieves a new record of active Fellows in the program.

- MAY**
- Budget, Planning, and Accounting completes submission of the House's \$1.5 billion FY 2021 Budget Request, kicks off the FY 2022 CAO budget formulation, and identifies funding requirements associated with COVID-19.
 - Asset Management deploys a new tool to perform inventories in real time while improving data accuracy and process improvement.
 - Payroll and Benefits revises the House Paid Internship Program budget report to send monthly notifications regarding office expenditures and year-to-date disbursements for the program.
 - Cybersecurity completes the Remote Workforce Risk Assessment project to evaluate the House's defenses and threat detection capabilities during the pandemic.
 - Partnering with CAO Communications and Marketing as well as the House Recording Studio, Cybersecurity develops numerous resources aimed at ensuring a seamless transition of official business to remote environments.
 - The CAO supports the first virtual Committee hearing and succeeding hearings, meetings, and markups thereafter.

JUNE

- Payroll and Benefits begins notifying staff of payroll disbursements via email and sends its House employee newsletter to all registered My PayLinks users.
- Enterprise Applications successfully rolls out a complete lifecycle upgrade to MyServiceRequests, making it easy for Member offices to access timely critical support services in response to the COVID-19 pandemic.
- Logistics and Support implements new safety measures and occupancy guidelines and provides House office consultations to help mitigate the spread of COVID-19 within House office spaces.
- The CAO Safety team collaborates with the House Officers' Occupancy Recommendation and Meeting Space team to update occupancy rules in House spaces in accordance with social distancing measures.
- Service Contract Management works closely with the Office of Attending Physician to clear all House eateries for operation and implement social distancing decals, signage, and safety shields in order to consistently serve essential workers and Members while the House is in session.
- Human Resources completes several milestones in developing competency-based tools to improve and guide CAO career development.
- The House Wellness Center collaborates with CAO stakeholders and vendors to host a month-long virtual Well-Being Fair.
- Human Resources launches an employee engagement survey to gather feedback from staff and management on key topics, including career development, communication, innovation, and performance and recognition.

House Information Resources

House Information Resources (HIR) is comprised of eight departments dedicated to designing, securing, advancing, and supporting the vast array of data available on the House network so that Members may effectively perform their Constitutional duties and staff are provided with the necessary resources to assist in the fulfillment and execution of those duties.

BUSINESS CONTINUITY/DISASTER RECOVERY

District Office Support

The Business Continuity/Disaster Recovery team provided a range of recovery support services to offices impacted by various natural disasters in early 2020 as well as the recent earthquakes in Puerto Rico. Recovery services included, but were not limited to, assisting offices with laptop and printer kits, providing satellite phone services, and reestablishing network and cell connectivity.

The team also collaborated with CAO business units to update eleven of its business continuity plans for the CAO.

In early March, Business Continuity/Disaster Recovery activated operational plans to support offices during the pandemic. The team worked with the House Sergeant at Arms, the Office of the Clerk, and the CAO Immediate Office to provide critical services and modification plans to ensure Member offices could continue their

daily operations. Direct support efforts included rapidly procuring and imaging 1,500 laptops and researching recommended personal protective equipment.

CLOUD SERVICES

HIR is continuously researching, vetting, and deploying innovative cloud solutions to the House. The Enterprise Architecture team is currently engaged in several efforts focused on designing, building, and implementing a robust House cloud service capability. Working with the Cloud Infrastructure Working Group, the team has developed requirements for cloud technology solutions related to logging data, security, and platform management. Standard contract clauses for contracts across the House have been updated to address enterprise cloud products.

HIR has also collaborated with the Customer Experience Center's House Creative Services team to provide a hybrid cloud storage solution for the archiving of photos and multimedia projects for all 441 Member offices.

Telework Resources

In order to provide House offices with easy on-demand access to audio and video conferencing resources, HIR collaborated with the CAO Communications and Marketing team to create a dedicated pages on HouseNet. Resources such as Microsoft Teams and Live Events and

Cisco Webex are newly acquired applications available for all House offices to foster and organize staff collaboration and conduct official business meetings and town halls.

To help ease the learning curve and increase proficiency and campus-wide adoption of these audio and video conferencing resources, HIR continues to collaborate with the Customer Experience Center and House Recording Studio to provide House staff with ongoing interactive and online trainings and tutorials. Through the Teams Open Labs webinar series, House staff can meet with subject-matter experts to receive guidance and video tutorials on conducting Teams meetings. HIR has also pushed additional Webex software to House devices and will introduce a mobile application version to allow users to attend meetings without manually downloading software from the internet.

Office 365

Expanding on the remote work tools previously enabled at the House through Office 365, additional features such as Teams Live Events were made available to the House community. House offices can now host large town hall events with constituents and stakeholders in addition to small office meetings. Microsoft Forms, a new online data collection tool, was also launched to help offices create queries and polls and then export results to Microsoft Excel.

CYBERSECURITY

The Office of Cybersecurity remains dedicated to improving cybersecurity awareness through its educational campaigns and annual mandatory training. The team regularly conducts extensive system penetration tests, deploys security patches and measures, and shares threat intelligence with other Legislative and Executive Branch agencies, as well as international partners.



16.5 BILLION

**unauthorized scans,
probes, and connections
aimed at the House blocked**

Jan – Jun 2020



312,087

patches deployed

Jan – Jun 2020



21,507

malicious URLs blocked

Jan – Jun 2020



87 MILLION

**questionable emails,
including spam, contained**

Jan – Jun 2020

HISPOL 11

In April, the Office of Cybersecurity assessed the immediate need for a Committee-approved House telecommuting policy due to the COVID-19 crisis: House Information Security Policy (HISPOL) 11 – the Information Security Policy for Telecommuting. This policy was essential for maintaining consistent standards and expectations for all employees working remotely in order to ensure uninterrupted support to essential House operations. The policy impacts all House information system users, employees, and contractors entrusted with securing House information systems, networks, and data.

The Office of Cybersecurity also assessed the critical and immediate need to ensure undisrupted House communications and operations in early May. Partnering with CAO Communications and Marketing and the House Recording Studio, the team implemented various measures and developed numerous resources aimed at ensuring a seamless transition of official business from onsite to remote environments. These measures resulted in the swift implementation of the Webex conferencing tool for conducting secure briefings; facilitating House office business; and allowing for remote online collaboration between Members, staff, constituents, and stakeholders.

COVID-19 Cybersecurity Threat Monitoring

The Office of Cybersecurity identified and monitored COVID-19-related cybersecurity threats to better protect the House and to raise awareness of Members and staff. Efforts included monitoring of identified scams and phishing attempts, as well as the publication of information and teleworking guides posted to HouseNet.

Information Assurance

Remote telework capacity increased cloud usage across the organization. In March, the Risk Management Framework team moved the correspondence management system to a cloud-based system to provide a more secure, efficient, and reliable correspondence platform. This transition provided a more secure environment through the availability of logging, managing, and processing all received correspondence while simultaneously protecting the integrity of the legislative process.

The Office of Cybersecurity continues to track and monitor high-risk cloud applications. Collaborating with Vendor Management and Administrative Counsel, the team helped reduce the risk associated with cloud-based and non-House solutions. Within the first half of the year, Cybersecurity conducted 31 cloud risk reviews, ensuring all House offices understood the risk associated with storing or processing House data in the cloud and other non-House solutions.

In April, a new pilot approach to metrics, data analysis, and visualization was implemented to enhance the CAO's understanding of security vulnerabilities in House networks and to better mitigate and safeguard House networks from cyberattacks. This approach included the analysis of data feeds from tools that support continuous monitoring and the identification of web vulnerabilities and cloud usage that supply Cybersecurity with operational metrics.

Working with the Office of Human Resources' Director of Privacy, the Cybersecurity team provided privacy analysis within risk management efforts. These efforts focused on identifying and protecting sensitive data collected, stored, and transmitted within on-premise, as well as vendor-managed, cloud-based solutions. Since January, Information Assurance worked to augment information sharing and establish and standardize processes for vulnerability notifications through the Continuous Monitoring Program. The team made significant progress in automating risk management processes to help capture system risks in real time.

Information Assurance also enhanced the CAO's security assessments, outcomes, and capabilities to increase the security of House systems. Cybersecurity's Continuous Monitoring Program has provided more than 200 reports since the beginning of the year, and it provides monthly vulnerability and

technical standard compliance reports, arming CAO staff with important information needed to strengthen their system security posture. Continuous monitoring efforts have detected and resolved more than 29,788 vulnerabilities in House systems.



200+

**Continuous Monitoring
Program reports conducted**

Jan – Jun 2020



29,788

**network vulnerabilities
identified**

Jan – Jun 2020

Remote Workforce Risk Assessment

In May, the Office of Cybersecurity completed an assessment of remote workforce risk. As a result of the new telework posture during the COVID-19 pandemic, the project was established to evaluate the efficacy of the House's endpoint defenses and threat-detection capabilities. Penetration testing scenarios were implemented to simulate malicious activity and security risks to the House's remote workforce. Risk was mitigated in scenarios in which workstations were connected to the House's virtual private network. As a result of the assessment, the Cybersecurity team was able to implement necessary measures aimed at increasing the security of House networks.

Before the pandemic, the number of simultaneous user connections to the House's virtual private network averaged 550 per day. Following the shift to telework for most House offices, there are now 5,500 to 6,500 users connected to the virtual private network at any time during the day. Furthermore, to improve internet performance for virtual hearings, staff tested and implemented a split tunneling solution for Webex connections.

Outreach

In May, the Office of Cybersecurity team transitioned the House cybersecurity training system to a new system, accessible through the Congressional Staff Academy website. This included a rollout of the new 2020 Cybersecurity Awareness Training and the 2020 Systems Administrator Training for Privileged Account Users, in accordance with HISPOL 16 – Privileged Account Management. Currently, more than 67 percent of the privileged account users listed in the Congressional Staff Academy database have completed the 2020 Systems Administrator Training, and roughly 80 percent of general House users have completed the 2020 Cybersecurity Awareness Training.



20

instructional cybersecurity briefings requested by Member offices

Jan – Jun 2020



5,500 – 6,500

daily virtual private network users during the COVID-19 pandemic

Jan – Jun 2020

ENTERPRISE APPLICATIONS

My PayLinks

Working with Payroll and Benefits, Enterprise Applications implemented automated payment disbursement notifications to staff two days in advance of a pay date. Advantages include an employee's ability to review earning statements in advance and identify withholding or payment issues, which may cause financial hardship and an incentive for employees to take a more active role in managing and monitoring their finances.

**Working with Payroll and Benefits,
Enterprise Applications implemented
automated payment disbursement
notifications to staff two days
in advance of a pay date.**

To accommodate changes in support of the CARES Act and Families First Coronavirus Response Act, Enterprise Applications partnered with Human Resources and Payroll and Benefits to implement new leave plans and a \$5,250 tax exclusion for employer payments of student loans made between April 1 and December 31, 2020.

Office of Finance Point of Contact List Application

Enterprise Applications partnered with Identity Governance and Administration to develop a new console to make the point of contact list available to appropriate Finance staff. A key component of an e-forms project, the point of contact list was activated in early 2020 to enable electronic signatures and automate submission of Office of Finance forms to include the Payroll Authorization Form.

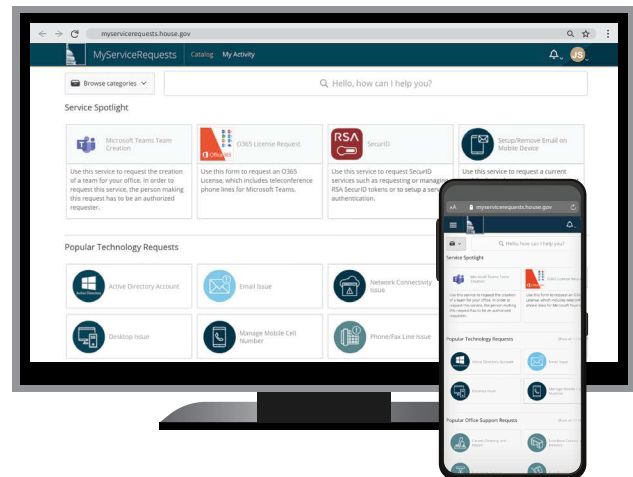
PeopleSoft

In order to improve the CAO's duplicate payment detection process which addresses which addresses both a financial risk and an audit risk, Enterprise Applications collaborated with Financial Counseling to develop changes to PeopleSoft eVoucher. These changes have helped improve the management of vouchers in the hold status. Asset Management also assisted the office in implementing the enhanced mobilization of the PeopleSoft physical inventory functionality. The PeopleSoft physical inventory reconciliation process now uses scanned assets to generate physical inventory results and transactions that directly update asset records, allowing for a more detailed audit trail of inventoried assets. Asset Management will now be able to easily link to a particular asset and identify when, where, and who scanned it into PeopleSoft, and Logistics and Support will be able to dedicate more time and resources towards reconciling physical inventory.

Performance Management and Congressional Staff Academy Platforms

Enterprise Applications partnered with CAO Human Resources to implement and deploy a new performance management platform for the CAO. This new platform provides a comprehensive personnel assessment tool for managers, staff, and Human Resources to complete annual and midpoint staff performance reviews.

Enterprise Applications also implemented and supports the Congressional Staff Academy learning platform. Due to the COVID-19 pandemic and resulting recommended occupancy guidelines, all in-person courses were converted to on-demand courses or live webinars. The Staff Academy learning platform has supported the continued and remote professional development of, and advanced learning opportunities for, House staff.



The upgraded MyServiceRequests website.

MyServiceRequests

Enterprise Applications successfully rolled out a complete lifecycle upgrade of the hardware, database, and software that supports the MyServiceRequests system in July. The new upgrade incorporates the CAO's branding to the platform and includes features such as improved search performance, enhanced disaster recovery capabilities, shopping cart functionality, increased communication capabilities with CAO support staff, and enhanced reporting. It is also now available on House-issued mobile devices so that staff may access the platform from anywhere at any time. The new interface has made it exceptionally easy for Member offices to identify and access timely critical support services in response to COVID-19, such as requests for personal protective equipment.

Shared Financial Employee Standards Enforcement and Reporting

Enterprise Applications developed custom tools to automate the Office of Finance's tracking and reporting of the Shared Employee Standards for Finance. The new automated reports consist of the monthly review of the Monthly Financial Statement, Completeness of Payroll and Benefit Submissions, compliance with voucher documentation standards, acknowledgment of the Payroll Certification, and timeliness and accuracy of Purchase Card and Travel Card vouchers.

ENTERPRISE ARCHITECTURE AND GOVERNANCE

In addition to its modernization efforts focused on designing, building, and operationalizing a robust House cloud service capability noted in the Cloud Services section, the Enterprise Architecture team is collaborating with CAO business units to explore opportunities for robotic process automation. Additionally, the team is researching new and innovative technologies, such as artificial intelligence, for potential future service improvements and implementing an enterprise architecture tool.

Enterprise Applications developed custom tools to automate the Office of Finance's tracking and reporting of the Shared Employee Standards for Finance.

Office Supply Store Website Support

Enterprise Applications worked with the Chief Risk Officer and the Customer Experience Center to update the House Office Supply Store website to support increased purchasing of teleworking equipment and to more readily and accurately communicate the availability of hand sanitizer, wipes, and personal protective equipment provided by the CAO.

ENTERPRISE MESSAGING AND MOBILITY

Bulk Mail System

HIR recently built and completed the deployment of an active bulk mail system across its data centers. For the first time in the House, the architecture of the new system utilizes software to unify inbound and bulk outbound mail processing into a single platform. The new system provides better performance capabilities, reliability, and increased capacity to support list cleaning, spam trap and reputation reporting, invalid recipients tracking, and complaint/feedback loop continuation. In 2019, the average number of bulk messages sent per month totaled 69 million, whereas in April of this year, the new system processed an average of 245 million messages – in part, due to the increase in messages sent to the House related to the COVID-19 pandemic.



245 MILLION

**bulk mail system
messages processed**

Jan – Jun 2020

Mobile Innovations

A critical component to the successful transition to a telework posture has been maximizing the productivity capabilities available on House mobile devices. Mobility engineers played an integral role in the rapid deployment of mobile access to the audio and video conferencing solution, Webex. The team was able to design, build, test, and implement the solution with mobile single-sign on in a very short timeframe to meet the new needs of the House through this unprecedented period. The deployment of additional mobile accessibility to MyServiceRequests and HouseNet has made it easier to request and find information about CAO services.

ENTERPRISE OPERATIONS AND FACILITIES

Enterprise Data Protection Lifecycle

In January, HIR initiated a data protection lifecycle replacement. Approximately 365 terabytes of data were migrated from the legacy system to a new data protection system. The new system consolidates five legacy storage platforms while also doubling on-premise capacity and adding cloud storage to store and protect vital data. With the recent deployment of the new system, HIR can now remotely manage enterprise data backups and restores and get real-time access to system alerts which are helpful for rapid responses to ransomware attacks.

Server System Maintenance

HIR operates and manages House system servers, including Windows, Unix/Linux based, and virtual machines. Between January and June, HIR orchestrated the building of over 200 new servers and administered over 51,326 patches and updates to all systems. Consistent vigilance and system maintenance ensure that systems run efficiently while also minimizing the opportunity for cyberattacks.

New Data Center

The Data Center Migration project oversees the complete migration of all data center functions from the current co-location facility to a new facility. Despite delays due to COVID-19, HIR teams worked aggressively with vendors and stakeholders to ensure the project remains on schedule with an initial operating capability of April 2021. To date, 80 new data center racks have been installed. Roughly 2,000 pieces of hardware have been re-architected, and miles of cables have been installed. Engineers are currently finalizing the design and migrating 2,000 pieces of IT hardware, 2,250 servers, and many petabytes of data. HIR is also working with vendor partners to migrate 175 servers in support of correspondence management systems and other vendor operations.

The cabling infrastructure for the new facility has involved the installation of 15.7 miles of cabling and 33.5 miles of optical fiber cables to support the network installation. The network team has completed the installation and configuration of the core network and made the necessary routing changes to make it an active site.



15.7

**miles of cable
installed**

Jan – Jun 2020



33.5

**miles of optical fiber
cable installed**

Jan – Jun 2020

IDENTITY GOVERNANCE AND ADMINISTRATION

NetIQ Advanced Authentication Framework Multi-Factor Desktop Logon

As a complementary security feature to the new policy governing password complexity and age, the Identity Governance and Administration team implemented software to allow use of a variety of authentication methods, such as one-time passwords, in lieu of entering an Active Directory password. Campus-wide rollout of this feature allowed individuals to select their own preferred method during enrollment, such as a smartphone app, a soft token, security question and password, or voice one-time passwords.

Online Badge Requests

In partnership with the Sergeant at Arms and the CAO's Safety and Personnel Security team, HIR piloted a new feature in July 2019 that allows users the ability to order a House ID through MyServiceRequests. During the first half of 2020, HIR also rolled out the feature for use in the Office of the Sergeant at Arms and Office of the Clerk. ID requests utilize workflow approvals to enable an online process from data entry, through the approval, and to the entry in the ID system. This new functionality has reduced time spent on manual actions, resulting in a more efficient process with higher quality data to better serve CAO customers.

Microsoft Office 365 License Management

With Office 365 in place across House offices and an increase in investment in cloud services, an automated notification service was developed to help manage costs and control the security of Microsoft Office 365 services. Through this new service, notifications are sent to alerting groups within offices with information about specific user account licenses that are scheduled for license reclamation due to account inactivity. This new service provides a detailed look at identified user accounts so that offices can take actions to delete inactive accounts or request shared mailboxes that do not require a license.

IT CUSTOMER SOLUTIONS

Customer Satisfaction Survey

The CAO conducts regular customer experience surveys to gauge satisfaction on transactional services. To date, the IT Customer Solutions team has sustained an average overall rating of 4.6 out of 5 for all services surveyed.

Telework Readiness Support Operation

In March, HIR provided extensive technical assistance for telework preparations due to the COVID-19 pandemic. Leading up to the closure of House offices, IT Customer Solutions collaborated with additional information technology vendors to establish the Telework Readiness Support operation in a centralized location in the Telework Readiness Center for House staff to readily access services.


The IT Customer Solutions team provided laptop remediation services, including software upgrades and security updates, and collaborated with Asset Management and the CAO's Readiness Operations Center to provide Member offices with newly imaged devices as well as assistance with accessing the House's virtual private network. Following the closure of the physical operational space in late March, the team continues to remotely assist Asset Management in the imaging of newly purchased equipment from the Office Supply Store.



Staff from across the CAO work at the Telework Readiness Operations Center to prepare House staff equipment for remote work. Photos by Ike Hayman.

 **306**
items of equipment
received for remediation
Jan – Jun 2020

 **1,498**
newly imaged devices
Jan – Jun 2020

 **1,617**
Office Supply Store
-purchased equipment
imaged by HIR
Jan – Jun 2020

NETWORKING AND OPERATIONS

Router Lifecycle Hardware

Networking and Operations completed the replacement of the House campus' routed infrastructure hardware to support House modernization and sustainability efforts. This effort involved replacing 24 of the 32 aggregation devices and 10 distribution devices with new hardware, resulting in an increase in network capacity on the House campus, longer run times for uninterrupted power supply, and a decrease in overall power consumption. During the upgrades, roughly 2,408 network connections were also moved and reconfigured on the new hardware.

House Public Wi-Fi Lifecycle Hardware

HIR efforts are currently underway to replace 1,200 wireless access points. Earlier replacements of access points demonstrated signs of success in the Capitol Press Gallery office and Chamber areas. The access points were replaced with newer and more efficient models, and six additional access points were added to handle the increase in utilization during large events. The team has also installed more than 70 hard-wired guest connections to support reporters' large file transfers. HIR plans to upgrade Committee hearing room Wi-Fi infrastructure to handle the increased traffic loads generated for densely populated rooms. The new access points have directional antenna capabilities that allow the radio frequency to be concentrated and focused so that smaller wireless cells can be created for an increased number of users.

District Office Internet Bandwidth and Speed Enhancements

In 2019, the CAO migrated to broadband technology and completed enhancements to the House network for district offices located in the south-central region of the United States. Between January and June, a total of 125 district offices in Texas, Arizona, Oklahoma, New Mexico, and Louisiana were added to this new point of presence. These offices are now able to access cloud services, local internet connectivity, and faster bandwidth speed. The Networking Engineering and Operations team is

125

**district offices added to point of presence
to enhance internet connectivity and speed**

Jan – Jun 2020

currently rolling out the same services to West Coast users, as well as a new virtual private network remote access server. District offices will soon be able to use virtual private network software to connect to House services in Washington, D.C. The Wide-Area Network team has also continued its work to enhance internet service provider equipment and implement vital software upgrades throughout the country in order to improve bandwidth performance for district offices.

TELECOMMUNICATIONS

Voice Infrastructure

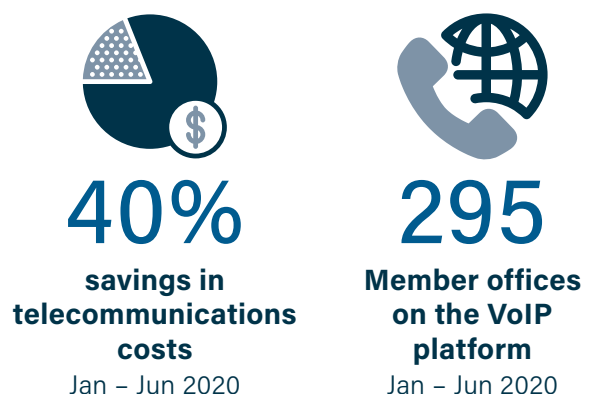
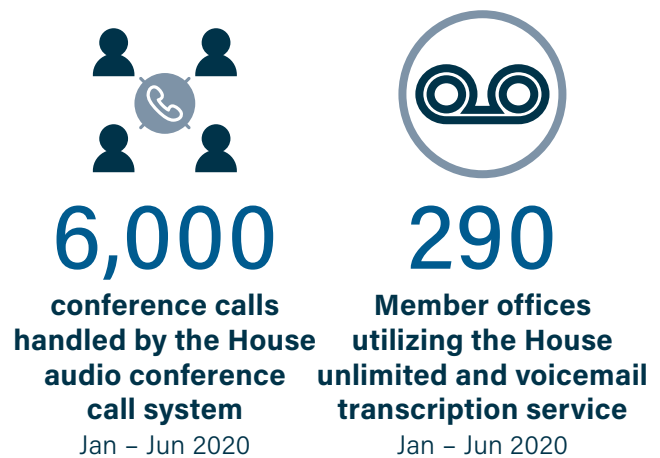
Working alongside the Customer Experience Center's Customer Advocates, HIR has continued its efforts to market and provide an unlimited voicemail and voicemail transcription service for Member offices. Currently, 290 offices utilize this service, representing a 40 percent increase in Member office usage over the last six months. Telecommunications engineers and administrators have assisted staff in nearly every House office with forwarding main office lines and personal staff lines to district offices, cellular devices, and other alternate locations to facilitate remote operations due to the COVID-19 pandemic.

During the first six months of 2020, the House audio conference call system provided, on average, approximately 6,000 conference calls per month. Telecommunications engineers successfully implemented a pilot phase to introduce new streams of music to be played to constituents on hold in January.

To accommodate the significant increase in cell phone usage by House staff with the shift to remote work, Telecommunications, in conjunction with wireless service providers, entered into an agreement with reduced rates and unlimited usage for staff. Telecommunications administrators worked diligently to quickly switch House users to the new plans, switching all CAO users and contacting all Member offices to offer the new rate plans. These new rates were implemented and immediately resulted in significant cost reductions. There are continued efforts to migrate remaining offices to the new unlimited service plans to help reduce MRA expenditures for cellular service.

Member usage of telephone town hall services also increased significantly between January and June, with events rising 257 percent compared to the last six months of 2019. Recognizing the value of this communications medium in a time of crisis, Telecommunications staff, in conjunction with Acquisitions, launched an effort to negotiate reduced rates with service providers and create bulk-purchasing vehicles to create economies of scale to reduce MRA expenditures on telephone town halls even further.

Roughly 295 district offices now receive Telecommunications services via the House's VoIP platform providing state-of-the-art technology while resulting in an average 40 percent cost savings as compared to legacy telephone service. In addition, critical unified communications capabilities have been introduced during the first half of 2020 to further enable the ability to remote work anytime and anywhere.



VENDOR MANAGEMENT

Correspondence Management System Modernization Survey

HIR continues to work on the development of recommended solutions to transform the way correspondence management systems serve the House community. In 2019, HIR partnered with an independent consulting firm to assess the efficacy of the multi-vendor correspondence management system ecosystem utilized by the House. The three-pronged assessment entailed collecting comprehensive and constructive feedback from House staff on the products authorized for use by Member offices, evaluating leading market solutions that address the opportunities for improvement of the existing House marketplace, and developing a modernization roadmap.

Cloud Service Reviews

HIR is actively working to improve the transparency of the review process for new product assessments and increase awareness across the House community. Since January, 14 new cloud products have been authorized for House use, expanding the availability of choices for the usage of secure cloud services. The CAO continues to dedicate its efforts to decrease the time required for product reviews and to improve transparency and communications to the House community on the overall review process as well as products authorized for use.

Technology Services Contract and Master Web Services Agreement

In order to provide the House community with alternative options for system administration, system maintenance, correspondence management systems, and web services, six new vendors were awarded contracts under the Technology Services Contract and Master Web Services Agreement this year. HIR continues to provide effective management and oversight of these contracts valued at over \$20 million per year.

WEB SERVICES

House Website Cloud Initiative

House Web Services has migrated more than 280 Member, Committee, and Leadership websites from an on-premise platform to a cloud platform as of June. This migration improves the continuity and security of the House's web presence and enhances user experience for content editors in Member offices. The remaining websites hosted by House Web Services, including most Committee websites, are expected to be migrated before the end of summer 2020.



280

House websites migrated to the cloud platform

Jan – Jun 2020

Drupal 8 and 9 Platform

During the first half of 2020, the House Web Services team began work on a multi-phase project to move Member, Committee, and Leadership website platforms to the Drupal 8 and then Drupal 9 platforms. The completion of the project's first phase is expected by the end of August in preparation for the 117th Congressional Transition. The websites moved to this platform will have a new architecture and a redesigned user experience for the completion of Member website updates, facilitating a faster turnaround of Member office requests. The project's second phase will include several other enhancements and features to modernize the platform.

Website Design

In the first half of 2020, House Web Services launched just under two dozen new or redesigned websites for House offices. These included new websites for the CAO, the Office of Attending Physician, the recently formed Subcommittee on the Coronavirus Crisis, the Speaker's Families First initiative, the House Office of Diversity and Inclusion, the House Office of the Whistleblower Ombudsman, and three new Members. An additional ten projects were initiated, including websites for the Office of Employee Advocacy, the Democratic Caucus, and the Office of Inspector General. During this time, more than 200 design customizations and requests were completed, many related to

special pages created by offices in response to the pandemic. Between January and June, House Web Services responded to a total of approximately 1,700 service requests.



200

**website design
customizations completed**

Jan – Jun 2020

HouseNet Upgrades

In collaboration with the Customer Experience Center's Communications and Marketing team, the House Web Services team made updates to HouseNet during the first half of 2020.

HouseNet's search platform now includes relevant faceted searches and improved helpful hints. Additionally, e-Dear Colleagues are now also included within search results. The team also worked with Communications and Marketing to improve the Support Teams lookup tool, creating a better, more intuitive user experience. The Web Services team also completely redesigned the Cloud Services Provider table interface to provide greater transparency into the cloud product review process.

Accessibility and 508 Compliance

Between January and June, HIR completed the remediation of CAO's internal website to be 508 compliant and is currently working to remediate the House's external, public-facing website, House.gov. Those same measures will be applied to ensure all Member, Committee, and Leadership websites are also 508 compliant. By the end of 2021, all House websites will be compliant with Web Content Accessibility Guidelines 2.1, or technical standards for web content accessibility.

Franking Kiosk

At the request of the Committee on House Administration, the franking Kiosk was created to support the Committee's vision to provide increased transparency on franking information to the public. The Web Services team redesigned the current franking website portal and released it in January. Additional efforts are underway to incorporate unsolicited mass mailing emails into the portal. This new feature will be made available by the end of August 2020.



Digital Signatures

HIR introduced a digital signature feature for use on Member websites for casework and privacy release forms. Since 2019, this feature has been leveraged by 36 Member offices to help reduce processing requirements and streamline the constituent experience.

HIR has since incorporated requested form enhancements for digital signatures and has launched the second version. The new version, currently available through one correspondence management system vendor and utilized by 29 offices, allows for a more tailored experience for specific federal agency forms, and most notably for U.S. Citizenship and Immigration Services forms. All other correspondence management system vendors are expected to have this digital signature capability integrated with their products and made available to their offices during the latter half of 2020.

Communicating with Congress Operations and Rewrite

To provide an efficient system for advocacy groups to send mass communications to Members of the House, the Web Services team developed the Communicating with Congress system. The system uses an established secure delivery path and a strict XML standard that advocacy groups must adhere to, thereby ensuring messages sent through the system are easily identifiable.

The Web Services team continues to optimize the system's technology platform to increase its processing capabilities for messages sent between Member offices and their constituents. The system now allows office staff to reply to email campaigns with a single response, expediting their work processes. Between January and June, the Communicating with Congress system processed nearly 13 million messages and has supported the surge in email campaigns related to the COVID-19 pandemic.

12,746,274
messages processed by the
Communicating with Congress platform
Jan – Jun 2020

Logistics and Support

The Office of Logistics and Support is responsible for building, repairing, setting up and breaking down furniture, facilitating office moves, and managing all accountable equipment assets within the House.

ASSET MANAGEMENT

During the first half of 2020, Asset Management continued to streamline the customer experience it provides, strengthen its operational processes, and ensure accountability of all House equipment assets. In January, Asset Management hosted its first open house event to facilitate in-person outreach to House offices and staff. The event provided an opportunity for offices to drop off outdated and broken equipment and have it removed from their inventory and recycled.

In tandem with the open house event, Asset Management initiated a pilot partnership with the United States Postal Service to utilize the Postal Service's BlueEarth Federal Recycling Program and enhance CAO sustainability efforts. The program enables federal organizations to recycle broken or outdated small electronic devices using the Postal Service network and helps simplify disposal of electronic equipment from district offices at no cost to offices, the CAO, or the House. Asset Management collaborated with the Communications and Marketing team to create an animated video to promote the new program for the House.

In February, Asset Management Operations facilitated the purchase of 192 computer equipment items, including monitors, desktops, laptops, and tablets, in the Office Supply Store. In March, Asset Management assisted Member offices in acquiring additional telework equipment and personal protective equipment as part of a broader effort to support House operations during the COVID-19 pandemic.



The 116th Asset Management Open House. Photo by Phi Nguyen.

2,414

**laptops and tablets
sold and distributed
from March to June
in response to
COVID-19 pandemic**

1,300

**PPE shipments to
district offices in
response to the
COVID-19 pandemic**

Asset Management also worked with Member offices to produce and submit the proper documentation of computer equipment purchased to facilitate telework during the COVID-19 pandemic to ensure updated and accurate inventories.

Asset Management significantly enhanced its inventory capabilities in May by implementing new inventory tools. Utilizing mobile devices, Asset Management staff are now able to perform inventories in real-time while improving data accuracy and process improvement.

FURNISHINGS

The Furnishings team implemented several CAO-sponsored projects. In February, the team provided substantial support for the 2020 State of the Union Address. The Drapery, Carpet, and Finishing shops all supported this effort by cleaning the House Chamber floors, chairs, and the dais, and installed drapery applications throughout the Chamber.

Furnishings continued its efforts to support the ongoing Cannon Renewal project by providing technical expertise on carpet layout, cabinet and finishing support for the dais, witness tables, podiums, and drapery installations. The Carpet shop also installed new carpet in the Congressional Staff Academy classrooms alongside three suites.

Additional efforts have been made and are still underway to address and improve safety measures necessary to conduct official House business. To accommodate the House while in session and between voting sessions, the Furnishings team created an internal cleaning and sanitizing group. This working group identified CDC-approved sanitation chemicals and oversaw the sanitization of the House Floor, Speaker's lobby, Cloakroom and balcony furniture, and Chamber walls and doors on a daily basis. The House Chamber was also sanitized in preparation for pro forma sessions, and public area carpeting throughout the House campus was thoroughly sanitized. Hand sanitizer stations and face mask dispensers were constructed for use on the House Floor, and plexiglass screens were added to the House Press and TV Galleries and House Sergeant at Arms offices.



Logistics and Support installs plexiglass screens throughout the Hill campus. Photo by Ike Hayman.



Logistics and Support provides personal protective equipment and implements additional sanitation measures. Photo courtesy of Logistics and Support.

To facilitate official proceedings of Committee hearings during the COVID-19 pandemic, the Furnishings team constructed custom partitions for all Committee rooms. For additional spaces co-opted for Committee usage, such as the Rayburn Foyer and Longworth Cafeteria, new carpet and covered platforms were installed. Drapery, table skirts, and register covers were also provided, and the spaces were outfitted with appropriate furniture and sound proofing panels. For Committees utilizing the Capitol Visitor Center, the team constructed mask and tray holders and regularly disinfected surfaces. Over 1,000 microphone covers were manufactured and washed in accordance with guidance from the Office of Attending Physician for Committee hearing use.

Member and Leadership offices were regularly sanitized, and plexiglass sheets were installed as partitions between work stations. The Furnishings team assisted with the distribution of personal protective equipment to district offices and collaborated with the Office of Design and Move Services in devising socially distanced floor plans.

For CAO support services, the Upholstery team manufactured more than 2,000 face masks for staff use. Logistics and Support office areas were provided with disinfection kits and restocked with cleaning rags, and plexiglass screens were installed in high-traffic areas such as the Office Supply Store, House Gift Shop, First Call, and the Office of Payroll and Benefits.

LOGISTICS

Starting in January, the Logistics team started a new cross-training program across Logistics and Support to help bridge any operational gaps between the offices regarding normal daily operations. Logistics assisted the Asset Management and Inventory teams with scanning furniture and submitting data during Member office inventories. Using new inventory tools, necessary functions of inventory checks were expedited prior to transition, enabling workers to better understand internal processes.

Logistics' Warehouse team continued analyzing existing storage spaces on campus to reorganize and optimize Logistics and Support's storage footprint. To assist with House furniture refurbishment, Logistics partnered with an outside vendor to reuse 1,031 furniture items, allowing Logistics and Support to save nearly \$870,000 in new furniture purchases.

Since March, the Logistics team delivered 422 plexiglass screens and conducted 15 office moves/reconfigurations in accordance with social distancing guidelines. Office reconfigurations resulted in the removal and storage of 778 items until normal House operations resume. Logistics was also instrumental in converting the Rayburn Foyer and Longworth Cafeteria into temporary, alternate hearing room locations.

OFFICE DESIGN AND MOVE SERVICES

The Office Design and Moves Services team provides House offices with interior design and reconfiguration services, as well as historical furniture consultations, to enhance office operations. During the first half of 2020, the team began coordinating new office setups and preparing for office moves and configurations in support of the 117th Congressional Transition. In addition to conducting oversight of the sustainment, installation, and servicing of specialized furniture, Office Design and Move Services has also continued its work with phase two of the Cannon Renewal Project.

In response to the COVID-19 pandemic, the team played a critical role in implementing new safety measures and occupancy guidelines to help manage and mitigate the spread of the virus throughout the House campus. Between May and June, the team conducted 112 consultations to assist and advise House offices on ways to improve workspace safety. These consultations included guidance on the deployment of barriers, re-positioning of furniture, and recommended floor plans to improve social distancing and traffic flow.

112

**COVID-19 office
consultations
conducted**

Jan – Jun 2020

125

**requests for office
design service
completed**

Jan – Jun 2020

Finance

The CAO's Office of Finance provides accounting, budget, and payroll and benefits services to the House community.

As part of an effort to strengthen stewardship of resources and improve CAO processes, the Office of Finance established a Quality Assurance team responsible for implementing and operating a system of quality assurance best practices expected of a major customer services organization. In February, a Director of Quality Assurance was hired. The new Quality Assurance team will focus on improving Member-facing activities through the continuous evaluation of key processes as well as the monitoring of key performance metrics in critical areas. Finance Quality Assurance will also liaise with other CAO business units on quality matters of common interest and contribute to the development and maturity of quality processes and practices across the CAO.

ACCOUNTING

The Accounting team provides the House community with administrative and operational solutions through timely and accurate financial reporting.

Accounting worked with HIR's Enterprise Applications team to implement two new process improvements that allow transactions to be processed more efficiently and significantly reduce, if not eliminate, the risk of data entry errors. As a result, updates to employee bank

account information and any subsequent name changes are now processed twice a week through an automated interface between Payroll and Benefits and financial systems without the need for manual intervention. Employees who have left the organization during the previous month are now also automatically deactivated, thereby reducing any potential risk that additional transactions may be inadvertently processed against an employee who has left the House.

Accounting also added 3,185 new vendors and updated information on another 3,605 existing vendors. By adding vendors within less than two days, subsequent payments are now processed quickly to enhance customer experience. Modifying vendor records in a timelier manner allows Finance to maintain the most up-to-date contact and banking information.

Between January and June, Accounting processed a total of 60,175 payments to vendors via electronic funds transfer, which represented 81 percent of the transaction volume and 94 percent of the dollar amount of payments made to vendors during the January to June period. Disbursing funds electronically instead of by check continues to be the best way to pay both vendors and employees, as funds are usually deposited directly to their bank accounts within two business days and the risk of late, lost, or stolen checks is eliminated.

BUDGET

The Office of Budget, Planning, and Analysis manages budget formulation and execution activities for the entire House community.

In January, the office successfully completed submission of the House's \$1.5 billion FY 2021 Budget Request and, in the beginning of May, kicked off the FY 2022 CAO budget formulation. Additionally, Budget, Planning, and Analysis worked with CAO and House leadership to identify funding requirements associated with the COVID-19 pandemic, resulting in the House receiving funding in the CARES Act supplemental appropriation to support operational capabilities.

The office validated and efficiently allocated the LY 2020 Members' authorized budgets to each office's respective account, thus allowing Member offices to maximize available resources for the execution of their constitutional duties. Budget, Planning, and Analysis also allocated the LY 2020 Committee, Leadership, and Member Intern Allowance authorized budgets, enabling the continuity of their operational requirements.

Budget, Planning, and Analysis has continued to provide budget planning, analysis, execution, and formulation support to the House Members, Committees, Leadership, Officers, and offices, including the newly created House Office of Diversity and Inclusion and the Office of

the Whistleblower Ombudsman. The office successfully monitored monthly projections updates for all House accounts and reported on its execution against projections to CAO leadership and House stakeholders.

FINANCIAL COUNSELING

Between January and June, Financial Counseling implemented a continuity of operations plan to ensure all payments and reimbursements were made in a timely manner during the COVID-19 pandemic. During this period, Financial Counseling processed 73,954 vouchers representing more than 169,000 transactions with an average processing time of less than five days.

To strengthen processes and enhance financial administrators' knowledge base, Financial Counseling collaborated with the Congressional Staff Academy to produce educational videos highlighting various topics such as the procurement of goods and services using Members' Representational Allowance funds. These videos were featured on HouseNet as additional resources for Member, Committee, and Leadership offices. In June, Financial Counseling continues its partnership with the Congressional Staff Academy to provide a monthly series of courses to aid staff in navigating the Members' Representational Allowance, voucher guidelines and standards, and payroll and benefits.

Monthly in-person and webinar labs were also conducted to provide offices assistance with navigating the Financial Systems Portal and regular customer outreach through Financial Counseling's monthly newsletter provided the House community with important updates on financial matters and their impact on staff. To accommodate an increased need for support, five new financial counselors were also hired and virtually trained.

To enhance overall customer experience, Financial Counseling collaborated with HIR to launch several new MyServiceRequests capabilities that streamline finance-related services. A focus group comprised of Committee staff was convened to identify potential enhancements to available financial reporting tools to address their specific needs, providing both short-term and long-term solutions.



73,954
vouchers processed
representing more than
169,000 transactions

Jan – Jun 2020



<5
average number of days
for voucher processing

Jan – Jun 2020

PAYROLL AND BENEFITS

IRS Documentation and Outreach

In January, the IRS released an updated version of the Form W-4 and worksheet for employees to designate federal income tax withholdings from accrued pay. The new form eliminates allowances that could be claimed. Staff that were active in 2019 could retain their previous filing status and allowances claimed as they are grandfathered in. Any new House or current House employee that makes changes to their federal income tax withholdings will be required to use the new Form W-4.

To educate House staff about the new Form W-4, the Office of Payroll and Benefits sent targeted communications to offices with the IRS's FAQs for the new form and the updated IRS Withholding Estimator to ensure staff had the resources to designate the appropriate federal income tax withholdings from their monthly paychecks. The office also hosted in-person and online briefings with an IRS representative to provide additional information and instructions on completing the new forms. Staff were notified that modifications to tax withholdings could be made at any time by visiting My PayLinks.

My PayLinks

Since January, several enhancements have been made to the My PayLinks self-service portal to improve customer experience and ensure House staff were able to make more informed decisions on their federal benefit

enrollments, tax withholding, budgeting, and financial planning. My PayLinks is now a one-stop resource for viewing electronic earning statements, reviewing accurate deductions and withholdings, reporting issues, and accessing W-2 forms and 1095-C forms.

In June, Payroll and Benefits began notifying staff registered for My PayLinks of any payroll disbursements two business days in advance of the pay date. The office also enhanced its outreach efforts by sending its monthly employee newsletters with the latest Payroll and Benefits news and Office of Finance initiatives to all staff registered for My PayLinks – approximately 85 percent of all active staff.

In an effort to reduce the number of users not registered for My PayLinks, Payroll and Benefits began emailing a report to each office's primary point of contact alerting them of individuals not yet registered for the self-service tool. In June, the points of contact were asked to remind staff in their offices to register for the self-service tool prior to June 25 so that they could receive the pay disbursement notifications for the June monthly regular payroll. Following the notification, 285 House staffers completed new registrations for My PayLinks in ten days. To ensure all House staff are registered moving forward, monthly reports will now be emailed to each office's primary Payroll and Benefits point of contact each month.

Student Loan Repayment Program

As a result of the March enactment of the CARES Act and an ensuing change in the Internal Revenue Code, Student Loan Repayment Program payments made by the House on an employee's behalf to a lender between April 1 and December 31, 2020, were deemed non-taxable up to \$5,250. Any staff participating and receiving program payments towards a Federal Parent Plus loan were deemed ineligible for the tax-exempt provisions up to \$5,250.

The CARES Act directed federal student loan providers not to charge interest or require payments be made through September 30, 2020. As a result, loan providers have automatically changed the status of their borrower's Federal loans from active "Repayment" to "Administrative Forbearance." Although the Student Loan Repayment Program provides that a qualifying loan must be in active "Repayment" status to be eligible for the program, the CAO consulted with the Committee on House Administration to include "Administrative Forbearance" with "Repayment" status as a qualifying loan through December 31, 2020.

Payroll and Benefits worked with multiple stakeholders to ensure key components of the CARES Act were implemented, communicated to House staff, and administered in an efficient manner to ensure impacted staff were able to maximize the benefit.

Payroll and Benefits Forms

In March, as offices transitioned to a telework posture, the Office of Payroll and Benefits maintained its operational efficacy by directing Member, Committee, and Leadership offices to submit Payroll Authorization Forms and Point of Contact Designation Forms, signed by the employing authority (Member, Chairperson, or Leader), via email for processing. All transactions and Point of Contact Designation Forms received via email were processed in the same manner as physical submissions, based on effective date and submission date in the next applicable pay cycle.

House Paid Internship Program

In April 2019, the House Paid Internship Program was enacted with interim regulations established by the Committee on House Administration. In May, the Committee on House Administration issued new regulations that provided each Member of Congress \$25,000 to pay interns through this program and permitted House paid interns to work in Members' district offices.

The Office of Payroll and Benefits revised the House Paid Internship Program budget report to notify designated Payroll and Benefits points of contact on a monthly basis of their expenditures and year-to-date disbursements for the program. This monthly reporting provided Member offices with the opportunity to monitor the efficient use of their allocated budget to employ paid interns in their D.C. and district offices. The Office of Payroll and Benefits continues to coordinate with Member offices to avoid overspending.



64,161

**total payroll disbursements
processed**

Jan – Jun 2020

Customer Experience Center

The Customer Experience Center connects the CAO's technical, administrative, and operational experts with their House customers. The Customer Experience Center's primary focus is on simplifying access to CAO services and making the processes better, faster, and less expensive. The Customer Experience Center directly provides services through its departments: Capitol Service Center, Communications and Marketing, Congressional Staff Academy, Customer Advocates, First Call, and House Creative Services.

CAPITOL SERVICE CENTER

In the first half of the year, the Capitol Service Center implemented improved communication and logistics policies and procedures. A new tracking system was created to capture service tickets assigned to the Capitol and House Visitor Center, and the Capitol Service Center coordinated with House Creative Services to photograph event rooms throughout the Capitol and Visitor Center to showcase various possible setups and floor plans to assist customers during the room reservation process.



584

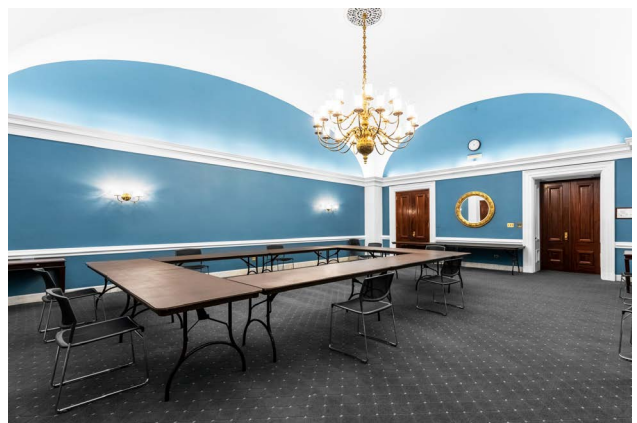
**special events facilitated
prior to COVID-19**

Jan – Jun 2020

In March, all events in the Capitol and Visitor Center were cancelled due to the COVID-19 pandemic. The Capitol Service Center partnered with Legislative Branch partners to assist with Leadership and Capitol event room policies, procedures, and operations. The Capitol Service Center also coordinated with the Architect of the Capitol to provide illustrations for event room setups based on CDC and Office of Attending Physician guidelines.



Meeting and event spaces are reconfigured for social distancing. Photo by Leah Herman.



Meeting and event floor plans are digitized for the room reservation platform. Photo by Leah Herman.

COMMUNICATIONS AND MARKETING

COVID-19: House Operations Working Groups

In response to the COVID-19 pandemic, the Communications and Marketing team worked closely with fellow House Officer organizations to collect and disseminate important information related to campus operations. In June, stakeholders from the House Officer offices formed 11 separate working groups organized by topic. These working groups include: Committee Hearings, Communications and Stakeholder Management, Employment Policies for House Offices, Floor and Chamber Operations, Guidance for Visitors, Personal Protective Equipment and Sanitizing Supplies for House Offices, Recommended Occupancy Levels and Improving Office Workspaces, Required Digital Services for Remote Work, Services and Conveniences, Support for District Offices, and Virtual Support for Legislative Activities. The Communications and Marketing team has led communications efforts related to these 11 working groups, centralizing information to come from a single email address – HouseOperationsUpdate@mail.house.gov – to House staff.

Additionally, a central COVID-19: House Operations page was set up on HouseNet with subpages for each working group to post updates for House staff. Communications and

HouseNet updates related to these working groups will continue to be facilitated and disseminated by the Communications and Marketing team throughout the pandemic.

HouseNet

In the first half of 2020, the HouseNet team continued to build upon previous efforts to improve HouseNet content accuracy, ease of use, and comprehensiveness.

HouseNet users have the ability to provide real-time feedback and directly report if content on HouseNet is inaccurate, confusing, or incomplete. From January - June, the Communications and Marketing team made 138 updates, changes, or corrections to HouseNet content based on direct user feedback from this tool.

In partnership with House Information Resources, the HouseNet team also implemented an improved version of HouseNet search in March. This improved tool includes a more precise search algorithm to better surface relevant results, the ability to filter results by content type and date, and fewer irrelevant



138

**outdated content items
removed from HouseNet**

Jan – Jun 2020

results. This tool has improved the quality of HouseNet searches and content discovery and has proved especially useful for offices to find information and resources related to COVID-19 and general office support.

CONGRESSIONAL STAFF ACADEMY

During the first half of 2020, the Congressional Staff Academy continued to expand its efforts to meet the needs of House staff through the improvement of technology, the addition of relevant courses, and the establishment of a centralized location for training.

Staff Academy Website and Curricula

The Staff Academy's new website features an enhanced learner experience. Users are able to easily browse courses, register, and confirm registration; track attendance and completion of mandatory trainings; and support their professional development. The recently added "What's New" section highlights important training items, as well as new courses and LinkedIn Learning offerings. The "Completed Training and Transcript" section houses readily accessible user transcripts and certificates.

House staff can learn directly from subject matter experts in real-time or access content on-demand. The new website has also enabled the Staff Academy to develop an ongoing data collection system to assist with meeting the educational needs of the House community. The

Staff Academy has also been able to record its webinar courses and archive footage in a central, virtual location.

Expanded Learning Opportunities

The Staff Academy continued to increase its presence in the House by leveraging partnerships to create and highlight training offered by House subject matter experts and other federal government offices. This year, the Staff Academy developed new partnerships with the Department of Education, the Internal Revenue Service, Social Security Administration, Congressional Research Service, and Office of the Whistleblower Ombudsman. Custom learning paths have also been updated to include several new virtual, instructor-led courses covering topics such as:

- Federal agency casework
- Editing and proofreading
- Crafting Floor remarks
- Member office scheduling
- Legislative counsel
- Goal setting and coaching
- Creating professional development plans
- Emergency communications
- System admin orientation
- Contract Officer Representative training
- New employee orientation

In response to the COVID-19 pandemic and the transition to telework for many House offices, the Staff Academy supported the conversion of all live trainings to webinars, conducted one-on-one Webex training for instructors, created policies and procedures to simplify webinar creation for instructors, reinforced technical assistance, and provided consultative services for conducting virtual training. The Staff Academy also collaborated with HIR and the House Recording Studio to produce support resources for remote Committee hearings and Member office video conferencing needs.

The Staff Academy continued to leverage the online learning platform, LinkedIn Learning, by curating collections of courses relevant to navigating and thriving in a changing remote environment. These collections covered topics such as tips for remote work, developing adaptability, managing teleworkers, and leadership communications in a time of change. The LinkedIn Learning app was also introduced to meet the virtual training expectations of staff and facilitate access to on-demand courses.

Partnering with the House Wellness Center and the Office of Employee Assistance, the Staff Academy facilitated access to outlets for identifying and managing stress during the House's telework posture.



337

**instructor-led
courses offered**

Jan – Jun 2020



4,692

**instructor-led
course attendees**

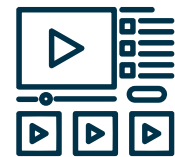
Jan – Jun 2020



1,681

**LinkedIn Learning
accounts activated**

Jan – Jun 2020



5,637

**LinkedIn Learning
courses viewed**

Jan – Jun 2020

CUSTOMER ADVOCATES

Office Outreach

The Customer Advocates regularly and proactively engage with district office staff by conducting visits across the country to educate staff on relevant CAO services. Starting in January and leading up to the shift to telework for many House offices due to the COVID-19 pandemic, the Advocates continued conducting their first quarter office visits. The Advocates visited 277 offices in Washington, D.C., and 12 district offices in Arizona, Delaware, and New Jersey. The Advocates also hosted Teams meetings with District Directors in lieu of physical visits. Advocates met virtually with 90 district offices to review CAO services for district offices and how the CAO can meet their telework needs.

In February, the Advocates partnered with the House Sergeant at Arms and Committee on House Administration to host the second Joint District Offices Services Conference in St. Louis, Missouri. Representatives from CAO business units and staff from the House Sergeant at Arms moderated the event. A total of 12 Member offices from five neighboring states sent roughly 21 staffers to participate in the conference presentations and resource fair. This day-long conference included presentations on new and existing House services available to district staff.

Participants were able to meet face to face with service providers to share feedback and get help. This event can be adapted to be online moving forward if travel restrictions continue due to the COVID-19 pandemic.

Raising Awareness of CAO Services

The Advocates continue to be a resource to promote and collaborate on the improvement of CAO services and products. Partnering with the Congressional Staff Academy, the Advocates helped create, tailor, and teach courses for House staff. The Advocates also solicited feedback from subject matter experts on the creation of two new popular courses tailored specifically for Schedulers and new employees.

In conjunction with the Communications and Marketing team's direct email campaign, the Advocates conducted office outreach to promote Staff Academy courses to their assigned offices. Similarly, when the Advocates assisted with increasing use of LifeCare, a service provided at no cost to House employees through the House Wellness Center, the Advocate outreach efforts contributed to in a 12.3 percent increase in subscribers.

The Customer Advocates promoted new computer equipment available through the House Office Supply Store to their Member offices, allowing them to procure all necessary teleworking equipment directly from the CAO.

Special Elections

This year, the Customer Advocates supported the induction of three new Members of Congress arriving via special elections. After the swearing-in ceremonies, the Advocates provided new Members and their supporting staff with tailored briefings covering office setup logistics. The Advocates continue to assist the new Member and staff after their swearing-in to provide assistance navigating the House and the list of administrative tasks which must be completed to open their office and hire staff.

COVID-19 Support

At the start of the COVID-19 pandemic in early March, the Advocates played an integral role in communicating and connecting offices with available resources. Advocates shared information about creating individual continuity of operations plans, promoted equipment and supplies available through the Office Supply Store, and shared updates about the use of MRA resources for necessary telework equipment.

Working alongside Asset Management, House Information Resources, Logistics and Support, and the Office Supply Store, the Advocates helped ensure the success of the Telework Readiness Center. The Advocates assisted with the promotion, ordering, distribution, and delivery of purchased equipment and provided troubleshooting support for equipment purchase orders made through the Office Supply Store. Since March, the Advocates have

collaborated with various CAO departments to promote usage of telework resources, such as telecommunications and video conferencing capabilities, telework management seminars, Microsoft Office applications, and more. As a result of the dissemination of several telework-focused newsletters, the Advocates assisted Member offices with the unprecedented transition to telework.

The Advocates were also integral to supporting the first remote Committee proceedings. To ensure the success of each individual Committee hearing, each Committee was assigned a Customer Advocate as a dedicated point of contact to coordinate support for their event. The Advocates triaged and escalated any and all needs and coordinated technical support provided by the CAO from HIR and the House Recording Studio before, during, and after the proceedings. From May through June, the Advocates supported 78 rehearsals, 67 hearings, 9 markups, and 27 additional virtual events.

CUSTOMER EXPERIENCE MANAGEMENT

The Customer Experience Management team is charged with implementing the customer experience vision of the CAO, creating organizational standards, and crafting a roadmap to governance and improvements for all CAO services. Foundational work has included the implementation of two working groups. In August of 2019, a working group focused on services provided by the CAO examined the naming and categorization of CAO services. A second working group focused on online standards and improvements, identified online customer touchpoints, and drafted accompanying online customer experience standards. During the first half of 2020, the Customer Experience Management team focused on creating a working group tasked with service design to facilitate implementation of key customer experience objectives for a more streamlined and consistent service rollout to the House community and across CAO business units.

In the beginning of the year, Customer Experience Management inherited the responsibility of collaborating with staff across the CAO who manage customer satisfaction surveys and management of the survey escalations process. Efforts are underway to revise the current process, define new roles, and incorporate new functionality to include email notifications.

Between January and June, additional customer feedback surveys were activated for new CAO services that support remote work in D.C. and district offices. These surveys provide quantitative and qualitative data on customer satisfaction regarding services that provide personal protective equipment, telework equipment, and virtual conferencing solutions. Gathered data is analyzed to identify gaps in service, mitigate unforeseen circumstances, and improve overall customer experience. Results are then reported on a bi-weekly basis to the Committee on House Administration.

In 2019, the Business Transformation Office and Customer Experience Management introduced the beginnings of a Service Library to help centralize and standardize Member service delivery process mapping, provide modernization and continuous improvement project prioritization, and provide service providers with a collaborative area for strategic service improvement. Customer Experience Management inherited future management of the Service Library and its initial customer experience inventory of services, touchpoints, and journey maps were completed in March. The inventory is regularly validated through ongoing workshops to collect and analyze services with customer experience data feeding into the Service Library for pilot use in August 2020.

Customer Experience Management was also established as the new business owner for MyServiceRequests improvements to ensure Customer Experience Center oversight of the potential for collaboration between platforms and websites, such as MyServiceRequests and HouseNet.

6,122 **House survey responses submitted**
Jan – Jun 2020

6,035 **positive survey responses submitted**
Jan – Jun 2020

170 **actionable or escalated survey responses submitted**
Jan – Jun 2020

CUSTOMER SERVICES

First Call

During the first half of 2020, First Call participated in the development of requirements necessary to upgrade the special events and room scheduling tool, Resource Scheduler. This effort included the review of business processes and preparation for the upgrade and transition to a cloud-based platform.

First Call also transitioned to VoIP telephone technology to help better facilitate call monitoring features and enhance reporting metrics. The

new system increased operational flexibility in response to emergency and contingency events, making First Call fully capable of sustaining remote and virtual operational support during the COVID-19 pandemic.

From January through June, First Call answered a total of 13,446 incoming calls and made 1,622 reservations for CAO event rooms. Throughout the pandemic, First Call served as an additional resource for COVID-19 guidance and support and was instrumental in maintaining normal operations of the House.



13,446
phone requests fielded
Jan – Jun 2020



1,622
special event room reservations made
Jan – Jun 2020



146
passport applications processed
Jan – Jun 2020

HOUSE CREATIVE SERVICES

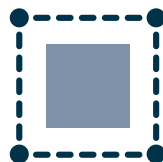
House Creative Services provides Member, Committee, and Leadership offices with digital photography, videography, multimedia, and creative service support. At the start of the 116th Congress, House Creative Services launched its online media browser, providing offices with full access to their library of digital assets with the option to share, upload, and store their own files in a personalized digital archive as well as order prints online. During the first half of 2020, additional tools were integrated to give House staff direct and on-demand access to most products produced by House Creative Services.

As House Creative Services continues to evolve in its efforts to meet the needs of the House, it has proven to be a valuable service, especially in the months leading up to and during the COVID-19 pandemic. Through the pandemic, the Creative Services media browser became an instrumental tool for Member and Committee office staff to place orders with House Creative Services and perform other necessary tasks online without requiring staff to be present in their D.C. offices.

One of the most highly requested services involved digitizing or re-creating pre-printed materials. From scanning or re-creating letterhead to digitizing signatures, House Creative Services was able to complete requests within just a few hours, saving offices a significant amount of time and effort. House Creative Services also helped offices

prepare COVID-19-related communications for Members' social media sites, including announcements about modified office hours, CDC updates and recommendations, and where to get help during the pandemic.

In addition to providing digital items, the House Creative Services office remained open to meet any on-campus printing or photography needs.



447

**design work
orders fulfilled**

Jan – Jun 2020



400

**Member and
Committee
orders fulfilled**

Jan – Jun 2020



376

**photography
appointments
conducted**

Jan – Jun 2020



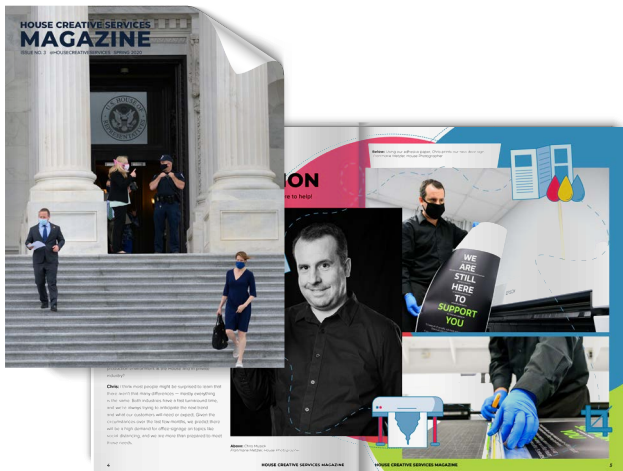
135

**video projects
completed**

Jan – Jun 2020

When the House was in session, House Creative Services was not only able to print posters for Members and staff, but also set up socially distanced delivery points for Members to take their posters to the House Floor.

House Creative Services was also able to develop new creative offerings, including custom graphics packages for Members' social media platforms. The team also assisted Member offices in editing shared video footage captured in Members' districts, adding graphics, b-roll, music, and visual effects to create and enhance engaging content. To ensure awareness of its services during the pandemic, House Creative Services collaborated with Communications and Marketing to conduct outreach campaigns on the CAO's social media platforms and distribute the House Creative Services magazine highlighting new services and projects, helpful tips, and tools.



The House Creative Services magazine.

SERVICE CONTRACT MANAGEMENT

Food Service

In December 2019, the CAO solicited the House community's preferences for additional food vendors through a House-wide survey. The CAO received a total of 766 responses indicating preferences for the inclusion of Mediterranean and Mexican food offerings. Service Contract Management is currently collaborating with the Architect of the Capitol and Sodexo to develop plans for the renovation of the Ford Cafeteria with these two new cuisine preferences in mind.

Late last year, the Members' Dining Room was opened to the public on days in which the House was out of session. The CAO contracted with OpenTable to utilize their online reservation platform in order to facilitate real-time reservations. Six months after its opening in October 2019, the Member's Dining Room served approximately 1,500 patrons and retained a rating of 4.3 out of 5 stars. Recent food vendor additions - Au Bon Pain, &Pizza, Jamba, and Steak 'n Shake - have also been well received by the House community since their openings, with a 27 percent increase in sales during the first four months of the 2020 fiscal year.

In response to the pandemic, Service Contract Management worked closely with the Office of Attending Physician to clear all House eateries for operation in order to consistently serve essential workers and Members while the House is in session. All food facilities were thoroughly

cleaned on a routine basis and operations were adapted to provide a safe working environment for restaurant employees and patrons. Social distancing decals and signage were added and safety shields were installed at every cash register. The CAO continues to regularly assess and implement CDC and Office of Attending Physician guidelines to improve safety measures and overall customer experience.

Dry Cleaners

Starting in March, the House dry cleaning vendor updated and increased its sanitation measures and provided off-site deliveries during the first few months of the pandemic to assist customers. Drop-off/pick-up lockers were made available in O'Neill and Ford House Office Buildings via a mobile app. The CAO is working with the vendor and the Architect of the Capitol to install lockers in the Capitol later this year.



60,000
garments processed
Jan – Jun 2020

House Staff Fitness Center

Staff pay membership dues for the House Staff Fitness Center, ensuring it is funded at no cost to taxpayers.

In February, Fitness Center membership reached an all-time high of 1,422 House staff. In response to the COVID-19 pandemic and a shift to telework for many House offices, the Fitness Center began offering virtual services to its members and waived membership dues. The “House Staff Fitness Center” mobile app saw a marked increase in the volume of its content offerings and usage due to the House’s transition to telework. Providing daily blog posts and on-demand fitness tips and workouts of the day, users were able to access information from the app on their own schedule. Since March, the app has boasted over 483 users, 90 blogs, 270 exercises, and 140 workouts. Services provided through the app will expand to include challenges and leader boards to initiate friendly competition with fellow Fitness Center members.

The Fitness Center also offered live, virtual group exercise classes in April with more than 800 participants and partnered with the House Wellness Center to offer classes to non-members and staff participating in the House Wellness Center’s Virtual Well-Being Fair. Fitness Center staff also continued to provide wellness consultations as well as one-on-one virtual coaching.



800
virtual group exercise
class participants
Jan – Jun 2020

WORKPLACE RIGHTS AND RESPONSIBILITIES EDUCATION

Under the direction of the CAO, the Congressional Staff Academy absorbed oversight of the Workplace Rights and Responsibilities Education program to ensure House staff are not only aware of their rights and responsibilities related to harassment, discrimination, and retaliation, but are also equipped with the skills and tools necessary to build an inclusive work environment.

In 2020, the program continued to evolve to include modules for Members and new employee and refresher curricula for supervisors and non-supervisors. Workplace Rights and Responsibilities was integrated into the Congressional Staff Academy website ensuring that all available professional development opportunities within the House can be found in one place.

One week into this year's mandatory training window, on March 15, the Committee on House Administration called for all Workplace Rights and Responsibilities Education sessions to be transitioned to live, virtual instructor-led training. During the mandatory 90-day training window, from March 9 through June 5, a total of 11,260 individuals completed their training requirement over 383 sessions, most of which were hosted online.



Virtual, live sessions for the Workplace Rights and Responsibilities Education program are hosted through the Congressional Staff Academy website.

House Recording Studio

Starting in January, the House Recording Studio implemented several audio-visual upgrades to House Floor and Committee hearing room equipment. In an effort to replace outdated and expensive media equipment, a digital file format system was introduced to assist with the archiving of House Floor coverage. This new digital system saved the House from expending additional costs while allowing for deeper archiving capabilities and quicker turnaround times to meet video requests. Identifier graphics used to display Members' names in House Floor and Studio broadcast footage were modernized, and laptops as well as encoders were added to facilitate Member and witness participation in virtual and hybrid Committee hearings.

The Recording Studio also assisted with audio and visual room setups for special events across the House campus and conducted multiple in-studio recordings for Members. Prior to the COVID-19 pandemic, the Recording Studio was able to support one field hearing. Ten additional requested field hearings were either cancelled or postponed.

Though the COVID-19 pandemic altered traditional procedures for conducting official business, the Recording Studio rose to the challenge of addressing the needs of the House while simultaneously contributing to its modernization. The Recording Studio was instrumental in providing quick solutions to requests for audio and video support for virtual and hybrid hearings and business meetings. To



facilitate the House's first ever virtual Committee hearing, the Recording Studio reconfigured the Capitol Visitor Center Auditorium to broadcast and record remote voting for the House Judiciary Committee. In addition, twelve Committee hearing rooms were reconfigured with equipment and supporting licensing to conduct virtual business through CAO-acquired video and audio conferencing software products.

Recording Studio staff provided additional equipment to Committee and Member offices to conduct business remotely and facilitated software training for House staff. To further ensure smooth operations, Recording Studio staff also facilitated rehearsals for Committee hearings and other non-Committee meetings and provided additional support to enact changes in the configuration and procedures of the House Floor as required by new House rules for proxy voting and social distancing measures.



235

**hours of House Floor
footage broadcasted
and archived**

Jan – Jun 2020



76

**hybrid Committee
hearings virtually and
physically supported**

Jan – Jun 2020



The House Recording Studio provides support for virtual Committee hearings and meetings. Photo by Ike Hayman.

Human Resources

The Human Resources department provided a wide variety of support services and programs to help CAO and many House staff safely transition to telework during the COVID-19 pandemic. Over the past several months, the department created new procedures, programs, and services to maximize support for over 700 employees in the CAO and 10,000 House staff. The results of these efforts created a strong foundation of programs and services designed to support employee safety, including physical and emotional well-being.

Operations and Strategy

From the start of the pandemic, Human Resources provided services to the House and CAO staff with minimal interruptions. Engagement with staff continued, including monthly Human Resources meetings with business unit chiefs to address staffing priorities as well as the process for managing badging, requests for new staff and vendors.

Human Resources created and distributed guidance on newly mandated enhanced sick leave and Family and Medical Leave, developed a protocol for handling confirmed and suspected cases of COVID-19, and provided guidance to support the completion of a health monitoring checklist.

In addition, members of the Human Resources' Internal Communications and Privacy teams fulfilled critical communication roles in the CAO's Readiness Operations Center, which was

established to centralize the CAO's work and data reporting in response to the pandemic. At the Center, the team was responsible for capturing, collecting, and disseminating information regarding new processes and systems due to teleworking and COVID-19 concerns. HR's representatives also developed a reporting mechanism to provide CAO operation metrics to keep leadership informed of the effectiveness of support activities through the Readiness Operations Center report – a report that was sent daily to CAO leadership.



Human Resources gathers data for the Readiness Operations Center report. Photo by Kristie Boyd.

Human Capital Project

From January through June, the CAO Human Resources' Human Capital Project successfully completed several milestones in the development of competency-based tools to improve and guide career development across CAO business units. These efforts will provide the foundation for new career development activities for CAO employees. Technical competency models,

updated position descriptions, recruiting tools, and career paths were completed for the Office of Finance, Logistics and Support, Human Resources, Acquisitions, and the Customer Experience Center. Over the next several months, competency models, updated position descriptions, and career paths will be finalized for all other CAO business units, including the Office of Risk Management, the Immediate Office, the House Recording Studio, the House Child Care Center, and House Information Resources.

Employee Engagement Survey

In late June, the CAO launched an employee engagement survey to gather feedback from staff and management on key topics, including career development, communication, innovation, and performance and recognition. Over 70 percent of CAO staff participated in the survey. The results of the survey will be analyzed and compiled in August 2020.

Diversity Working Group

The Diversity Working Group organizes and plans events and activities to promote diversity across the organization. The Group was created last year to foster a spirit of inclusiveness among CAO employees where talents and differences of all employees are respected, valued, and honored for personal and organizational success.

During the first six months of 2020, the Group highlighted several affinity months to foster awareness and honor the diverse culture and background of employees who serve in the CAO organization. The origins of each of these months and its connection to the House of Representatives solidify a better understanding of who we are as a team. Members of the Working Group research and write the articles which are then presented in the CAO's internal weekly newsletter, Staffchat. The following months are recognized by the CAO organization throughout the year:

- National Black History Month: February
- Women's History Month: March
- Asian American and Pacific Islander Heritage Month: May
- Pride Month: June
- Hispanic Heritage Month: September
- National Disability Employment Awareness Month: October
- Native American Heritage Month: November

Privacy

During the first half of 2020, the Office of Privacy developed a training module as part of the CAO's New Employee Orientation program, which is currently in development to support the Talent Management framework. In addition, to raise awareness of the Privacy program, the office created a new webpage on CAOnline.

In the months ahead, the Office of Privacy will be working with the Congressional Staff Academy to finalize a CAO-wide training module that will institutionalize elements of the program into the organization. The training will educate staff on what is personally identifiable information and provide guidance on how to protect such data.



The CAO Mentoring Program. Photo by Ike Hayman.

Mentoring

The CAO Mentoring Program was designed to provide staff with a greater understanding of the CAO's role in supporting the House of Representatives. Ultimately, the program provides a broad perspective on the important factors that influence our ability to help Members perform their constitutional duties.

In February, the Mentoring Program launched its second cohort consisting of 50 employees (25 mentors and 25 mentees). Despite the COVID-19 pandemic, mentors and mentees continued to hold individual meetings virtually and by phone.

In addition, the program continued monthly training opportunities for all participants, which included guest speakers, such as the Clerk of the House and members of CAO leadership.

CAO Website Redesign

To better communicate the CAO's mission, vision, and image to prospective employees and the public, the Human Resources team, in close partnership with Communications and Marketing and Web Services, completed a redesign of the CAO's public-facing website. The Communications and Marketing team designed wireframes for the new site and Web Services coded and built it. Guided by Human Resources, content was drafted, edited, and updated to reflect the wide variety of work done by the CAO and its workforce. This new content included a video with commentary from staff across the organization discussing their job roles and the role of the CAO in serving the House.



The CAO's new public-facing website.

OFFICE OF EMPLOYEE ASSISTANCE

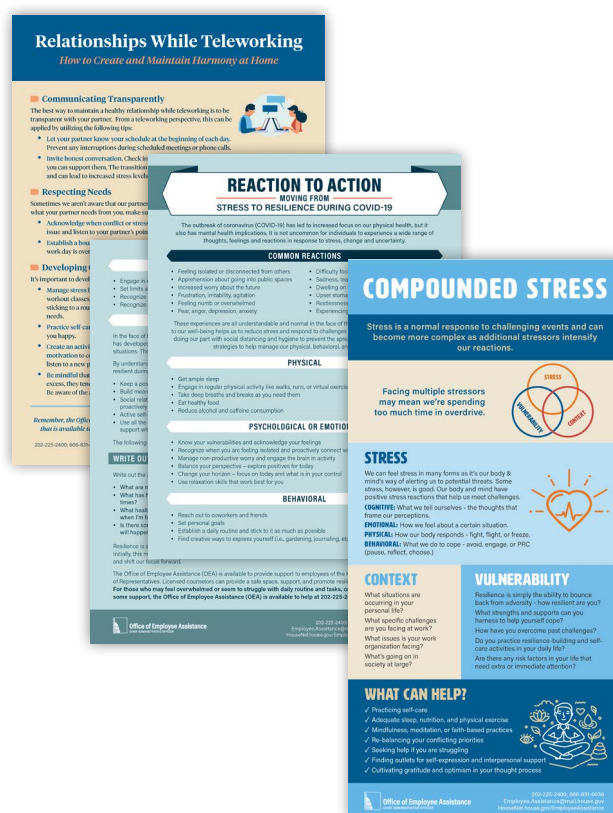
During the first six months of 2020, the caseload for the Office of Employee Assistance more than doubled. With an average of more than five contacts per client, Employee Assistance counselors had several thousand contacts in just six months. By the end of March, the Employee Assistance team migrated all of their services to a wholly virtual environment to continue serving the needs of the House in a safe and effective manner.



2,000
virtual training participants
Jan – Jun 2020

In collaboration with the Communications and Marketing team, Employee Assistance counselors created several infographics highlighting poignant and important topics, such as managing stress, practicing mindfulness, and managing employees in a telework environment. These documents were shared across the entire House community and illustrate Employee Assistance's capabilities of offering services in a timely, flexible, and responsible manner. The counselors also continued providing training sessions to Members, Committees, Leadership

and staff. Over the course of the six-month period, Employee Assistance reached more than two thousand staffers through these virtual training sessions, which included topics like effective stress management, compassion fatigue, and time management.



The Office of Employee Assistance provides additional resources for the House community during the pandemic.

HOUSE WELLNESS CENTER

The House Wellness Center launched several well-being initiatives to the House community during the first half of 2020. In January, the Center introduced two new nutrition solutions to address healthy eating best practices. In February, the Center hosted a Mindfulness at Work series in coordination with a popular mindfulness at work application. The Wellness Center also expanded use of its application for well-being challenges and competitions across CAO departments and Member offices. The Wellness Center published several seasonal newsletters to provide the latest well-being resources and produced various well-being infographics, including its Spring into Motion exercise program.

In response to the COVID-19 pandemic and working closely with the Office of Employee Assistance, the team produced several stress-relieving, mindfulness, and healthful services and seminars for staff. In June, the Wellness Center team collaborated with CAO stakeholders and vendors to host a month-long virtual Well-Being Fair. Each week, the Well-Being Fair highlighted the specific components of well-being and presented workshops and seminars on ways to enhance one's physical, emotional, community, social, and financial well-being. Each session of the fair was recorded and made available to the House community for on-demand access on the Wellness Center website.



1,400+

**Wellness Center applications
accounts created**

Jan – Jun 2020



700+

**workshop and seminar
participants**

Jan – Jun 2020



36

**workshop and
seminars hosted**

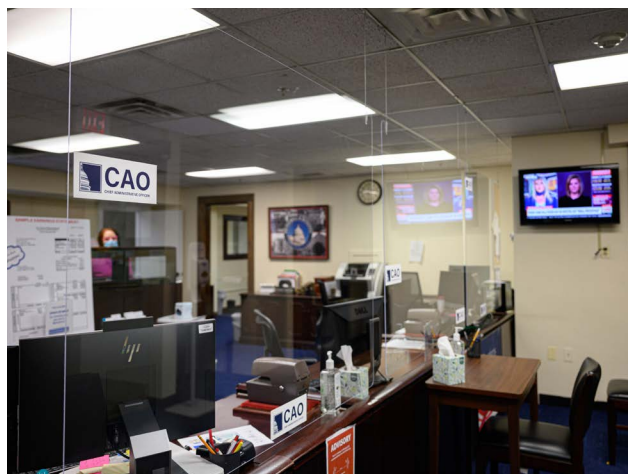
Jan – Jun 2020

SAFETY

During the first half of 2020, the Safety team conducted numerous safety trainings and Safety Committee meetings. The team developed a waste-handling process with the Architect of the Capitol for hazardous waste and hazardous waste area inspections for shops. It also conducted a safety walkthrough of the new toddler section of the House of Representatives Child Care Center in the O'Neill building. In the upcoming months, Safety will focus on completing the workspace safety consultations and prepare for the upcoming 117th Congressional Transition.

The Safety team has also played a vital role in maintaining a healthy workspace around the House campus. To support COVID-19 planning activities, the team provided guidance to restore core House service areas and store fronts, such as the House ID office, First Call, the House Office Supply Store, and convenience services such as the food vendors and dry cleaner.

The Safety team worked to minimize person-to-person contact by modifying the process for fingerprinting and establishing a protocol for electronic signing and submitting of forms. For House staff returning to the office, the Safety team also held consultations, provided hands-on assistance with reconfiguring CAO office space, and distributed signage and flyers.



The Safety team reconfigures House office spaces in accordance with CDC and Office of Attending Physician guidelines. Photo by Ike Hayman.

The Safety team also participated in the House Officers' Occupancy Recommendation and Meeting Space team, which focused on revising occupancy rules in House spaces to ensure appropriate social distancing while being able to conduct operations effectively. The group explored alternative physical layouts for House spaces, including the use of modular furniture, plexiglass installation, and the configuration of Member offices. It partnered with the Office Design and Move Services team to provide workspace safety consultations to Member, Committee, and Leadership offices. It also reviewed and revised policies and rules for requesting meeting spaces throughout the House, including securing new spaces that might be needed.

WOUNDED WARRIOR FELLOWSHIP

The Wounded Warrior Fellowship Program, administered by the CAO, provides up to 120 two-year paid fellowships for wounded and/or disabled veterans to work for the House of Representatives. In April, the Wounded Warrior Fellowship Program achieved a new record of 94 active Fellows in the Program with 44 more participants than in April 2019.



94

active Fellows
Jan – Jun 2020



Class of 2020 Wounded Warrior Fellows. Photos by House Creative Services photographers.

GOLD STAR FAMILY FELLOWSHIP PROGRAM

In October 2019, the House passed H. Res. 107 establishing the Gold Star Family Fellowship Program. Administered by the CAO, the Gold Star Family Fellowship Program will provide 40 fellowships for Gold Star family members to serve one-year paid fellowships in Member offices. The CAO is currently taking steps to implement the new program.

To enhance each Fellow's professional development and to ensure each Fellow is equipped to begin their fellowship, the Program expanded its orientation in January. The week-long orientation now includes briefings from eight Executive Branch agencies, the four military services, and a variety of House organizations and Committees.

Due to travel restrictions caused by the pandemic, in-person orientations have been suspended. However, the Program continues to provide an abbreviated online orientation program each month to all new Fellows. As of June 30, the Program had 139 Members on a waitlist to host a Wounded Warrior Fellow.

Acquisitions

The Acquisitions Management team conducts comprehensive research and procurement bids to identify the best value for requested goods and services pertaining to office equipment and technology, training initiatives, and food services.

CONTRACT MANAGEMENT

In response to the COVID-19 pandemic, the Acquisitions Contract Management team quickly and proactively met the needs of the House to ensure a seamless transition to telework.

Since January, a total of 463 procurement actions were executed for a total of \$70,058,414. Of those procurement actions, 23 pandemic-related large purchases totaling \$4,925,972 from March through June were processed by the Contracts Management team. Equipment purchases and contractor support services were efficiently and expeditiously processed with a very short delivery turnaround.

Orders made against a blanket purchase agreement for computer equipment were also fulfilled in record time. As part of the Business Continuity Recovery Emergency Fulfillment Plan, the blanket purchase agreement allowed for the expeditious shipment processing of 1,500 laptops that were delivered within 48 hours after notification. As many House offices transitioned to telework, the House was able to secure those laptops at a pre-negotiated price.

HOUSE GIFT SHOP

Although the House Gift Shop closed its doors during the pandemic, it periodically re-opened with new safety measures in place upon requests from Members and staff. Throughout the first half of 2020, the Gift Shop has continued its efforts to increase revenue and provide new designs and products to the House community and the visiting public. To capitalize on the popular cherry blossom season, new products now feature vivid artwork depicting various cherry blossom designs. The Gift Shop is also currently working with vendors to create celebratory artwork for featured products highlighting the upcoming 100th anniversary of the 19th amendment. To appeal to younger Gift Shop customers, additional clothing and accessory items with youthful designs have been added to inventory.

A prime selling point of Gift Shop merchandise is its partnership with American vendors. Products sold in the Gift Shop are sourced from all over the United States. To encourage individual state spirit and representation, the shop began labeling products sold in the store with their appropriate state and district origin.

OFFICE SUPPLY STORE

For many Member offices during the COVID-19 pandemic, the Office Supply Store was instrumental in supporting and maintaining daily operations. The Office Supply Store provided a steady and dependable stock of typical office supplies, necessary computer equipment, and personal protective equipment.

At the end of April, the Office Supply Store took over the allotted distribution of personal protective equipment from the Sergeant at Arms, providing the House with a total of 401 allotments. The Office Supply Store has since provided Member offices in D.C. and the districts with additional allotments of thermometers, hand sanitizer, and cleaning wipes to ensure safe working conditions for House staff returning to work.

(IN RESPONSE TO COVID-19 PANDEMIC)

Jan - Jun 2020

200+ on-site computer sales

401 PPE allotments distributed

271 thermometers distributed

8,300 hand sanitizer bottles sold

3,000 cleaning wipes sold



The Office Supply Store is reconfigured to provide continuous, socially distanced support. Photo by Ike Hayman.

PURCHASING

The Small Purchasing Group regularly visits Member offices to provide condensed trainings on the small purchasing process.

In preparation for the transition to telework due to the COVID-19 pandemic, the Small Purchasing Group was instrumental in quickly acquiring mobile devices and other essential office equipment items for Member offices. Between March and June, the Small Purchasing Group processed 1,694 orders, saving the House a total of \$3,788.26 with its cost-comparison services.



1,237
laptops ordered
Jan - Jun 2020



187
iPads or tablets ordered
Jan - Jun 2020

Child Care Center

The House Child Care Center continues to provide the House community with quality child care through its creative and enriching programming and the expansion of its state-of-the-art facilities. Since completion of the first construction phase at the end of 2018, the Center has been operating a total of ten infant and toddler classrooms and four preschool classrooms, while also actively preparing for the opening of the fully expanded facility.

During preparations to move the preschool classrooms to a new facility and open an additional five classrooms, the Center also transitioned to a telework posture in response to the COVID-19 pandemic. The Center quickly pivoted to create a telework framework for teachers with detailed expectations and resources for continued support, opportunities to connect with colleagues through a daily newsletter, buddy meetings, book studies, age-group and classroom team meetings, virtual celebration cards, and small group learning communities. Throughout the pandemic, Center faculty continued to stay connected to House families through video calls, classroom journals, and photo-sharing.

In preparation for re-opening in July, the Center developed a comprehensive plan for re-opening and a list of frequently asked questions and answers that detailed COVID-19-related policy and procedure changes necessary to keep

"The COVID Connection [newsletters] were a great way to keep our House Child Care Center family updated and uplifted. Although our day will look different than it has prior to COVID-19, the health and safety of teachers, children, and families is always a priority. We are doing all of this so the children can have a safe place where play and learning can happen!"

- Lead Teacher, Child Care Center

Center staff and families safe, while providing essential child care and support services. Such changes were made in coordination with the Office of Attending Physician based on recommendations from the CDC and D.C. Guidance for Child Care Providers and Families.

Teachers returned to the Center in June to prepare classrooms for re-opening and undergo training covering the new policies and procedures. To further assist with each family's transition back to child care with the introduction of new routines and rituals, the teachers developed and distributed videos, social stories, and additional resources to families.

Pending its completion, the new facilities will be able to accommodate up to 232 children and up to 21 additional new faculty, prompting operational changes at the Center, classroom structure, management of age-specific curriculum, increased oversight and management of the Center's health and sanitization policies, and allowing for greater opportunities to extend additional offers to the House community.

"I personally felt a deeper sense of community through the ways in which our Center and Administrators created an instant virtual connection with us during the pandemic. Connections were established with families and among teams around the Center giving both staff and families ample opportunity to come together and support each other through a very uncertain time. That says a lot about our Center and that means a lot to me."

- Teacher Aide, Child Care Center

Employee Advocacy

The Office of Employee Advocacy provides House employees quality legal counsel, advice, and representation in matters covered by the Congressional Accountability Act to promote a productive Congressional workplace by upholding employee rights, minimizing distractions from personnel issues, and creating an environment free of harassment and discrimination. Employee rights matters with which Employee Advocacy assists employees include harassment, discrimination, labor, family medical leave, reasonable accommodations, and workplace safety. Employee Advocacy client matters and House initiatives now also include a focus on issues related to COVID-19.

Congressional Accountability Act Enhancement Act

During the first half of 2020, Employee Advocacy continued to contribute to proposed changes in the Congressional Accountability Act and House measures to improve employee access to resources and remedies concerning workplace rights issues. Employee Advocacy provided counseling, advice, and representation to House employees on workplace issues covered under the Congressional Accountability Act, including Occupational Safety and Health Act concerns; equitable compensation; harassment and hostile work environment; discrimination based on race, color, disability, and sex (including gender, sexual orientation, and sexual harassment); retaliation

based on protected activity; violations of the family medical leave statute; accommodation of health conditions; and ethics complaints.

Services Supporting COVID-19

Since the emergence of the COVID-19 pandemic, Employee Advocacy has been instrumental in assisting House employees with understanding and upholding their rights. These rights include new entitlements granted under laws enacted in the wake of the pandemic, such as the Families First Coronavirus Response Act and the CARES Act. Accordingly, Employee Advocacy worked extensively to assist House employees with workplace safety concerns, leave related to childcare needs due to school closures, leave related to COVID-19 diagnoses or potential diagnoses, and accommodations to address the high-risk health status of House employees or those with whom they reside.

Employee Advocacy also provided heightened services to address COVID-19 matters under the Emergency Family and Medical Leave Expansion Act, standard Family and Medical Leave Act, Emergency Paid Sick Leave Act, Federal Employees Paid Leave Act, Occupational Safety and Health Act, Americans with Disabilities Act, Rehabilitation Act, Uniformed Services Employment and Reemployment Rights Act, and Congressional Accountability Act Section 207. Employee Advocacy continued to ensure widespread dissemination of information about

the rights and obligations established by those laws and provided advice and representation to House employees to assure their rights. Partnering with the Human Resources Working Group, Employee Advocacy helped develop operational guidance for House offices on employment policies and practices for personnel returning to the workplace.

In the latter half of 2020, Employee Advocacy expects to continue addressing the wide range of employee rights matters that arise under recent COVID-19 legislation and the longstanding provisions of the 13 laws made applicable to the House by the Congressional Accountability Act.

Outreach

In January, the Office of Employee Advocacy enlisted the assistance of various CAO departments to develop resources highlighting the office's litigation and legal counseling services related to issues covered under the Congressional Accountability Act and/or as a consequence of COVID-19-related legislation.

During the months leading up to the pandemic, Employee Advocacy made a concerted effort to increase its outreach in order to ensure House Members and staff were aware of available legal resources at their disposal. Employee Advocacy created information packets to address frequently asked COVID-19-related questions and provided House staff with federal resource materials issued by the Equal Employment

Opportunity Commission and the Office of Personnel Management.

Working with Human Resources and Communications and Marketing, Employee Advocacy proactively managed potential legal misunderstandings and helped to clarify House employee expectations. The office updated its online presence and provided content to Communications and Marketing for inclusion in the CAO's COVID-19 resource page on HouseNet. The office's contribution to HouseNet helped clarify available services and employee rights, address misunderstandings under the new COVID-19 laws, and provide guidance on paid leave, accommodations, and workplace safety as many House offices operate under a telework posture.

House Partnerships

The Office of Employee Advocacy extended itself as an integral resource for the Sergeant at Arms, the Office of Diversity and Inclusion, and the Office of the Whistleblower Ombudsman. The office provided feedback as a model for developing a new House office and served as a collaborative partner in addressing potential barriers to workplace equality, potential violations of workplace rights, and COVID-19 related issues.

Employee Advocacy coordinated with the Office of Congressional Workplace Rights to clarify the handling of proceedings, mediations, and hearings. Attorneys, mediators, and adjudicators from both offices cooperatively worked together through virtual means to address the needs of House employees.

Employee Advocacy also worked quickly to develop a procedure to ensure that House employees' questions, concerns, and issues related to COVID-19 would receive immediate attention and prompt resolution. The office developed a hotline procedure dedicated to COVID-19 concerns and expedited processing for such issues. With the assistance of the Office of House Employment Counsel, both parties reached an agreement to expedite procedures to present COVID-19 issues to House management promptly and then immediately work towards a resolution of those issues.

Employee Advocacy Website

During the first half of 2020, the CAO recognized a need for a public-facing website that would enable all House employees to access information about the availability of legal services on COVID-19 issues. Employee Advocacy therefore began work to create a website to not only maximize House employee access to the office as a resource for COVID-19, but also for other Congressional Accountability Act matters.



The Office of Employee Advocacy extends its outreach to House staff during the pandemic.

Once launched, the website will provide House staff with access to information about office services and resources at their own convenience, whether connected to, or outside of, the House network.

Business Transformation Office

The Business Transformation Office acts as an internal consulting group by providing consultative services to CAO business units. These services address CAO strategy execution, program and project management, continuous process improvement, and enterprise governance and are integral in building individual business unit capabilities as well as CAO standardization policies. In addition to planning and designing the CAO's culture transformation model, the Business Transformation Office also oversees and supports the CAO's 12 strategic objectives in collaboration with the CAO Strategy Office. The Office also conducts managerial oversight of the CAO Governance Board which consists of the Chief Administrative Officer and Chiefs from each business unit.

Strategy Execution

Last September, the Business Transformation Office introduced a tool to track the progress of work related to fulfilling the CAO's Strategic Plan and provide increased transparency to CAO leadership and stakeholders. The tool tracks the scope, project and program documentation, allotment of resources, and milestones of each objective under the Strategic Plan. To streamline processes, the Business Transformation Office moved to a quarterly reporting status this year with a focus on 90-day trend analyses and qualitative observations. As a result, the

Strategic Plan is currently on track to meet its objectives. As the Business Transformation Office continues its assessment, evolving business unit initiatives will be analyzed to ensure alignment with the Strategic Plan and recommendations on the tracking and reporting of each initiative's progress will be shared with CAO senior leadership and implemented as necessary.

Process Improvement Services

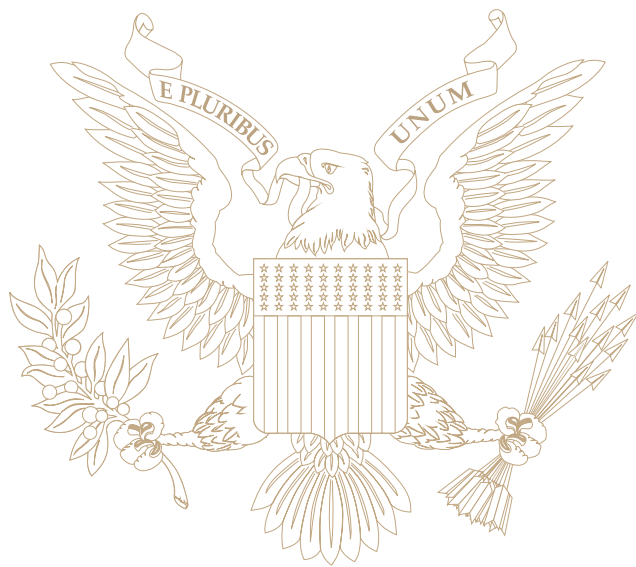
The Business Transformation Office is continuously striving to increase its engagement with service owners from the CAO's 102 branded services. By modifying its current approach, consultations will now inventory and document all supporting processes for each branded service and inventory the organizational process assets that support each service. These may include standard operating procedures, desk procedures, process maps, and other artifacts. In cases where organizational process assets are lacking, the Business Transformation Office will support the creation of, or guide the development of, needed organizational process assets and work collaboratively with service owners to identify service recommendations to improve customer outcomes. The office also plans to expand data collection and reporting to CAO senior leadership by developing dashboards that reflect core business process activities.

Program and Project Management

Recent internal consultations for program and project management have focused on high-impact, high-value CAO initiatives. The Business Transformation Office specifically developed recommended enhancements to the Advocate's Voice of the Customer report, an internal CAO report which reflects a collection of valuable customer feedback, data intelligence, and CAO service trends.

The Business Transformation Office is also supporting the development of a proof of concept tool for prioritizing future initiatives to help support portfolio alignment and as an input to the budget formulation process. Another initiative includes the development of the Project Management Community of Practice. Created specifically for CAO staff, the Community of Practice is intended to help facilitate knowledge sharing and elevate the organization's ability to plan and manage projects more effectively by leveraging industry best practices. While still in its early stages, the office is determining the feasibility of supporting an enterprise-level project.

A CAO-specific Agile Practice Guide is currently under development to provide CAO staff with a basic guide to implementing agile project management practices. Within the guide, a series of templates, tools, techniques, and best practice recommendations will assist project managers in executing CAO initiatives to increase the CAO's agility, project reporting and transparency, and faster project delivery.



Budget and Staffing Charts

FISCAL YEAR 2019 Budget to Actual Report (Data as of 06/30/2020)

	Adjusted 2019 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Office of the Chief Administrative Officer				
Annual Funds				
Personnel	\$69,871,691.49	\$69,805,726.11	\$65,965.38	0.09%
Non-Personnel	\$68,317,341.53	\$67,530,836.03	\$786,505.50	1.15%
Total Annual Funds	\$138,189,033.02	\$137,336,562.14	\$852,470.88	0.62%
No Year Funds				
Non-Personnel	\$11,631,000.00	\$8,737,504.15	\$2,893,495.85	24.88%
Total No Year Funds	\$11,631,000.00	\$8,737,504.15	\$2,893,495.85	24.88%
Total CAO Budget	\$149,820,033.02	\$146,074,066.29	\$3,745,966.73	2.50%
BC/DR				
Total Annual Funds	\$11,086,000.00	\$10,985,677.99	\$100,322.01	0.90%
Total No Year Funds	\$5,000,000.00	\$4,989,202.69	\$10,797.31	0.22%
Total BC/DR Budget	\$16,086,000.00	\$15,974,880.68	\$111,119.32	0.69%

Notes:

1. FY19 Adjusted Budget includes funding provided under the Energy and Water, Legislative Branch, and Military Construction and Veterans Affairs Appropriations Act, 2019 per P.L. 115-244 and any IPACs received as of 06/30/20.
2. YTD Actuals includes expenses, encumbrances, and pre-encumbrances as of 06/30/20.

FISCAL YEAR 2020 Budget to Actual Report (Data as of 06/30/2020)

	Adjusted 2020 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Office of the Chief Administrative Officer				
Annual Funds				
Personnel	\$73,042,601.52	\$53,598,150.05	\$19,444,451.47	26.62%
Non-Personnel	\$72,181,741.50	\$36,612,502.98	\$35,569,238.52	49.28%
Total Annual Funds	\$145,224,343.02	\$90,210,653.03	\$55,013,689.99	37.88%
No Year Funds				
Non-Personnel	\$11,639,000.00	\$4,135,927.57	\$7,503,072.43	64.46%
Total No Year Funds	\$11,639,000.00	\$4,135,927.57	\$7,503,072.43	64.46%
Multi-Year Funds				
Non-Personnel	\$7,691,000.00	\$820,584.68	\$6,870,415.32	89.33%
Total Multi-Year Funds	\$7,691,000.00	\$820,584.68	\$6,870,415.32	89.33%
Total CAO Budget	\$164,554,343.02	\$95,167,165.28	\$69,387,177.74	42.17%
BC/DR				
Personal	\$1,482,000.00	\$1,235,267.48	\$246,732.52	16.65%
Non-Personal	\$11,186,000.00	\$7,096,436.28	\$4,089,563.72	36.56%
Total Annual Funds	\$12,668,000.00	\$8,331,703.76	\$4,336,296.24	34.23%
Total No Year Funds	\$3,700,000.00	\$495,005.78	\$3,204,994.22	86.62%
Total BC/DR Budget	\$16,368,000.00	\$8,826,709.54	\$7,541,290.46	46.07%

Notes:

1. FY20 Adjusted Budget includes funding provided under the Further Consolidated Appropriations Act, 2020 per P.L. 116-94, CARES Act per P.L. 116-136 and any IPACs received as of 06/30/20.
2. YTD Actuals includes expenses, encumbrances and pre-encumbrances as of 06/30/20.

CAO and BC/DR Staffing as of 6/30/20

	Current FTEs	Total Vacancies	Total FTEs
Acquisitions	27	2	29
CAO IO and Galleries	50	1	51
Customer Experience Center	45	5	50
Finance	85	10	95
HIR (not including BC/DR)	271	12	283
House Recording Studio	43	4	47
Human Resources	29	0	29
Office of Risk Management	2	3	5
Logistics and Support	116	2	118
Total CAO Positions	668	39	707
BC/DR Positions	12	0	12
Total Positions	680	39	719

Notes:

1. Personnel data is as of June 30, 2020.



U.S. House of Representatives

CAO

CHIEF ADMINISTRATIVE OFFICER



facebook.com/CAOHouseofReps



[@CAOHouse](https://twitter.com/CAOHouse)



[@HouseCreativeServices](https://instagram.com/@HouseCreativeServices)