



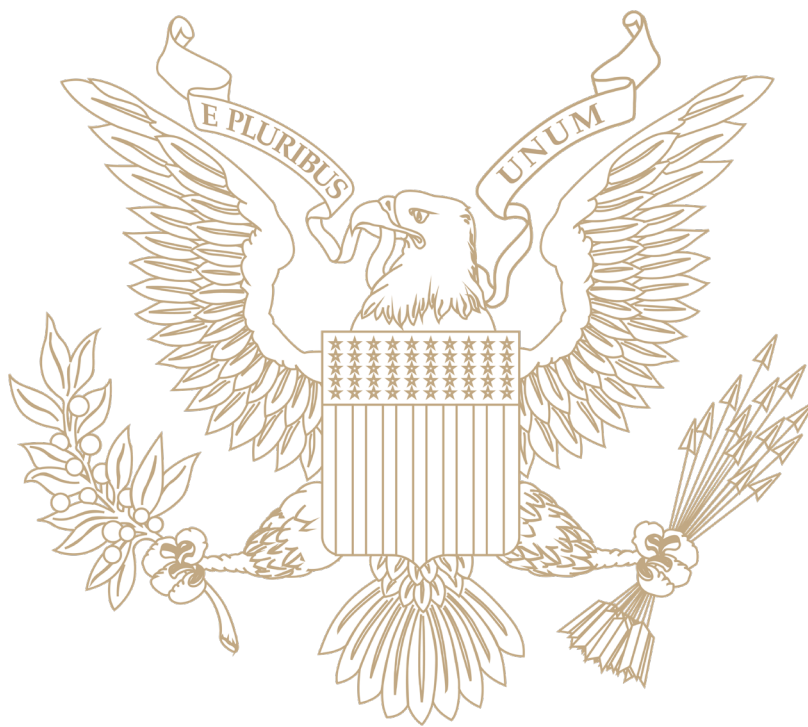
CAO

CHIEF ADMINISTRATIVE OFFICER



OFFICE OF THE CHIEF
ADMINISTRATIVE OFFICER
**SEMIANNUAL
REPORT**

JANUARY — JUNE 2026





House Rule II 4(b) *119th Congress*

...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.



CAO

CHIEF ADMINISTRATIVE OFFICER

MISSION

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

VISION

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

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EXECUTIVE SUMMARY



While the congressional transition is still a few months away, preparations among our Office of the Chief Administrative Officer (CAO) business units are well underway to welcome newly elected Members and help Departing Members seamlessly wind down their operations. Whether advising an office on how to share constituent casework with their successor or meeting with staff to discuss the next

step in their public service careers, CAO staff are ready to support the 120th congressional transition.

In addition to preparing for transition, over the past six months, the CAO has continued to provide daily operational, logistical, and technological support to the House community.

To help Members navigate the numerous tasks associated with the congressional transition, the Transition team collaborated with House Information Resources to overhaul every transition website. The Transition team also hosted a series of briefings for Departing and Returning Members on office closures and relocations, constituent data disposition, equipment inventory protocols, and office finance and payroll actions.

The CAO Coaches hosted more than 540 House staff across several Member office roles at six of their popular, bipartisan House Staff Conferences, including regional conferences in Austin, Texas and Albuquerque, New Mexico. To support Members during



special elections, the CAO Advocates introduced a new special election white glove service, which details a dedicated CAO Advocate to a newly sworn-in Member's office for up to two weeks to provide hands-on assistance with setting up their Washington, D.C., and district operations. In partnership with the Committee on House Administration, First Call launched 11 new reservable spaces for use by the House community, including self-scheduling rooms, event spaces, and theater-style spaces.

Ahead of the new Congress, teams across Logistics and Support worked collaboratively to complete projects in several high-profile spaces, such as the completion of the Committee on Oversight and Government Reform and the House Armed Services Committee hearing room renovation projects.

As Members and staff are eager for the House to explore more potential AI solutions, the House AI Center supported recommendations for 15 AI services with additional reviews underway. The House Digital Service team also made

significant progress on several projects, including CaseCompass, FlagTrack 2.0, and the Constituent Data Innovation.

In collaboration with House Information Resources, the House Gift Shop successfully launched its first ever online storefront, allowing Members and staff to shop for web-exclusive items and staff favorites, and has fulfilled website orders across 26 states and U.S. territories.

I encourage you to read the entirety of this Semi Annual Report to better understand all the projects and initiatives the more than 900 employees of the CAO have undertaken over the past six months. As we continue to prepare for this historic transition, I am confident that all our CAO teams will continue to deliver the highest quality support for the House community and remain Member focused, service driven.



Anne M. Dressendorfer Binsted
Acting Chief Administrative Officer

HOUSE RECORDING STUDIO

In the first half of 2026, the House Recording Studio televised more than 328 hours of gavel-to-gavel House proceedings. The Studio produces, livestreams, and archives all official public Committee hearings and markups, which totaled 600 proceedings over 1,476 hours in the first half of 2026. House staff rendered more than 15,000 clips using the video clipping tool facilitated by the Recording Studio team.

The House Recording Studio supported 555 TV and 63 radio studio bookings by 190 different House Members and seven House organizations, respectively. To improve the booking experience for staff, the team implemented a new, online calendar that shows the studio schedule.

Beginning in January, the House Recording Studio partnered with the Office of the Clerk to modernize captioning of House Floor coverage by leveraging artificial intelligence. Floor captions are now automatically generated in English and Spanish, reducing the financial burden of manual captioning while also maintaining the accuracy of the live captions.

The House Recording Studio team provided Floor coverage for consequential events, such as the President's annual State of the Union address and King Charles III's address to a joint meeting of Congress. Additionally, the House Recording Studio provided support for the

Speaker's annual Friends of Ireland Luncheon as well as the Congressional Gold Medal Ceremony, which honored Benjamin Berell Ferencz as part of the National Commemoration of the Days of Remembrance. The team also provided live coverage of the semiquincentennial time capsule ceremony in Emancipation Hall.

Field hearings continue to be an in-demand service. During this reporting period, the House Recording Studio team supported seven Committee field hearings in Arizona, Wisconsin, Arkansas, New York, Florida, Indiana, Michigan, and Oklahoma.

The team provided audiovisual support for more than 600 conference room reservations, including the weekly Republican Conference and Democratic Caucus meetings, numerous Speaker and Member-sponsored events, and more.

328

Hours of gavel-to-gavel
House proceedings

1,476

Hours of Committee
hearings and markups

15,000

Clips of proceedings
rendered

555

TV studio bookings

63

Radio studio bookings
and

190

House Members
by

600

Audiovisual events



CAPITOL SERVICE CENTER

Over the past six months the Capitol Service Center team has supported an array of logistics requests and major events in the Capitol.

Ticket Type

Set-Up Event 980

Longworth 1539	31
Cannon 390	111
HVC-215	157
HVC-201	78
HVC-200	68
H-140	2
H-137	100
H-120	119
H-117	61
HC-5	144
HC-8	58
Other	51

Reset Room 42

Pick Up House Furniture 1

Office Renovation/Remodel 1

Unknown 6

Total Tickets 1030



FIRST CALL

During the first half of the year, First Call focused on expanding services, improving meeting spaces across campus, and delivering programs that make it easier for Members and staff to access the support they need.



In partnership with the Committee on House Administration, First Call launched 11 new reservable spaces for use by the House community. Developed in coordination with Logistics and Support and the Architect of the Capitol, the new spaces include a mix of self-scheduling meeting rooms and event spaces supported by updated room reservation policies designed to make reserving campus space more accessible and efficient. As part of this expansion, two permanent theater-style spaces were established to better accommodate briefings, presentations, and press conferences.



These additional larger spaces reflect an ongoing effort by First Call to align House facilities with evolving customer needs.

First Call also continued to invest in the modernization and stewardship of existing meeting spaces across campus. In partnership with Logistics and Support's Interior Design team, new custom furniture was designed and installed in several high-use rooms. Cannon 156 and Cannon 454 now feature professionally designed hollow-square conference tables, while Longworth 1115 and Longworth 1416 were upgraded with permanent conference tables to improve functionality and customer experience.

Additionally, First Call managed the procurement and installation of nearly \$100,000 in aesthetic and infrastructure improvements to the Rayburn banquet rooms. These enhancements included repairing the movable divider doors between Rayburn 2043, 2044, and 2045 and replacing the fabric wall paneling throughout the suites and divider systems. These improvements demonstrate First Call's commitment to maintaining high-quality, professional spaces that are regularly used by Members, staff, and visitors for official House business.

In May, First Call welcomed the U.S. Department of State back to campus for the annual Passport Day on the Hill event. During the event, approximately 200 passport applications were accepted for routine processing. This annual event gives Members, staff, and their families the opportunity to easily complete their passport applications on campus. Four Members stopped by the event to thank First Call and Department of State officials for continuing to offer this service to the House community.

TUESDAY, MAY 19 9:30 A.M. TO 2:30 P.M. | RAYBURN FOYER

PASSPORT DAY ON THE HILL

WHAT YOU MUST BRING:

- ✓ **Completed application:** Fill out online at PPTForm.state.gov and bring a printed copy. DS-82 forms must be signed; DS-11 forms must be unsigned, and the applicant must appear in person.
- ✓ **Proof of citizenship:** Renewals require your previous passport. First-time applicants need an original and photocopied version of their birth or naturalization certificate.
- ✓ **Government-issued photo ID along with a photocopy of the front and back.**
- ✓ **One 2x2" passport photo.** Photography services will not be available on site. Visit the Longworth Post Office, Monday through Friday, from 9:30 a.m. to 2:30 p.m. for passport photo services.
- ✓ **Payment:** Bring a valid credit or debit card or use a tap-to-pay method. Cash and checks will not be accepted.
- ★ **For children under 16:** All parents listed on the child's birth certificate must be present with the child. See exceptions at Travel.state.gov/Passport/Children.

RENEW YOUR TOURIST PASSPORT OR APPLY FOR THE FIRST TIME!

The U.S. Department of State offers a seamless, routine application process, but **passports will not be printed on site.**

If you plan to use the online passport renewal platform (OPR.travel.state.gov) within the next six months, the U.S. Department of State offers digital-only photos (taken on your device). However, photos will not be printed and cannot be used for in-person applications.

For full details on the required documents, visit HouseNet.house.gov/go/PassportDay or contact First Call at 202-225-8000.



281

Official passports

615

Tourist passports

12,202

Phone calls

5,589

Room reservations

306

Notaries



1,929

Remedy tickets

887

Emails

CAO ADVOCATES

During the first half of the year, the CAO Advocates continued to strengthen relationships with House offices through proactive outreach, targeted onboarding support, and staff engagement.

To expand the program's visibility and foster connections with House staff, the Advocate team hosted a Spring Meet and Greet in April. Approximately 30 staff visited the First Call storefront to meet their assigned Advocates, learn about available CAO services, and engage with the team in an informal setting.

The program also introduced a new special election white glove service to support Members elected during special elections. Under this initiative, newly sworn-in Members are offered the opportunity to have a dedicated CAO Advocate detailed to their office for up to two weeks, providing hands-on assistance

with establishing both Washington, D.C., and district operations. During the reporting period, the team conducted four special election briefings and successfully launched this enhanced onboarding service.

CAO Advocates continued their district office outreach across the country, traveling to nine states to visit 92 district offices, where they met with more than 300 House staff. The most frequently discussed topics included LifeCare/ LifeMart benefits, the HR Hub, and Congressional Staff Academy training opportunities.



13

Advocate Connection newsletters

186

Meetings held

1,421

Cases closed

Advocate Collaborations

- New Staff Bootcamp
- 6 New Staff Orientation Classes Taught
- 4 CAO House Staff Conferences
- 3 Capitol Intern Summit Presentations
- Assistant Leader Neguse District Directors Resource Fair Tabling Event
- Committee on House Administration (Majority) Level Up Schedulers Cohort
- 2 Committee on House Administration (Majority) Departing Member Staff Meetings
- 1 Member Office Staff Retreat



CONGRESSIONAL STAFF ACADEMY

The Congressional Staff Academy is the central hub for training and professional development for House staff, including mandatory trainings.

Around 62 percent of active House staff have accessed the Staff Academy site during this reporting period. While required training is not measured as a part of this metric, it is a major driver of site traffic, as staff often discover other available courses after satisfying their requirements.

Since January, the Congressional Staff Academy completed two Leading Self series cohorts for Washington, D.C., and district-based staff. In June, the team launched a revamped series that has been updated for a combined audience of Washington, D.C., district, and support office staff.

The five-part Leadership Foundations series continued to receive positive reviews from House staff and received more than 1,200 registrations for the spring 2026 round of the series.

In addition to professional development and required training development, the Congressional Staff Academy's Curriculum Development team continued to support the learning initiatives of other CAO and non-CAO organizations, developing or refreshing training modules and videos for six CAO departments, the House Sergeant at Arms, Office of the Whistleblower Ombuds, Office of the Clerk, Committee on House Appropriations, and more.



MANDATORY:

Workplace Rights Training

[Click Here](#)

The 2026 Workplace Rights and Responsibilities Education on-demand courses for staff and Interns launched in early May, while Member training, in continued partnership with the Office of House Employment Counsel, launched in mid-May. More than 6,400 personnel have completed their requirement since launch.

6,454

Workplace Rights Trainings Completed

The Congressional Staff Academy has three initiatives with LinkedIn Learning to increase its exposure and usage across the House:

- Providing supplemental AI and Microsoft Copilot training.
- Collaborating with CAO offices on curated learning programs.
- Promoting LinkedIn Learning's AI tools for customized learning and development.

511.5

LinkedIn Learning Continuing Education Units

completed by

101

Unique users



Training Statistics

	2026	2025	2024	2023
In-Person Sessions	425	571	740	691
Registrations	11,428	15,783	20,510	23,054
Attendance	5,846	8,282	11,657	13,291
Average Class Size	13.7	14.5	15.7	19.2

On-Demand Trainings Completed	3,169	7,888	8,101	7,662
Required Trainings Completed	64,866	115,111	71,288	71,053

Total Trainings Completed

73,881

131,281

91,046

92,006

*Please note: Data for 2023-2025 reflects Staff Academy trainings for the entire year. The 2026 data reflects only trainings taken during this reporting period.

Top 3 Courses by Attendance

129

Leading with Confidence

124

Communication Perspectives

116

Building Trust and Credibility



CAO COACH PROGRAM

Confidential one-on-one consultations with the CAO Coaches continue to be in high demand. The Coaches have held 816 consultations with 57 percent of all congressional districts during this reporting period.

During this reporting period, CAO Coaches hosted 130 in-person and virtual classes. This includes staple courses such as New Staff Orientation, as well as a variety of virtual panels, working groups, and information sessions on grants programming.

The CAO Coaches offered 17 new classes, including:

- Preparing for Your Member's Departure.
- Communications Writing series.
- How to Be a House Legislative Assistant.
- AI and Legislative Writing.
- What It's Like To Work in a Member Office for House Support Staff.
- Booking and Pitching 101.
- Contingency Planning for Comms in Natural Disasters, and more.



816
One-on-one consultations
with
57%
Of congressional districts

130
In-person courses
with
3,582
Attendees

CAO HOUSE STAFF CONFERENCES

The CAO Coaches hosted six of their popular bipartisan House Staff Conferences, including regional conferences in Austin, Texas and Albuquerque, New Mexico.

2026 Conference Attendees

Legislative Correspondents	93
District Directors (Austin, TX)	84
Communications Staff	134
Chiefs of Staff and District Directors	95
Caseworkers (Albuquerque, NM)	79
Field Representatives (Albuquerque, NM)	57
Total Attendees	542



The Coach team continued outreach and engagement with staff outside the classroom, sending 72 educational emails (quick how-to's, links to additional materials, and videos) to House staff, which were opened 150,792 times, with a cumulative open rate of 62 percent.

150,792 Emails opened



The Coaches continue to present at staff retreats and facilitate office trainings for Member offices, caucuses, Committees, delegations, and staff associations.

3 Programs for Committees, caucuses, delegations, and conferences

13 Member office retreats and trainings

2 Programs hosted by congressional staff associations

The CAO Coach website had 69,441 page views and 8,947 users since the beginning of 2026, including 6,146 new users. Staff are continuing to enjoy and watch the Coach videos, with 14,838 total video views and 1,168 hours of watch time during this reporting period. Additionally, the Coaches added 17 new documents to the website.

HOUSE CREATIVE SERVICES

During this reporting period, House Creative Services was involved in more than 15 special events. The video and multimedia teams fulfilled 733 projects, services, and event coverage requests, including capturing and preparing 346 b-roll videos and averaging 18 livestreams a month. Graphic design and printing requests increased by 47 percent from the previous reporting period.

In January, House Creative Services teams finished designing and printing multiple murals for spaces across the House campus, including the Staff Collaboration Spaces in Cannon and Longworth. In collaboration with the Committee on House Administration, Architect of the Capitol, and House Archival team, House Creative Services updated the display signage for the Congressional Art Competition in the tunnel to the U.S. Capitol.



Outside the House campus, House Creative Services captured 4,709 photos for more than 18 district offices, earmarking 519 of these as stock images. Providing stock images of the district alleviates the burden on Member office staff of finding images for their websites, newsletters, and other communications.

In partnership with CAO Coach, House Creative Services hosted its first Creative Week for House staff, a week-long event with beginner and advanced training courses in Canva, Adobe Express, and photography.



The House Creative Services team supported high-profile events across the House campus.

- February 2: Swearing in Representative Christian Menefee
- February 11: Tribute to Representative Doug LaMalfa
- February 24: President Trump's State of the Union Address
- March 6: Representative August Pfluger's Retirement Ceremony from the United States Air Force
- March 17: Speaker Johnson's Friends of Ireland Luncheon
- March 26: Congressional Hockey Challenge
- April 14: Remembrance Day
- April 14: Swearing in Representative Clay Fuller
- April 14: Committee Portrait Unveiling for Representative Cathy McMorris Rodgers
- April 15: Reception Commemorating the 50th Anniversary of the Commission on Security and Cooperation in Europe
- April 20: Swearing in Representative Analilia Mejla
- April 28: King Charles III's Address to a Joint Meeting of Congress
- May 7: National Day of Prayer
- May 15: Peace Officer Memorial
- June 10: Congressional Baseball Game
- June 24: Semiquincentennial Congressional Time Capsule Ceremony



81,461

Interactions with the House Creative Services media browser

29,351

Files downloaded from the House Creative Service media browser

56,412

Photos, posters, and other print materials produced

7,219

Emails, staff inquiries, and product pickups

4,535

Orders processed

1,644

Design and layout requests



733

Video and multimedia projects completed

709

Photography appointments

324

Rush print requests

109

Livestream events

48

Small and large banners printed and assembled

18

Trips to district offices

HOUSE GIFT SHOP AND OFFICE SUPPLY STORE

In collaboration with various United States-based vendors, the House Gift Shop successfully debuted a collection of America250 challenge coins, apparel, and novelty items.

In total, more than 13,000 America250 items were sold during this reporting period. Additionally, the Office Supply Store secured exclusive, limited-edition Betsy Ross America250 flags.

13,000+
America250 items
sold

\$95
Average order value



In collaboration with House Information Resources, the House Gift Shop successfully launched its first ever official website. This online storefront allows House Members and staff to shop web-exclusive items and staff favorites, such as the House-branded polos and fleeces, and have orders shipped directly to them. The team fulfilled website orders across 26 states and U.S. territories, with a strong initial average order value of \$95.00.



CAO SERVICE DESIGN

CAO Service Design advances customer-centered service delivery with focus on Service Design, Voice of the Customer, and HouseNet. By strengthening service planning and governance, leveraging customer feedback, and enhancing HouseNet as the primary service discovery platform, CAO Service Design helps ensure services are designed, managed, and continuously improved from the customer's perspective.

Key activities established foundational service management capabilities for the CAO including:

- Developing the CAO Service Portfolio.
- Engaging leadership and staff on service portfolio concepts.
- Preparing data and analysis for the upcoming MyServiceRequests Improvement Project.
- Managing MyServiceRequests change requests.
- Leading the strategic initiative to streamline service access points across the organization.

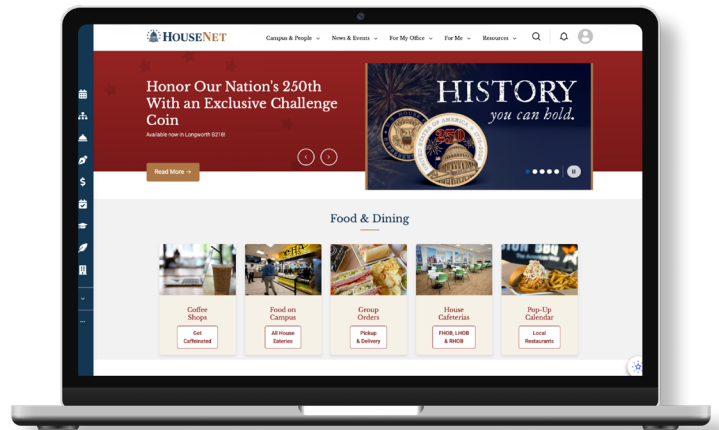
Nearly 33,000 Voice of the Customer surveys were distributed following completed work across 335 CAO departments, and more than 4,700 survey responses were received. The feedback collected through these surveys continues to inform service improvements and helps identify opportunities to be prioritized through the CAO's Continuous Improvement Program.



4,700

**Voice of the Customer
survey responses**

HouseNet continued to serve as the central service hub for the House, and the HouseNet team focused on enhancing the customer experience through platform improvements, expanded content, and new service discovery capabilities.



Key accomplishments included:

- A customizable App Bar.
- Improvements to service navigation and taxonomy.
- Support for the Transition site migration.
- Modernization of several business tools and data integrations.
- Development of new tools to help House offices more easily identify and access the services they need.

16,597

House and legislative branch users

1.16

Million page views

945,383

Searches performed

1,480

Users who engaged in homepage polls



ACQUISITIONS

Over the past six months, Acquisitions Service Contract Management continued to work closely with food service vendors to improve service quality, customer satisfaction, and operational efficiency.

SERVICE CONTRACT MANAGEMENT

The Service Contract Management team's efforts included supporting the new House eateries, opening a Panera Bread in Cannon, monitoring performance standards, and implementing facility improvements.

Smart markets and micro-market locations continued to grow in popularity, providing convenient access to fresh meals, snacks, and beverages for staff during off hours.

Membership at the House of Reps Staff Gym sustained more than 1,000 active members.



ACQUISITIONS TEAM

Since January, the Acquisitions team processed more than 2,000 purchase orders for equipment and contractor support services on behalf of Member, Committee, and Leadership offices.

House Web Services completed several major procurements aimed at strengthening website accessibility, cloud operations, and digital service reliability, as well as onboarding specialized accessibility engineers to make House web platforms more accessible. These improvements ensure that House web platforms remain secure, accessible, and reliable for all users.

Network operations benefited from completed contracts for Wide Area Network (WAN) support and staff for network administration, which has provided secure and reliable connectivity across the House campus and district offices that facilitates seamless communication and operations.

**WHAT'S COOKING
(AND BREWING) ON
CAMPUS**

 CANNON 220 BASEMENT ROTUNDA	 RAYBURN 2063	 RAYBURN 2073	 RAYBURN 2025
 LONGWORTH B219	 CANNON 192	 LONGWORTH B224A	
 FORD 126	 CANNON BASEMENT ROTUNDA O'NEILL 3200	 RAYBURN 2063 LONGWORTH B223 FORD 125	

VISIT [HOUSE.GOV/VISITORS/FOOD](https://house.gov/visitors/food) FOR HOURS AND MENUS.



1,000+

Active memberships at the
House of Reps Staff Gym

2,481

Barbershop haircuts

36,626

Garments handled by the
House Dry Cleaner

150

Shoeshine customers

**LOOK YOUR
BEST WITH
THE HOUSE
BARBER SHOP
AND SALON**



HOUSE INFORMATION RESOURCES

House AI Center

The House AI Center promotes responsible AI adoption across the House, and continues to meet regularly with Members, Chiefs, and staff to educate them on approved AI options and risks and review office AI policies.

Following a successful pilot, the House AI Center launched the House's first premium enterprise AI solution: a secure AI chatbot released in June to all House staff.

The House AI Center, in coordination with the Congressional Staff Academy, developed role-based trainings for district office, communications, legislative, and administrative staff and, additionally, partnered with the CAO Coaches to co-teach multiple sessions of a new class: "AI and Legislative Writing." The House AI Center also continues to meet regularly with Members, Chiefs of Staff, and entire offices to talk through approved AI options and risks, including reviewing office AI policies and training staff.

To increase awareness of the House AI Center's available support, the team participated in three CAO House Staff Conferences, meeting with Washington, D.C., and district-based staff to answer questions about responsible use of AI, trainings, and House-approved AI tools.

In partnership with the Cloud Services team, the House AI Center is developing an AI sandbox for House staff, which, once complete, will give House offices a secure way to experiment with advanced AI use cases. This new service meets security requirements and supports distributed billing.

The House AI Center's team regularly meets with industry AI vendors to understand new capabilities and the constantly evolving AI market. In partnership with Vendor Management, the Center has supported recommendations for 15 AI services with additional reviews underway.

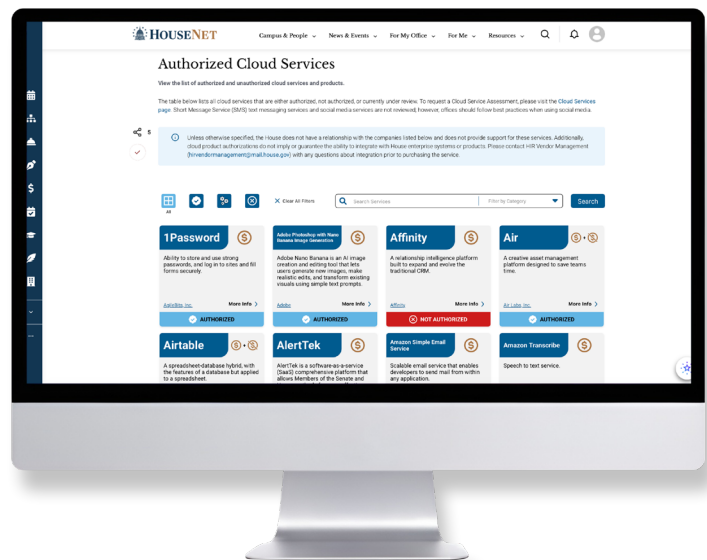


Enterprise Architecture

The Enterprise Architecture team developed the “House Strategic Vision for Cloud Computing,” which adopts a “cloud-smart” approach to supporting House business operations that uses a unified, multi-cloud service offering known as the House Cloud Services Platform.

This approach includes a strategy for integrating cloud services and hosting technologies as an extension of existing House data centers to enhance the resilience and availability of House systems and data.

Through the House Cloud Services Platform, the House can prototype technologies not currently available in traditional data centers, such as the AI platform Bedrock. Additionally, this platform enables vendors to deploy and provide services using familiar technology while ensuring compliance with the security requirements and protections of the House network.



1,265

Cloud resources deployed

The Enterprise Architecture team works closely with application owners, developers, infrastructure engineers, operations teams, the Office of Cybersecurity, and vendors to ensure an alignment of services and technologies with House standards, policies, and publications. This is done through a standard process that includes recurring architecture assessments and facilitation of the Architecture Review Board (ARB), where proposed systems and changes are presented for approval prior to implementation.

20

Architecture assessments

10

Architecture Review Board reviews

11

House applications created

A new process to use a DevSecOps code repository has created automation pipelines for application deployment across data centers and the cloud, and it has allowed the Development teams to implement rapid development and streamlined deployment automation within secure, version-controlled codebases.

272

Software projects

7,902

Automation pipelines

Network Engineering and Operations

During this reporting period, the Network Engineering and Operations team made significant progress in the lifecycle replacement of House data switches, upgrading approximately 98 percent of them.

The new switches deliver improved performance and data capacity, along with increased Power over Ethernet capacity to better support Voice over IP phones and wireless access points.

The West Coast and South-Central Points of Presence have recently undergone extensive internet upgrades, resulting in a tenfold increase in available bandwidth capacity from 1 Gigabit (1Gb) to 10 Gigabit (10Gb). This enhancement will support much faster data transfer speeds and higher volumes of network traffic, addressing both immediate and anticipated demands across all district offices regardless of location. These upgrades have also improved the House's VPN, allowing staff to have more seamless internet access and efficiency when transferring large files.

A major upgrade project was completed to enhance connectivity between distribution

routers and core devices through the installation and configuration of new uplinks, replacing the previous two 10 Gigabit (10Gb) uplinks with two 25 Gigabit (25Gb) uplinks for a substantial 150 percent increase in bandwidth.

The Campus Identity Services Engine deployment is ongoing, as users move across the House network daily, and is on track with planned milestones. This deployment will strengthen network security by verifying every device that connects to the House network and ensuring only trusted, compliant devices are allowed access. With core infrastructure components already in place, the Campus Identity Services Engine engineers continue to work with various groups across the House campus to ensure all network-connected devices meet House standards, supporting and managing between 15,000 – 19,000 users daily.

Program Management and Policy

Building on the success of the House Digital Service team, the Program Management and Policy team led collaboration with staff across House Information Resources (HIR) to update the enterprise governance policy, which included codifying the practice of product management within HIR.

25

Submissions reviewed
and advanced

20

Projects
initiated

20

Projects
completed

IT Disaster Recovery

In the first half of 2026, IT Disaster Recovery facilitated 70 Information System Contingency Plan validation tabletop exercises, 70 scenario-based tabletop exercises, and 32 Business Impact Analyses.

The IT Disaster Recovery team has conducted 55 Information System Contingency Plan audits to date and 59 continuous improvement Maturity Assessment Audits against House Information Resources systems.

Risk Management, in cooperation with the Office of Cybersecurity, divided one Authority to Operate boundary into six separate boundaries, increasing the number of Information System Contingency Plans to 70. Information System Contingency Plans are updated annually, with full audits performed by IT Disaster Recovery. Business Impact Analyses are conducted for all new systems to the environment with reviews every five years.

During this reporting period, 60 Information System Contingency Plans have been submitted to IT Disaster Recovery, 55 have been approved, and three are pending approvals. The 2026 IT Disaster Recovery program review is scheduled to be completed by August 2026.

70

Information System Contingency Plan validation tabletop exercises facilitated

32

Business Impact Analyses

55

Approved Information System Contingency Plans

Vendor Management

During this reporting period, House Information Resources Vendor Management tracked and managed 652 Client Work Orders for Constituent Management Systems, maintenance, and systems administration services under the Technology Services Contract, as well as 240 Client Work Orders for web hosting, maintenance, and development services under the Master Web Services Agreement.

The team facilitated and processed 26 new cloud product requests for final approval under the HISPOL 17 Cloud Review Process, which included tracking each request through the review workflow, preparing abstracts and communications, coordinating progress meetings, and managing stakeholder questions and issues throughout the evaluation cycle.

DIGITAL SOLUTIONS

Enterprise Applications

The Helix (formerly Remedy) team advanced the House’s commitment to modern, intelligent IT service management through two initiatives.

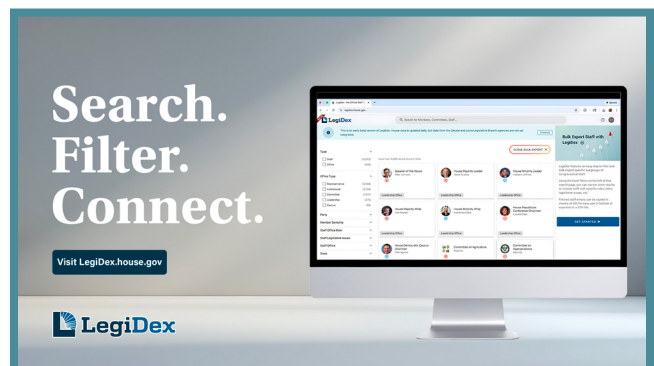
In February, the team successfully deployed HelixGPT for Service Collaborators, an AI-powered agent that enhances the IT service management platform by enabling service desk collaborators to use generative AI-assisted guidance to resolve tickets. This capability reduces resolution times, improves consistency in service delivery, and empowers House support staff with intelligent, context-aware recommendations.

The Helix team also completed a comprehensive redevelopment of the District Office Financial Report Application, delivering a modernized solution that significantly improves performance, usability, and reliability for this critical financial process. The redesigned application received strong positive feedback from users and stakeholders, reflecting a seamless deployment and a meaningful enhancement to how district offices manage and report financial data to include mass communications.

In early May, the Digital Automations team deployed the first three phases of the Congressional Activities and the Departing/

Returning Member Checklist applications on the Appian platform. The Congressional Activities app encompasses the Member, Committee, and Leadership office lists, the district office master list, and the leases portal, which were previously hosted on SharePoint. New integrations to HouseNet’s Support Team Lookup Tool and LegiDex for district office data were released to enhance data sharing across House systems.

This suite of applications supports and tracks the activities of Returning, Departing, and new Members with enhanced automation, mobile access, and increased integration with other House systems.





eForms

- 16,118 Payroll Authorization Forms created and approved
- 1,123 House Retention through Educational Advancement Program (REAP) Agreements, Addendums, and End Participation Forms created and approved
- 743 peak monthly site visitors



First Call Room Reservations

- 6,220 reservations submitted
- 4.83/5 average user satisfaction survey star score
- 1,093 peak monthly site visitors



Speaker's Office Room Reservations

- 2,139 reservations submitted and approved
- 371 peak monthly site visitors

FlagTrack

- 4,665 flag orders placed
- 4,543 FlagTrack flown flag approvals
- 517 peak monthly site visitors



Leadership Lists

- 1,540 transactions submitted
- 569 peak monthly site visitors

Member Reimbursements

- 1,455 expense reimbursement forms processed

In May, the Support Systems team, in partnership with House Child Care Center staff, successfully launched the House Child Care Center's ProCare software, which transitioned the organization from the on-premises ProCare platform to a Software-as-a-Service (SaaS) solution. This effort ensures continuity of operations while positioning the organization on a supported and sustainable platform that minimizes operational impacts and disruptions for customers.

In addition to the platform migration, the initiative will allow the House Child Care Center to replace the legacy PDF forms with online forms and electronic signatures. Together, these enhancements increase accessibility, streamline workflows, and enable a more scalable and supportable service model.

In June 2026, the PeopleSoft team worked with the Offices of Finance, Acquisitions, and Logistics and Support, respectively, to complete a major software upgrade that improves security, adds new user features, and ensures the system is compatible with future technology upgrades. This upgrade was the result of 16 months of planning, multiple system reviews, and five rounds of testing involving teams across the CAO.

In January, the Digital Automation team started a House-wide rollout of the eForms application onboarding module. To date, 138 office financial points of contact have received access to the platform. In total, more than 440 offices use the eForms application onboarding module to hire and rehire staff.

House Web Services

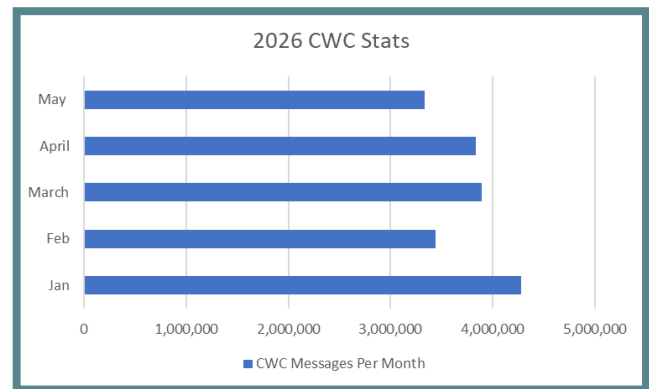
Over the past six months, House Web Services processed more than 20 million messages through the Communicating with Congress platform, which allows Members to efficiently manage and respond to large-volume email campaigns sent by external vendors.

The team continues to work closely with advocacy and content management system partners, as well as other key stakeholders, to strengthen the platform and ensure it delivers maximum value to Members, constituents, and the broader advocacy community.

My Delivery was developed to provide a more efficient, transparent, and paperless process for managing Equipment Installation and Acceptance Notices and purchase orders across Member, Committee, and Leadership offices. The House Web Services team implemented an enhancement to My Delivery that improves the methodology used to identify approvers, increasing accuracy and alignment with current role definitions.

House Web Services also supported the Appropriations Submissions Member Portal, into which Members submitted more than 99,500 bill language, programmatic, and community project funding requests during the FY27 request cycle.

In preparation for this year's request cycle, House Web Services worked closely with the Appropriations Committee to implement several new features in the Member portal. This

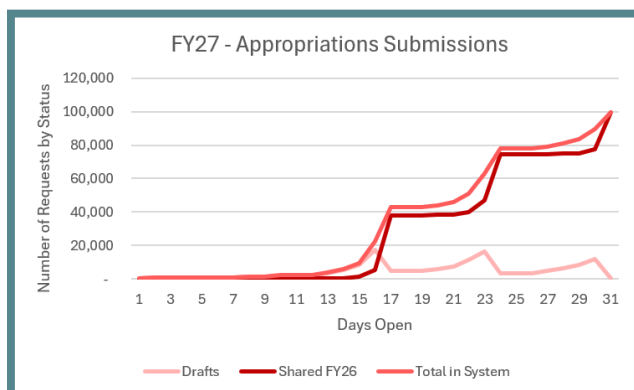


includes the ability to automatically generate a consolidated letter summarizing a Member's full list of requests for a specific subcommittee.

House Web Services continued to support offices that have opted to use the new Digital Whistleblower Intake Form — currently, 17 offices.

The team implemented several updates to the Digital Privacy Release form, which included additional fields for IRS inquiries, clarified updates to the U.S. Citizenship and Immigration Services form, and additional data redactions to protect constituent data privacy. In the first half of 2026, constituents submitted more than 135,000 Digital Privacy Release forms.

The House Web Services team continued to advance the modernization of Member, Committee, and Leadership websites by releasing 20 updated sites as well as supporting more than 35 additional websites in active development. More than 595 House websites were scanned to ensure they meet Section 508 and Web Content Accessibility Guidelines. The team also delivered several new platform features and refinements as part of routine Member, Committee, and Leadership releases.



A major focus of this reporting period was preparing the Member, Committee, and Leadership website platform for the upcoming Drupal 11 upgrade. The team also improved operational visibility and reliability by automating the onboarding of Member, Committee, and Leadership websites into Dynatrace, the House's enterprise monitoring and observability platform. This automation ensures every new or updated website is immediately monitored for up-time performance anomalies and service health, which reduces manual work and enables faster incident detection and response.

The Modernized House Alert initiative established connectivity with all necessary data sources, and the Web Services team finished building the data transformation processes to create a single, combined employee dataset that populates the application database as personnel join the House. In parallel, the team successfully transferred existing employee records to the new database in the development environment, which provides a strong base for the application to work properly and maintains accurate data.

Development efforts have also advanced substantially across the application. Approximately 90 percent of the user interface has been completed in the development environment, covering the core functionality and workflows required to support House operations. Current efforts focus on finalizing remaining components and preparing the application for comprehensive testing. As the project enters its next phase, the team will work closely with the Security Office and other key stakeholders to validate compliance requirements, conduct security reviews, and ensure the platform meets all operational and governance standards. Planning activities are also underway to promote the application into the staging environment for end-to-end testing and user validation. The project remains on track to transition users from the legacy House Alert application to the

modernized platform before January 2027.

As part of the Ziplook modernization effort, the Web Services team ran performance tests and provided House leadership with a detailed report on the proposed design, hosting approach, scalability, and full process of how the system operates. Security and compliance considerations were also evaluated as part of the effort. The Web Services team will be following the Security team's recommendation to transition from API key-based authentication to OAuth, providing a more secure and manageable approach for application integrations.

135,000

Digital Privacy Release forms

20

Member, Committee, and
Leadership websites updated

99,500+

Requests submitted
through the Appropriations
Submissions Member Portal

90%

Updated House Alert
user interfaces

House Digital Service

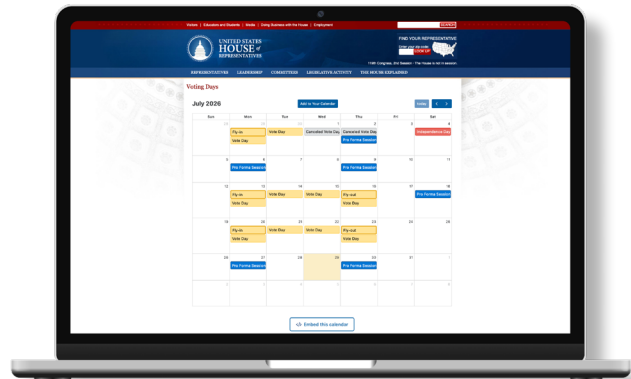
In April 2026, the House Digital Service team, in coordination with the Office of the Clerk, launched Voting Days on House.gov, which provides staff and constituents an up-to-date House voting schedule.

The tool allows users to see the latest expected voting days in the House, including recently added or canceled voting days; track Pro Forma days as they are announced; subscribe to add the calendar to their Outlook, Google, or other calendar app; and embed the calendar on their official House website and customize its colors to match their branding.

The House Digital Service team reached a major milestone with CaseCompass, a tool to aggregate casework trends across the country. The previous version of the dashboard only displayed data from participating offices for the tier one, or federal agency, level only, but the updated version currently in pilot shows tiers one through four for anything that was already tagged in an office's CMS, plus AI tagging. There are 18 Member offices participating in the pilot.

The House Digital Service team will soon begin work on several new projects funded through the Modernization Initiatives Account via the House Administration Subcommittee on Modernization and Innovation and Appropriations Legislative Branch Subcommittee.

One major effort, Constituent Data Innovation, will create a flexible data system that allows vendors and House technology teams to



develop new tools to better support Member offices and the people they serve while maintaining strong security and user choice.

Another project, FlagTrack 2.0, will modernize the process of ordering and tracking flags through a new, public-facing portal where constituents can check the status of their requests, complete digital payment and refund steps, and even choose a direct-shipping option.

The House Digital Service team will also build a new Service Academy Nominations tool to help Members manage the annual process of nominating students to military academies. This will include an online application portal for constituents as well as a staff dashboard for reviewing applications, tracking progress, and preparing materials for interviews.

Finally, the Wayfinding and Digital Signage project will make it easier for visitors to navigate House office buildings by using digital displays to provide up to date information on office locations, hearings, and House Floor activity. Plus, a new House Visitors App will include a three-dimensional map, office lookup tools, and turn by turn indoor directions.

Enterprise Messaging

The Enterprise Messaging and Collaboration team continues to coordinate the Microsoft 365 Sharing and Collaboration Project with the goal of enabling House and legislative branch office colleagues to collaborate and share files using Microsoft Teams, OneDrive, and SharePoint.

The team continues to move toward a production testing and evaluation phase for Microsoft Sensitivity Labels, which will help organizations classify, label, and protect data based on its sensitivity.

The SharePoint Site Migration Project, which moved data from classic to modern SharePoint sites, was completed in March 2026. Modern SharePoint sites work more seamlessly with Microsoft 365 tools, providing more efficient and integrated collaboration.

Additionally completed in March, the Exchange On-Premises Mailbox Cleanup Project reduced the number of legacy on-premises mailboxes by approximately 35 percent.

35%
Decrease in on-premises
Exchange mailboxes



 **CAO**
CHIEF ADMINISTRATIVE OFFICER

HOW HIR
Is Making a **Difference**

We ensure the delivery of messages from constituents to Members.

20+ inbound messages from constituents to Members each month.
MILLION

Supporting Members as they serve the American people.



Secure Email Routing Gateway

The Secure Email Routing Gateway/Cloud Fax team developed an initial version of the email filtering and routing policy and initiated collaboration with other House Information Resources teams to refine and finalize the document.

Engineers continued to improve the new cloud based email filtering service by testing and confirming a vendor upgrade, updating configurations for critical message deliverability, adding an updated interface, and improving how the system routes bounced e-Dear Colleague messages. The team also began planning to add email warning tags that will help House staff quickly identify potentially risky messages.

For bulk mail, the Secure Email Routing Gateway/Cloud Fax team made significant progress in upgrading the on-premises bulk mail hosts in the development lab, which will ensure ongoing vendor support and provide numerous bug and security fixes. Working with Open Systems, the teams also performed an upgrade to the log forwarder servers that resolves numerous security issues. For faxing, the team completed a detailed design to partially automate assigning fax numbers for Member offices during the upcoming congressional Transition.

182,156,358

Inbound messages

51,497,902

Blocked messages

86,754

Malicious messages
pulled post-delivery

15,536

User-submitted
suspicious emails

758,127,384

Outbound messages

106,736,812

Email address lookups

153,279

Faxes received

4,772

Faxes sent

OFFICE OF CYBERSECURITY

The Office of Cybersecurity continues to strengthen the House's cybersecurity posture amid an evolving and increasingly complex threat landscape.

During this semiannual period, the Office of Cybersecurity advanced key initiatives to protect critical legislative data, enhance resilience against sophisticated cyberattacks, and ensure the continuity of congressional operations. By integrating modern security technologies, reinforcing governance frameworks, and expanding awareness and training efforts, the Office of Cybersecurity remains committed to safeguarding House digital infrastructure and maintaining the integrity, confidentiality, and availability of its information systems.

Cybersecurity Architecture and Engineering

Cybersecurity Architecture and Engineering carried out several efforts this period to further strengthen the House's ability to prevent, withstand, and recover from cyber threats.



Office of Cybersecurity **Secure Your World: Current Cyber Threats**

Join us for the **Cybersecurity at the House** events to learn how to protect yourself and the House environment from cyber threats.

The Threat of Artificial Intelligence
THURSDAY, FEBRUARY 12 | 1:00 P.M. - 2:00 P.M.

Phishing as the Gateway to Data Breaches
THURSDAY, FEBRUARY 19 | 1:00 P.M. - 2:00 P.M.

Longworth Cafeteria Pop-Up
WEDNESDAY, FEBRUARY 26 | 11:00 A.M. - 2:00 P.M.

Register for a virtual info session through StaffAcademy.House.gov.

 **Office of Cybersecurity**
CAO | U.S. HOUSE OF REPRESENTATIVES

These efforts improved visibility into House systems, strengthened protections around the network and individual devices, and enhanced oversight of security practices across both cloud and on-site environments. Together, these actions contributed to a stronger and more reliable cybersecurity posture.

A key priority this period was improving how the House collects and reviews information from its systems. By expanding system logging and strengthening monitoring tools, the Cybersecurity Architecture and Engineering team gained a clearer, more timely view of activity across the network. This improved visibility helps identify potential threats earlier, supports faster and more effective response efforts, and ensures continued adherence to required security practices.

The Cybersecurity Architecture and Engineering team also worked to modernize the systems that protect the House's network. By upgrading and replacing key firewalls in major data centers, the team reduced reliance on older technology and improved the network's ability to stay operational if an issue

occurs, strengthening both the stability and security of the House's network perimeter.

Risk and compliance efforts continued to play an important role in strengthening the House's overall cybersecurity resilience. During quarterly Cybersecurity Operations and Monitoring sessions, the Cybersecurity Architecture and Engineering team improved how security-related information is stored and organized, updated key operating procedures, and made steady progress in addressing previously identified security tasks and requirements.

Lastly, the Cybersecurity Architecture and Engineering team provided oversight to ensure new mission systems and cloud projects are built securely and aligned with House standards. Through seven Architecture Review Board reviews, the team examined proposed system changes, supported modernization efforts, and strengthened how users and services are verified before gaining access. These reviews helped ensure that new technologies included the necessary safeguards from the start and met established enterprise requirements.

Information Assurance

The Information and Assurance team continued to strengthen the House's cyber resilience by expanding awareness, updating key security policies, and improving support for Members, Committees, and staff. Through training, outreach, policy modernization, and focused risk reviews, the team worked to ensure the House community remains well-informed and better protected against evolving cybersecurity threats.

To enhance cybersecurity awareness throughout the House, the Information and Assurance team engaged with 45 Member and Committee office staff to discuss best practices and current threats, such as

those associated with AI, phishing, secure international travel, and general online safety.

Additionally, the Information and Assurance team organized six cybersecurity webinars attended by more than 200 people. They also held six

outreach events to further promote knowledge of cybersecurity risks in the House community. House-wide phishing simulation campaigns were conducted monthly; two Member offices and Committees requested extra campaigns.

Most House users demonstrated strong skills in recognizing suspicious emails, with only 0.05 percent clicking on phishing simulations — significantly lower than the 6.1 percent average seen in other government agencies.

As part of comprehensive modernization initiatives, the Information and Assurance team revised 95 percent of House Information Security Policies and 75 percent of associated Information Security Publications to enhance

and clarify cybersecurity standards throughout the House. Additionally, the Information and Assurance team created a risk-acceptance process to assist Members and Committees with exceptions needed for international travel, resulting in 27 approved risk acceptances. To safeguard House data, the Information and Assurance team evaluated potential risks linked to cloud and AI products requested for use within the institution. Among those granted approval, 90 percent were deemed moderate risk and 1 percent high risk. The Information and Assurance team also refreshed user counts on HouseNet-approved tools, facilitating staff access to popular and reliable resources.

Information Security

The Information Security team improved visibility and compliance across on-premises and hybrid systems, acted on more than 6,600 security alerts, and carried out nearly 1,100 incident-response actions to protect House systems. They also reviewed and mitigated more than 4,600 phishing reports submitted by House users, helping reduce exposure to malicious emails.

The Information Security team proactively addressed potential threats by investigating and neutralizing five major incidents and 163 notable security events. They also worked with external partners to block access to more than 13,000 websites hosting harmful content.

A major focus this period was improving the security of House-managed devices, which centered on two key initiatives: more robust monitoring of remote devices and stronger oversight of administrative permissions compliance with House policies.

For remote devices, the Information Security team developed improved detection methods to identify security concerns and worked directly

with users to resolve them. This effort involved more than 650 user interactions and uncovered multiple risky practices, including 12 cases of shared multifactor authentication tokens. The Information Security team enhanced automated processes to identify and correct overly broad administrative permissions, supporting a safer and more consistent operating environment.



Identity Governance and Administration

The Identity Governance and Administration team continued to strengthen the security of House data by expanding the use of phishing-resistant multifactor authentication capabilities to mobile devices.

To date, more than 10,000 House staff have been enrolled. The Identity Governance and Administration team also worked directly with system owners to review and update security configurations for 120 House applications and completed upgrades to all shared-drive servers, further improving reliability and security.

The Information Governance and Administration team processed more than 200 certificate requests via the internal Certificate Authority, minimizing dependence on external vendors and resulting in notable cost savings in licensing needs. Automation was also introduced to optimize certificate renewal processes for public-facing House websites, ensuring ongoing

availability. Certificates were issued or renewed for more than 30,000 active devices and systems across the House. To further enhance user experience and operational efficiency, the Information Governance and Administration team collaborated with the Helix team to implement a self-service option for CAO staff seeking access to the enterprise AI tool.

IPHONE/IPAD CONFIGURATION STEPS FOR REAUTHENTICATION

1	When prompted to enter the password for your Exchange account (your.account@mail.house.gov), tap "Edit Settings."	
2	A pop-up will appear: "Settings wants to use microsoftonline.com to sign in." Then, tap "Continue."	
If sign-in is unsuccessful, proceed with step three.		
3	On the login.microsoftonline.com page, select "Work" or "School" account or your email address (if that is displayed).	
4	Tap "Accept" to agree to the terms and conditions.	
5	Enter your username (e.g., JSmith) and check "Remember This Setting." Then tap "Next."	
6	A pop-up will appear: "Settings wants to use microsoftonline.com to sign in." Select "Continue."	

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT THE TECHNOLOGY SERVICE DESK: 202-225-6002 OR 1-800-447-8737.



10,000+
Staff enrolled in
multifactor authentication

120
House applications
upgraded

200
Certificate requests
processed

30,000
House device certificates
issued or renewed

IT CUSTOMER SOLUTIONS

Technology Partners

The CAO Technology Partner+ Program continued to provide Member offices a dedicated, in-House service provider option for technical support and system administrative services for their Washington, D.C., and district offices. Additionally, these offices hear about and test new technology and CAO services, participate in pilot rollouts, provide real-time feedback, and receive House technology insights through an opt-in newsletter.

Since January 2026, the Technology Partners have made four visits to district offices to deliver critical, on-site support that could not be accomplished remotely, including setting up and configuring computers, printers, mobile devices, and network support.

The Technology Partners played major roles in the implementation of several key projects and initiatives during the reporting period, such as Identity Services Engine deployment, enterprise AI tool deployment, enrollment of devices to a new identity provider, MyDelivery, the Secure Boot Computer Configuration Project, and Google Workspace.

Technology Service Desk

The Technology Service Desk processed more than 12,700 customer service requests and directly resolved more than 12,400 of them via phone and live chat.

These requests included processing Active Directory password resets and account unlocks, WorkSpace One mobile device support, and SecurID and VPN requests. Tech Partners also processed and resolved more than 13,200 of the more than 13,500 customer ticket requests.

Over the past six months, more than 1,125 customers visited the TechSOS Desk in Longworth, with the top five requests including SecurIDs, mobile device setups, Mac/mobile device decommission and Apple Business Manager requests, laptop troubleshooting, and general technology questions.

A vertical poster for the Tech Partner+ program. At the top is the program logo with the text 'Tech Partner+ CAO | U.S. HOUSE OF REPRESENTATIVES'. Below this is the headline 'Full IT Support at Zero Cost To Your MRA'. Three red circular icons with white symbols represent the services: a headset for 'On-Demand, In-House IT Experts', a person at a desk for 'Walk-In IT Helpdesk on Campus', and a smartphone for 'Device and Software Support'. A QR code is positioned to the left of the text 'Get Started With Your Tech Partner+ Today'. At the bottom, it says 'Visit TechPartnerPlus.house.gov' above an illustration of the U.S. House of Representatives building.

Tech Partner+
CAO | U.S. HOUSE OF REPRESENTATIVES

**Full IT Support
at Zero Cost
To Your MRA**

- On-Demand, In-House IT Experts
- Walk-In IT Helpdesk on Campus
- Device and Software Support

Get Started With Your Tech Partner+ Today

Visit
TechPartnerPlus.house.gov

Unified Endpoint Management

During the first half of 2026, the Unified Endpoint Management team rolled out a new communications app to all House managed devices, using automated certificates to make sign ins more secure and hassle free. The team also added stronger access controls and improved monitoring tools, giving the team a clearer view of device activity while ensuring users only have necessary access.

Additionally, the Unified Endpoint Management team deployed updated secure boot and certificate trust infrastructure to more than 9,200 House-owned Windows devices to ensure continued compliance with evolving cybersecurity standards.

The Unified Endpoint Management team modernized mobile and Apple device management approval processes through the implementation of standardized evaluation criteria and documentation requirements, improving governance, compliance, and audit readiness. The team also successfully tested, validated, and approved several new Apple, Google, and Samsung devices for House use.

The Hardware team imaged and prepared more than 1,000 devices during the reporting period and completed about 60 hardware consultations, which provided guidance on equipment selection, deployment planning, and technical requirements to support office operations.

Throughout the reporting period, the Unified Endpoint Management team executed more than 4,100 endpoint management actions to maintain device health, security, and compliance.



IT OPERATIONS

Enterprise Infrastructure and Telecommunications

During this reporting period, the Enterprise Infrastructure and Telecommunications team continued to modernize the entire telecommunications environment and successfully completed two significant projects:

- Virtualizing and upgrading the House voicemail platform to enhance performance and reliability.
- Upgrading the Meeting Conference Bridge system to the latest version, ensuring continued functionality and improved capabilities.

Server Management and Monitoring

During the reporting period, Server Management and Monitoring retired the legacy Systems Center Operations Manager platform and transitioned to a modern enterprise observability solution, improving monitoring, visibility, and service insight.

Platform security was strengthened through a security update, while the deployment of the first Windows Server 2025 Always-On Failover Cluster significantly enhanced database availability and resiliency. Observability services expanded beyond Enterprise Operations to support additional House organizations, and observability monitoring was deployed across all House Information Resources Windows servers to bolster reliability and security.

The Server Management and Monitoring team also deepened collaboration with

Information System Security Officer partners to advance Risk Management Framework compliance and monitoring governance and continued extending cloud observability across Amazon Web Service-hosted services.

Additionally, the team supported lifecycle management of physical infrastructure at the alternate data center and reduced enterprise risk by remediating critical vulnerabilities on key servers, deploying more than 1,500 updates across the environment.

Virtual Systems

Throughout the reporting period, the Virtual Systems team advanced security, modernization, and operational initiatives, including strengthening access controls, supporting enterprise security assessments, and enhancing platform management and monitoring capabilities. Combined, these initiatives impacted more than 2,400 physical and virtual devices.

Open Systems

Open Systems completed several server builds and partnered with application owners to ensure successful installation and configuration throughout the reporting period. By expanding the use of automation tools, the Open Systems team saved more than 10,000 engineering hours and significantly improved overall server administration efficiency.

Enterprise Data Protection and Recovery

The Enterprise Data Protection and Recovery team safeguards more than 34.5 petabytes of information, with protected objects growing by 30 percent to total 6.5 billion. Protected objects are files, folders, virtual machines, physical machines, mailboxes, emails, OneDrives, and containers comprising information. During the reporting period, the team also successfully completed 55 data restore jobs, demonstrating its ability to quickly recover information when needed.

One major milestone was the deployment of a separate environment dedicated specifically to Microsoft 365 (M365) backup and recovery operations. By separating these functions from the main production environment, the Enterprise Data Protection and Recovery team improved reliability and streamlined recovery processes for Microsoft Office data. At the same time, the production backup environment was expanded to support growing business demands and ensure the infrastructure can continue scaling alongside the organization.

The Enterprise Data Protection and Recovery team also replaced aging physical servers that previously supported file backups, including House Cloud File Services (HFCS) and related workloads. In several areas, network capacity was increased to 25GB, accelerating both backup and restore operations.

Additionally, a new dedicated licensing server was implemented, which simplified license management across the production and Microsoft 365 environments. Core systems transitioned to internal Secure Sockets Layer (SSL) certificates, strengthening protection for sensitive data during transmission.

The Enterprise Data Protection and Recovery team introduced a new dashboard that gives stakeholders real-time insight into daily backup successes and failures. This added transparency, supports faster decision-making, and encourages greater collaboration around enterprise data protection efforts.

Enterprise Data Storage Systems

Enterprise Data Storage Systems manages 30 data storage systems, with a total provisioned capacity of 5PB supporting IT systems and applications.

During this reporting period, Enterprise Data Storage Systems replaced and migrated lifecycle high-speed, fiber-optic storage area network switches in multiple data centers.

The Enterprise Data Storage Systems team deployed a new data lake storage platform to expand object storage capabilities for applications and audit security logs. This service is now available to the House Information Resources community for both application storage needs and log retention. Additionally, a new MyServiceRequests option has been introduced to support users in accessing the object storage service.

The Enterprise Data Storage Systems team also fortified House Cloud File Services data space by enabling additional data security, protection, and recovery methods to prevent outages and cybersecurity incidents. This allows for immutable data, as well as multi-factor and multi-administrator protections to approve and execute changes in the data storage environment.



CONGRESSIONAL EXCELLENCE PROGRAM

Over the past six months, Congressional Excellence Program Partners assisted over 65 Member offices and Committees to develop more effective teams, taking a tailored approach to working with offices that “meets them where they are.”

These efforts ensure Members fulfill their constitutional duties and better serve their constituents. During this reporting period, the Congressional Excellence Program Partners:

41

Members, Committees,
Chief, Staff Directors, and
their teams coached

16

Retreats led, facilitated,
or planned

512

Leadership development
sessions



OFFICE OF TALENT AND DEVELOPMENT

The Office of Talent and Development continued expanding their outreach efforts through 93 career fairs, conferences, trainings, and engagement events, connecting with around 3,300 attendees. The team also increased their one-on-one consultative services by about 25 percent compared to this time last year.

The Office of Talent and Development team continued its successful “Careers in Congress” series, which helps students at colleges and universities across the country better understand potential congressional career opportunities. These events featured current and former Members of Congress, including Congressman Frank Pallone (NJ-06), Congressman Glenn Ivey (MD-04), and Congressman John Faso (NY-19).

Outside of Washington, D.C., the Talent and Development team participated in district office events to provide career development trainings and insights on working in the House.



House Talent Marketplace

- 3,380 resumes collected
- 144 requests from Member, Committee, and Leadership offices for resumes
- 691 resumes provided to Member, Committee, and Leadership offices

House Human Resources Hub

- 11,250 page visits
- 2,150 unique users
- 4,129 document downloads

HOUSE INTERN RESOURCE OFFICE

From January through June 2026, the House Intern Resource Office hosted and participated in 55 events and trainings, connecting with nearly 2,443 attendees.

During this same period, the team also provided 181 one-on-one consultative services, including mock interviews, resume reviews, and general career advising.

The House Intern Resource Office weekly newsletters, Quip, House Intern Connection, and Coordinator Chronicle, reached approximately 2,248 Interns and Intern Coordinators with an average 60 percent open rate. The Intern Resources page on the House Human Resources Hub also had more than 1,522 page visits.



In spring 2026, the House Intern Resources Office sent out its biannual Intern Satisfaction Survey to assess House Interns' awareness of and satisfaction with the office. Of Interns who responded, 74 percent worked in Washington, D.C., and 26 percent worked in district offices. Notable results included:

78%

Of Interns reported using the weekly newsletter

91%

Of Interns were satisfied with their internship

78%

Of Interns expressed interest in returning to Capitol Hill for full-time employment



OFFICE OF EMPLOYEE ASSISTANCE

Between January and June 2026, the Office of Employee Assistance opened 346 new client cases and conducted 2,488 individual counseling, coaching, and consultative sessions and activities for House, United States Capitol Police, and Congressional Budget Office personnel.

The Office of Employee Assistance facilitated 83 training and outreach events attended by more than 3,650 employees, 44 events of which were for House-wide audiences and viewed by more than 840 staff. The team also participated in 13 House campus events attended by more than 2,300 participants and facilitated 42 staff retreats attended by more than 600 staff. Staff also completed 241 confidential online mental health screenings through the Office of Employee Assistance website.



Let's Take a Mindful Break

Shake off the stress and boost productivity with the *Mindful Movement at Work Playlist*

Practice these quick, on-demand mindfulness exercises anytime, anywhere.

Stream our new videos now at [OEA.house.gov](https://oea.house.gov).

 Office of Employee Assistance
CAO | U.S. HOUSE OF REPRESENTATIVES

HOUSE CENTER FOR WELL-BEING

In the first half of 2026, the House Center for Well-Being hosted 55 webinars, briefings, and in-person events, drawing 6,962 attendees from the House, Architect of the Capitol, United States Capitol Police, and Congressional Budget Office.

The popular “Healthy on the Hill” joint podcast with the Office of Employee Assistance reached over 520 subscribers with more than 2,200 downloads.

520
Healthy on the Hill
Subscribers
and
2,200
Downloads

The House Center for Well-Being’s complimentary wellness applications reached more than 11,300 active users; nearly 1,100 Members, Committees, Leadership offices, and eligible-agency staff took part in well-being challenges; and the Well-Being team handled 6,677 storefront interactions with staff and conducted more than 130 individualized wellness coaching sessions.



GREEN AND GOLD CONGRESSIONAL AIDE PROGRAM



The Green and Gold Congressional Aide Program received resumes from more than 1,400 unique applicants and forwarded more than 540 qualified resumes to host offices, leading to the hire of 20 Green and Gold Congressional Aides.

To date, more than 700 Aides have participated in the Green and Gold Congressional Aide Program.

Additionally, the Green and Gold Congressional Aide Program strengthened outreach efforts within the military-connected community and across House offices, participating in 13 events that reached more than 700 attendees.

The Green and Gold Congressional Aide Program also completed two orientations for 25 Green and Gold Aides in Washington, D.C., which focused on operational readiness and reinforced the program's mission.

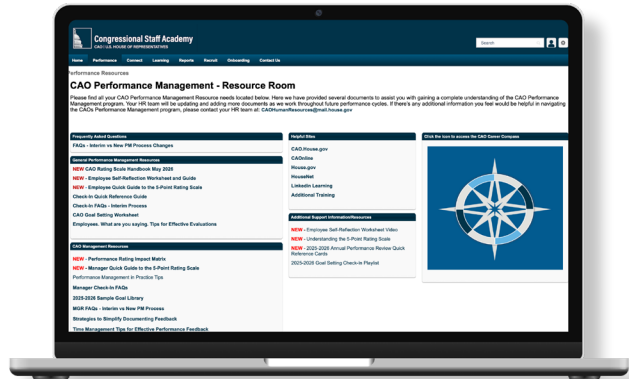
HUMAN RESOURCES

PERFORMANCE MANAGEMENT

To reinforce their commitment to investing in the people of CAO and fostering a culture of ongoing communication, CAO Human Resources launched a new check-in process within the performance management system that encourages regular conversation between managers and employees beyond periodic evaluations. These more consistent check-ins are designed to strengthen communication and support employee development through building trust, reinforcing expectations, addressing challenges early, and providing guidance and support. Making performance discussions more regular occurrence will reduce surprises during formal evaluations and create greater clarity around expectations throughout the year.

CAO managers are encouraged to conduct monthly one-on-one check-ins whenever possible, with a minimum standard of quarterly documented conversations. Conversation starter templates for different employee needs and business demands are built into the system, focusing on general performance, project and goal progress, career development, or addressing performance concerns. This new flexibility allows managers to tailor discussions to individual circumstances while maintaining a consistent framework that supports accountability, growth, and engagement.

CAO Human Resources also implemented significant enhancements to the performance management program to foster greater engagement, accountability, and dialogue



throughout the performance management cycle. These improvements support employees and managers throughout the year, creating a more transparent and collaborative approach to performance management that emphasizes continuous growth and development.

A key component of the enhanced process was the implementation of a standardized, five-point performance rating scale, which provides greater clarity and consistency in evaluating performance by establishing clearly defined expectations across all rating levels. This helps managers more effectively assess and differentiate performance, promotes equitable evaluations across teams, and gives employees a clearer understanding of how their contributions align with organizational goals and expectations.

To strengthen employee participation in the performance management process, CAO Human Resources developed and launched an Employee Self-Reflection Worksheet designed to support performance discussions at key points throughout the cycle. By creating a structured opportunity for self-reflection, the

tool promotes more meaningful conversations between employees and managers and ensures employee perspectives are incorporated into performance discussions.

CAO Human Resources also introduced the Performance Management in Practice series, which provides practical guidance, tips, and best practices to support all participants in the performance management process. Topics include preparing for check-ins, delivering and receiving feedback, documenting accomplishments, conducting productive performance conversations, supporting ongoing development, and introducing the new rating scale and self-reflection worksheet. By providing timely and accessible guidance throughout the year, the series reinforces performance management as a continuous process rather than a single annual event.

ONBOARDING

CAO Human Resources leveraged Cornerstone to create a more structured, consistent, and engaging onboarding experience for new CAO employees, with onboarding activities, communications, and milestones centralized within the system. This reduces administrative burden, improves visibility into onboarding progress, strengthens manager engagement, and helps new employees become productive, engaged, and successful more quickly.

The new Cornerstone onboarding experience features automated survey distribution and scheduled Human Resources check-ins at strategic points throughout onboarding. New hires receive surveys designed to capture their experiences, measure engagement, and identify areas where additional support may be needed, providing valuable insight on the onboarding's effectiveness and an opportunity for employees to share feedback. In addition, the system facilitates scheduled check-ins between Human Resources and new hires, creating opportunities for personalized support, questions, and

guidance throughout the onboarding process.

To support accountability and engagement, Human Resources and managers have access to dedicated dashboards within Cornerstone that allow them to monitor onboarding progress, track milestone completion, and identify areas where additional support may be needed. This visibility helps ensure that onboarding remains collaborative between Human Resources, managers, and new employees.

CAO Human Resources will continue expanding the platform with additional features and enhancements to further improve the new hire experience and provide even greater support throughout the employee journey.

47
New CAO
hires (full time
employees)
onboarded

19
Interns
onboarded

19
Day-one
onboarding
presentations

3
CAO meet-and-
greet sessions

193
Personnel
actions/
changes
processed

431
Fingerprints
adjudicated

12
Public trust
background
investigations
completed

CAO EMPLOYEE PULSE SURVEY

In May 2026, the CAO launched its first Employee Pulse Survey, continuing its commitment to strengthening CAO employee engagement and ensuring a supportive, high performing workplace. The survey was made to better align with employee time and competing priorities during Congressional Transition years, leading to strong participation, with 75 percent of CAO staff providing responses.

The survey questions focused on understanding CAO employees' experiences, identifying organizational strengths, and highlighting opportunities to enhance support, services, and the overall employee environment. These insights play an essential role in shaping how the CAO builds on past achievements and



continues its trajectory toward operational excellence, informing future workforce initiatives and reinforcing ongoing efforts to foster a people focused, service driven culture. Results will be shared with CAO employees in the fall, with recommended actions aimed at improving engagement across the organization.



CAREER COMPASS EMPLOYEE HANDBOOK JOURNEY COHORT

This spring, CAO Human Resources completed the inaugural Learning Lab cohort, an employee-focused learning program based on the Career Compass Employee Handbook that empowers employees to take an active role in their career development. Over the course of a year, participants engaged in a self-paced, structured journey focused on self-reflection, career exploration, skill development, goal setting, mentorship preparation, and connection building. The program was created after the 2024 Employee Engagement Survey to help CAO employees better understand their strengths, identify growth opportunities, and build meaningful development plans for their career aspirations. Lessons learned during cohort will help shape future offerings for CAO employees, as CAO Human Resources continues to invest in programs that support growth, engagement, and long-term career success.

4,228

Resumes received

60

Job posted

50

Jobs filled through recruitments

9

Recruiting outreach
events attended

302

Phone interviews conducted

159

Panel interviews conducted

193

Personnel actions/
changes processed

6

Monthly new hire activities
with

101

Attendees

10

New Professional Enrichment
Program Partners matched

36

Active Professional Enrichment
Program partnerships

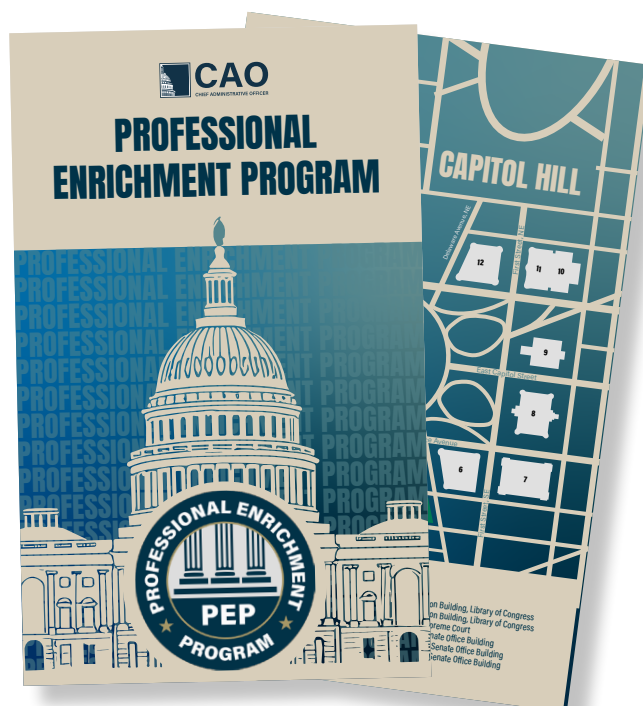
2

Professional Enrichment
Program talks

with

19

Attendees



HOUSE CHILD CARE CENTER

The House Child Care Center continued to provide exceptional, high-quality care and developmentally appropriate learning experiences to an average of 200 enrolled children and their families across 18 infant, toddlers, and preschool classrooms.

During the reporting period, average enrollment remained strong at 93 percent, with 215 of 232 available childcare spaces filled.

93%

**Average
enrollment**

215

**Enrolled
children**

The House Child Care Center made significant progress in strengthening its leadership structure. Effective in early May, three internal Lead Educators were selected to serve in newly established Supervisory Floor Coordinator positions, enhancing daily operations and classroom support.

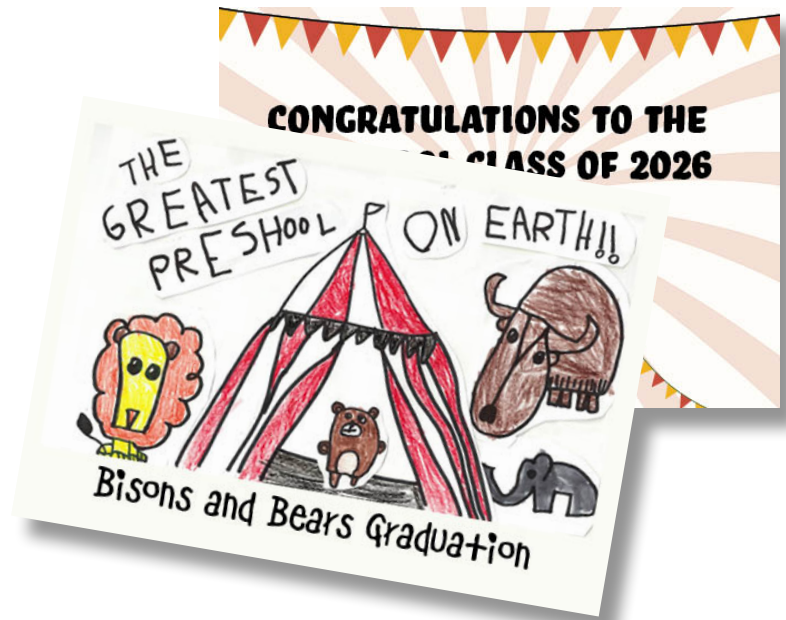
The Capitol Experience Summer Enrichment Program, which opened enrollment in January, will provide families with ample time to plan for the summer months. Currently, 45 of the program's 60 spaces have been filled, and enrollment is expected to reach capacity. Serving children ages 6 through 13, the program provides participants with opportunities to learn about the work of Congress and the significance of Washington, D.C., as the seat of the federal government.



For the second consecutive year, a family of ducks selected the East Toddler Playground as a nesting site, where 12 ducklings hatched in April 2026. The House Child Care Center coordinated with a local wildlife management company to safely relocate the ducks, ensuring the well-being of both the animals and the children.

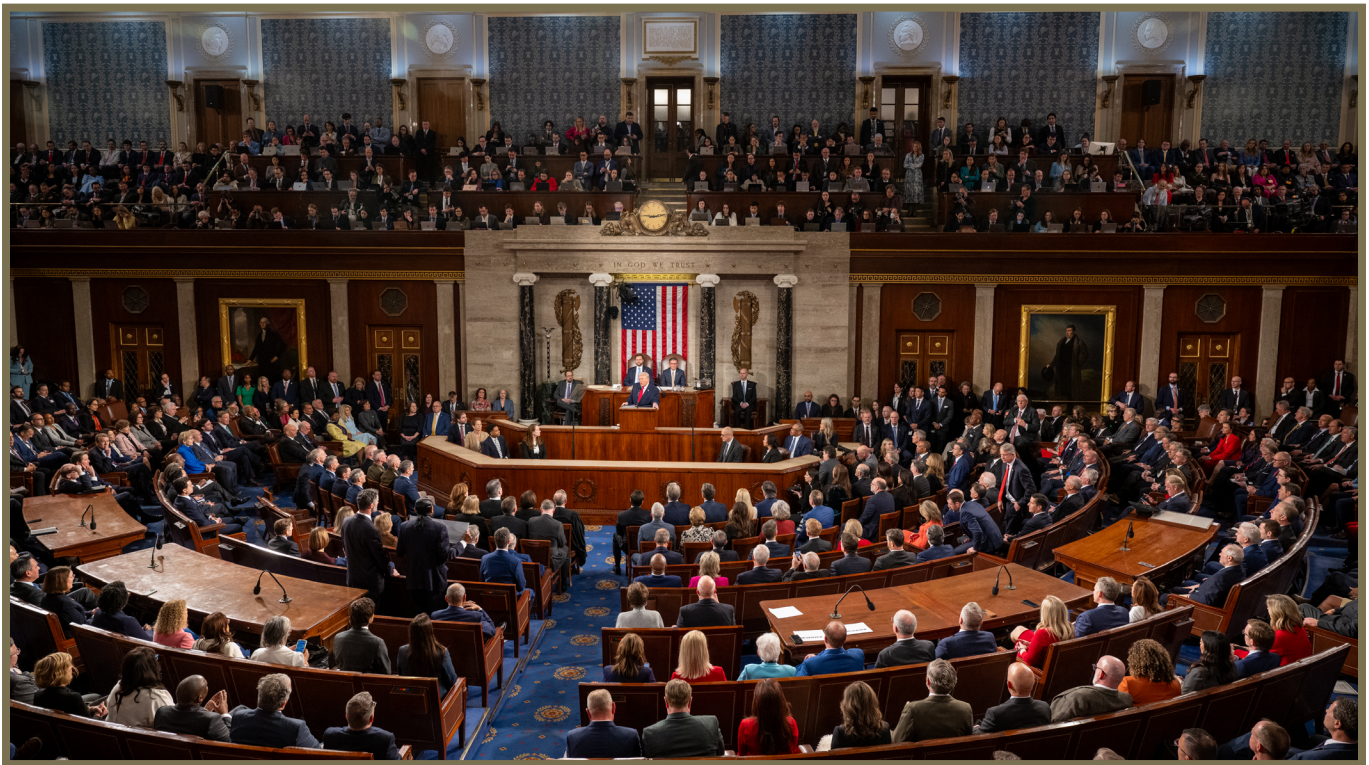


In June, the House Child Care Center hosted its preschool graduation ceremony in the Cannon Caucus Room and celebrated 28 graduating preschoolers, many of whom have been enrolled since infancy.



TRANSITION

The CAO Transition Office had a busy start to 2026 as it continued preparations for the House's transition to the 120th Congress.



As of mid-June, 64 House Members announced their intention to depart Congress at the end of the 119th Congress, which represents a 33 percent increase in Departing Members compared to the same period of the 118th Congress. This figure excludes Members who already departed the House during this Congress.

To help improve the transition experience for Members and staff as well as improve efficiency and tracking capabilities, the Transition Office overhauled all interactive Transition websites, providing greater operability for users and CAO service teams to track Washington, D.C., and district office services.

States continued mid-decade redistricting, with 10 states adopting new congressional boundaries for the 120th Congress by June 2026. Redistricting impacts Members' boundaries, constituencies, and office locations, which necessitates additional CAO service support.

To help Members navigate the myriad tasks associated with Transition, the Transition Office hosted a series of briefings for Departing and Returning Members that cover relevant topics, including office closures and relocations, constituent data disposition, equipment inventory protocols, and office finance and payroll actions.

OFFICE OF STRATEGY, PLANNING, AND PERFORMANCE IMPROVEMENT

The Office of Strategy, Planning, and Performance Improvement continued to oversee the CAO's project portfolio by monitoring project status and health, managing project prioritization and funding, and assisting CAO staff in the management and closeout of their projects. There were 11 active high-priority projects, four high-priority projects closed, and seven Architect of the Capitol/CAO client projects authorized.

The Office of Strategy, Planning, and Performance Improvement team remains focused on the CAO's strategy and lead five strategic objective working groups as they kicked off their initiatives, each of which aligns to one or more strategic goals and span short-term and long-term efforts. These objectives are:

- **Assess and Optimize Office Drop-Ins:** Streamlining better coordination and collaboration for CAO teams during in-person Member office activities.
- **Enhance the Member, Committee, and Leadership Fellowship Program:** Expanding existing CAO staff opportunities to perform

two-week fellowships in these offices to better understand and serve the House.

- **Establish a Modernization and Cost-Savings Suggestion Box:** Creating an avenue for CAO staff to suggest operational improvements to incrementally save time, money, or modernize processes.
- **Assess and Streamline Access Points to CAO Services:** Reviewing how Members and staff access CAO services and streamline as needed.
- **Establish a Strategic Planning Process:** Developing a formal, transparent, repeatable process for identifying strategic objectives, measuring success, and embedding outcomes into the CAO's work.

The Office of Strategy, Planning, and Performance Improvement team continued its partnership with CAO Communications and Marketing to develop and deliver communications to CAO staff about the CAO Strategy.

BUSINESS CONTINUITY/ DISASTER RECOVERY

The Business Continuity and Disaster Recovery (BC/DR) office continued to advance the House's readiness posture through targeted improvements to critical systems and facilities.



During the reporting period, the team completed a series of technical upgrades and conducted coordinated testing to validate essential communication and operational capabilities. These activities strengthened the reliability of core systems and reaffirmed the House's ability to sustain operations under a range of continuity conditions.

BC/DR also supported readiness activities associated with major national special security events, including the President's State of the Union Address and King Charles III's Address to a Joint Meeting of Congress. For each event, the team postured personnel across multiple locations, executed communication checks, sustained situational reporting, and ensured continued functionality of essential CAO services throughout elevated operational periods. These efforts demonstrated BC/DR's ability to support high-visibility events while maintaining the capability to activate continuity functions if required, reinforcing its preparedness to respond under dynamic and complex conditions.

BC/DR also advanced enterprise continuity planning to prepare for an upcoming exercise to test various readiness functions. As part of this effort, BC/DR coordinated with House partners to integrate logistical sustainment elements, including emergency food service support, into broader contingency planning. Using the emergency fulfillment framework established for provision services, BC/DR ensured that future exercises will reflect the logistical demands necessary to maintain continuity operations for extended periods.

In addition to enterprise planning efforts, BC/DR provided targeted contingency support to district offices affected by a severe Pacific storm system, including those in Guam and the Commonwealth of the Northern Mariana Islands that faced widespread power and connectivity outages. To ensure continuity of constituent services during the incident, BC/DR coordinated communications support, issued a HouseAlert notification to affected districts, and sustained readiness to deploy contingency assets. The team also delivered emergency resources, including telework kits and satellite communication devices, to allow staff to operate effectively despite island-wide infrastructure degradation across Rota, Tinian, Saipan, and portions of Guam. Through these actions, BC/DR helped stabilize district office operations and ensured uninterrupted engagement with constituents throughout the storm's impact.

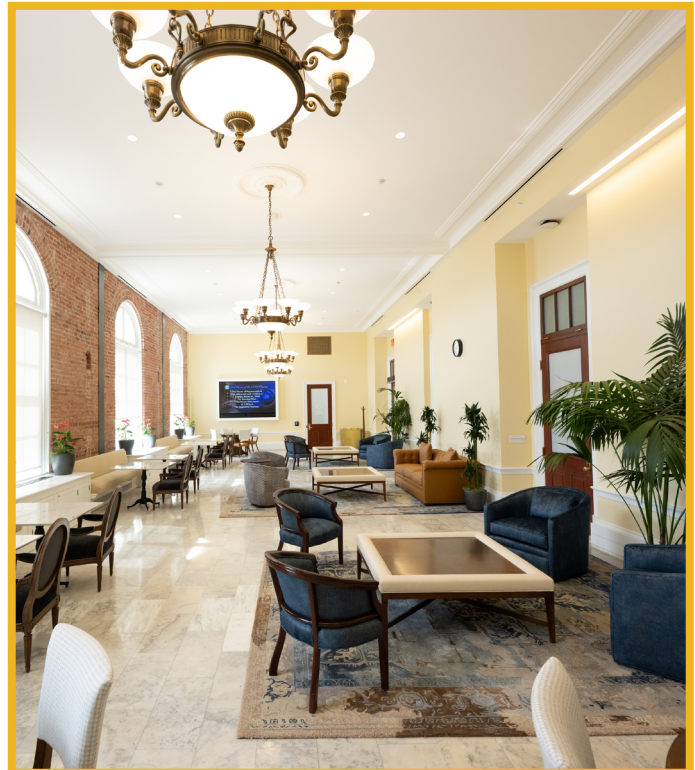
BC/DR also continued to mature enterprise-wide preparedness by conducting 18 tabletop exercises and refining two business process analyses.

FURNISHINGS

Finishing Shop

The Finishing Shop maintained a high level of productivity while supporting both ongoing maintenance requirements and new project initiatives across several high-profile spaces. The Finishing Shop team performed significant work on the Committee on Oversight and Government Reform hearing room, including extensive color matching and finishing of the dais and wainscoting to ensure consistency with existing architectural finishes. As part of their efforts to upgrade the House Armed Services Committee, the Finishing Shop team completed comprehensive furniture touch-up work, including refinishing and repairing the dais.

In addition, the Finishing Shop completed multiple touch-up services for the House Floor, Press Gallery, and Cannon Caucus Room to preserve the quality and presentation of furnishings in these historic spaces.



Cabinetry and Framing

The Cabinet Shop made significant progress on the consolidation of the Frame Shop into a dedicated, stand-alone shop. The team also successfully completed a two-year backlog of work, successfully fulfilled numerous expedited requests for framing and fabrication projects, and is on track to reduce project turnaround times to approximately 30 – 45 days.



- 600 Cabinet Shop incidents/tasks
- 101 Construction requests
- 536 Custom framing requests
- 887 Custom frames delivered
- 480 Finishing incident/tasks
- 790 Carpet Shop incidents
- 749 Drapery/Upholstery Shop incidents/tasks
- 233 Locksmith and Engraving incidents/tasks
- 827 Finishing refurbishments



Drapery and Upholstery

The Drapery and Upholstery Shop completed their large-scale project for the Committee on Oversight and Government Reform, which included the development of an innovative method for constructing and installing cornice boards above the drapery panels in the large Rayburn hearing rooms.

At the direction of Speaker Johnson and the Architect of the Capitol, in preparation for King Charles III's Address to a Joint Session of Congress, the Drapery and Upholstery Shop manufactured and installed four new functional passageway draperies within the Capitol, as well as provided and prepared the ceremonial chairs used by the Speaker and the Vice President during the Joint Session. The team also cleaned all seating on the House Floor, in the Speaker's Lobby, and throughout the ceremonial rooms. Additionally, the Drapery and Upholstery Shop provided and prepared the ceremonial chairs used by the Speaker of the House and the Vice President during the Joint Session.

Carpeting

In support of King Charles III's address, the Carpet Shop completed specialized cleaning services in several Capitol rooms to ensure facilities were prepared for this high-profile event. The team completed an array of carpet installation projects in multiple Member offices, the Committee on Oversight and Government Reform's hearing room, and 42 elevators across the House campus.

12.38
Tons of carpet
recycled

LOGISTICS, DESIGN, AND SPECIAL PROJECTS

House Interior Design

The House Interior Design team completed several high-priority projects, including the refresh of the Lindy Boggs Congressional Women's Reading Room, the redesign of the Capitol Press Gallery, and design support for the Committee on House Administration's Intern Series.

The House Interior Design team completed the design specification and procurement for the House Committee on Energy and Commerce, while initiating the design process for the House Agriculture Committee.

During this reporting period, House Interior Design completed:

71

**Antique and Unique
Furniture projects**

9

**Member Design
Center visits**

3

**Modular furniture
upgrades**

10

**Finish Schedule
Design projects**

124

**Antique and Unique
Furniture deliveries**

89

**Design service
requests**

House Logistics Project Management

The Logistics and Distributions team completed 6,366 service tasks, representing a 40 percent increase compared to the previous reporting period.

In support of House events, the Logistics team fulfilled 2,566 special event requests across the Capitol and House complexes, which is a 51 percent increase over the prior reporting period.

The Logistics Modular Service Unit completed 673 out of the 677 requests, which included redesigned installations, sustainment, and inspections.

The Project Service team completed 258 of 317 office service requests, which included furniture reconfigurations, special election setups, carpet and paint updates, office remodels, and staff relocations. Through these efforts, the team submitted 2,279 supporting tasks and incidents to ensure work was completed in the most timely and efficient manner.



Special Projects

The Special Projects team acts as a liaison between the CAO, Architect of the Capitol, United States Capitol Police, and House Sergeant at Arms.

The team coordinated multiple efforts on behalf of the House Child Care Center, including improved classroom window privacy, kitchen renovation, playground surface modifications, and windowsill protection.

The team completed privacy booth installation in the Press Gallery and has begun phase two of the renovation, which includes the design of new furniture. In collaboration with the House Sergeant at Arms, the Special Projects team continued to evaluate space management software that will improve their support for the Speaker's Office and the Committee on House Administration.



WORKFORCE AND SERVICE CENTER

During the past six months, the Workforce and Service Center team processed and routed 2,640 customer requests, coordinated the delivery and installation of 15,314 furniture assets, and conducted 321 framing consultations.



2,640

Customer requests processed

15,314

Furniture deliveries and installations

321

Framing consultations

OPERATIONS AND QUALITY ASSURANCE

The Operations and Quality Assurance team initiated FY 2028 CAO budget formulation activities and worked with each CAO Logistics and Support business unit to identify FY28 requirements and support continued service to the House.

The team also completed the initial service and process documentation effort for the FY 2027 Logistics and Support workflow improvement initiative, which was approved in FY26 Q1. The initiative supports the assessment and improvement of end-to-end service delivery, from internal operations through customer-facing processes, and provides programming support to automate identified workflows within existing systems. Through this effort, more than 60 procedures have been documented. The process improvement phase successfully launched in April 2026.

Additionally, Operations and Quality Assurance completed the Annual Documentation Review with each team and developed five new standard operating procedures and desktop operating procedures. These documents strengthen internal controls, safeguard resources, and standardize operational processes to improve consistency, compliance, efficiency, and quality across Logistics and Support.

Through its partnership with House Information Resources, the Operations and Quality Assurance team completed the implementation of customer experience enhancements for the delivery, receipt, and payment process through My Delivery. In addition to reducing reliance on paper-based documentation, My Delivery provides House offices with a more streamlined way to verify receipt of equipment, approve delivery information, and initiate the CAO inventory and payment processes. In the last six months, orders initiated through My Delivery increased 78 percent, and first-time users increased 80 percent.

The Operations and Quality Assurance team also continues its efforts to improve furniture resource allocation through phase two of the Furniture Inventory Management project. As part of this effort, the team is enhancing the Antique and Unique Catalog by updating designs and images, introducing condition tracking, and adding new data fields to improve search and filtering capabilities. These enhancements support the broader modernization of the Antique and Unique Catalog website. Additionally, the Operations and Quality Assurance team is working with House Information Resources to evaluate workflow and technology enhancements for Framing service requests, the Room Reservations App room setup process, and customer service request management.

60+
**Procedures
documented**

78%
**Increase in
orders via My
Delivery**



Asset Operations

Asset Operations remains committed to ensuring the accountability of all House equipment assets through its recurring asset lifecycle compliance program while implementing new projects for the House community.

CAO Equipment Program

Asset Operations manages the Office Supply Store Equipment Program, leveraging the bulk purchasing power of the House to maximize taxpayer dollars.

Through their collaboration with the Office Supply Store, they have helped customers procure 1,412 pieces of equipment at a cost of \$1.495 million to date. Since its inception, the Equipment Program has had total sales of \$19.42 million.

- 417 Equipment items received for resale in the Office Supply Store
- \$1.495 Sales generated through the House Tech website
- 397 Washington, D.C., office equipment removals for a total of 2,299 pieces
- 1,632 Equipment items disposed of by the General Services Administration
- 982 Computer hard drives shredded
- 1,223 New purchase orders submitted via EIN
- 58 New orders submitted via My Delivery
- 1,218 Sew assets created



Furniture Lifecycle Management

The Furniture Lifecycle Management Directorate continued its efforts to improve the stewardship, sustainability, and operational readiness of House furniture assets by advancing the integration of furniture inventory management, warehousing operations, modular furniture services, and design support into a unified lifecycle management framework.

These efforts improved coordination between teams, strengthened accountability for House-owned assets, and enhanced the organization's ability to support Member, Committee, Leadership, and support offices.

The Furniture Lifecycle Management Directorate continued to manage the House furniture inventory through ongoing inventory validation efforts, furniture condition assessments, and inventory reconciliation activities. The

team completed field surveys and condition evaluations across House office buildings, capturing critical asset information to support future replacement planning, lifecycle analysis, budgeting efforts, and operational decision-making. Additional inventory attributes and condition data were incorporated into inventory management processes to improve reporting capabilities and provide a stronger foundation for long-term asset management strategies.

Warehousing

The Furniture Lifecycle Management Directorate team continued to maximize the value of existing House furniture assets through refurbishment, redistribution, and lifecycle extension initiatives.

By coordinating warehousing, furniture recovery, and refurbishment activities, the team returned numerous furniture assets to service, reducing the need for new purchases and promoting responsible stewardship of House resources. The Furniture Lifecycle Management Directorate also expanded efforts to identify legacy furniture assets, assess inventory levels, and develop replacement strategies for items with limited availability to ensure continued support of House operations.

The warehouse operation continued to support furniture receiving, staging, storage, delivery, and redistribution activities while maintaining inventory accountability. Through improved inventory tracking and warehouse management practices, the team strengthened its ability to provide timely furniture support services while optimizing the use of available storage resources.

OFFICE OF EMPLOYEE ADVOCACY

The Office of Employee Advocacy maintained its commitment to providing House employees with comprehensive legal services to address employment-related issues covered by the Congressional Accountability Act (CAA) of 1995 and its amendments.

During this reporting period, the Office of Employee Advocacy assisted 419 House employees, including 179 new clients, in matters covered by the 17 CAA laws that grant workplace benefits and protections. The issues Employee Advocacy addressed for House employees included discrimination and harassment concerns related to protected categories (e.g., age, gender, race, military service, sexual orientation, gender identity, disability status); retaliation concerns; disability and pregnancy-related reasonable accommodations; leave related to the health needs of employees and their family members; union formation, decertification, and collective bargaining; and matters related to equity in pay, military leave, and safety.

Employee Advocacy lent its expertise in workplace rights laws to assist the program developers of the House's required Workplace Rights and Responsibilities training, providing input on historical areas of workplace conflict,

relatable scenarios, and legal questions that sometimes arise, as well as helping shape scenarios and dialogue to illustrate how legal issues could manifest and how employees and supervisors should handle them.

Joined by attorneys in the Office of House Employment Counsel (OHEC), Employee Advocacy provided input and feedback on refresher courses and courses for both new supervisory and non-supervisory House staff.

The Office of Congressional Workplace Rights (OCWR) solicited recommendations from various stakeholders for changes to the CAA and to OCWR's procedural rules. Employee Advocacy responded to its April comment invitation in May, providing recommendations to augment ways House employees can secure their workplace benefits and maintain their workplace rights. As requested by OCWR, Employee Advocacy proposed changes that aim to bring parity to the legislative branch for rights granted in the executive branch as well as mirror procedures



and processes beneficial for executive branch employees. These recommendations sought to enhance the CAA's goal of civil and productive congressional workplaces.

Employee Advocacy partnered with the CAO's Digital Service and Innovation Lab on their new leave tracking system to ensure it would fulfill legal requirements of privacy in certain personnel records and would limit access to leave-type descriptions when appropriate. The teams also explored types of leave accrual methods, advisable leave

categories, and helpful leave tracking to gauge legal compliance with hourly allotments.

The Office of Employee Advocacy participated in several events, including the Capitol Intern Winter Summit and Spring Summit, the CAO Conferences for Communications Staff and for District Directors, and the Annual Women's History Month Event.

COMMUNICATIONS AND MARKETING

The CAO Communications and Marketing team continued to ensure that the House community is aware of the services and support offered by the CAO. The team completed 1,592 tasks, which includes requests from CAO business units.

1,592

Total requests completed



252

Graphics and web sliders

94

Digital monitor advertisements

73

One-pagers and handouts

56

Posters and signs

38

Branding projects

28

Promo cards and flyers

19

Templates

14

Presentations





12

Brochures,
booklets, guides,
and reports

6

Roll Call
advertisements

Additionally, the team sent direct outreach to the House community to highlight CAO services and timely updates.

1,158

Newsletters and
marketing emails

48

e-Dear Colleagues



PAYROLL AND BENEFITS



70,447

Total payroll disbursements

14,797

Salary adjustments

7,086

Miscellaneous Forms

4,713

Terminations

5,602

Benefits Forms

106

Payroll receivables

6,880

Appointments

949

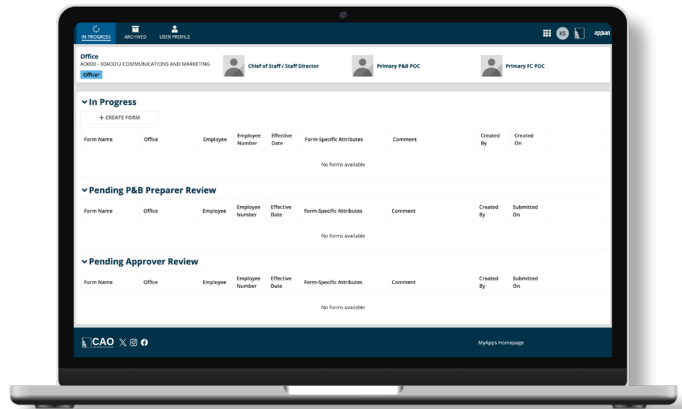
Retirement Forms

1,263

Transcripts of service

MODERNIZATION — EFORMS APPLICATION DEVELOPMENT

At the beginning of the year, after an 18-month pilot, the Committee on House Administration approved the House-wide rollout of new functionality in the eForms application for onboarding new or re-hired congressional staff. The Payroll and Benefits team hosted monthly eForms application onboarding module demos, user acceptance testing, and trainings to assist offices in adopting the new modern onboarding functionality. This functionality uses the secure Login.gov portal to protect Personal Identifiable Information, enables a fully electronic process, ensures required documents and signatures are complete, and gives offices real-time visibility into onboarding progress. The onboarding module also supports direct messaging with candidates and reinforces House policy compliance to create a more efficient and professional onboarding experience.



PAY.GOV COLLECTION PROCESS:

Payroll and Benefits collected \$120,769, approximately \$20,128 per month, which is a marked improvement compared to previous years' lower average collection of \$6,000/month, enabled through using Pay.gov. In 2023, Payroll and Benefits started using Pay.gov, a payment system within the U.S. Treasury used for completing government forms and/or paying a bill to the U.S. government.

W2 AND 1095C TAX STATEMENTS:

All 2025 W2 (18,259 for staff and 508 for Members of Congress) and Form 1095-C (12,455 for staff and 505 for House Members) tax statements were mailed to the home addresses of record for Members and staff by January 21, 2026. These tax statements were also uploaded to My PayLinks so Members and staff could print them prior to receiving the mailed copy.

Payroll Authorization Forms Submitted via eForms

Appointment	4,338
Salary Adjustment	6,530
Salary Adjustment With Title Change	623
Title Change	294
Lump Sum Payment	1,487
Leave Without Pay	63
Overtime	22
Termination	2,761

Other Forms Submitted via eForms

Financial Point-of-Contact Designations	138
REAP Forms	1,123
Total eForms Submitted	17,379

FINANCIAL COUNSELING

Financial Counseling continued to process expense reimbursement and vendor payments in a timely manner, with an average voucher-processing cycle of less than four days. The team received 83,878 expense payments, which represents more than 285,264 transactions.

In close partnership with CAO Enterprise Applications, the Financial Counseling team continues implementation of My Expenses, reaching use in 87 percent of all Member, Committee, Leadership, and eCMO offices. This represents more than 4,664 active users across 438 offices who have submitted at least one expense report in My Expenses since January 1, 2023.

To strengthen customer support, the House Finance Card Program team hosts monthly pop-up events on the House campus to give cardholders the opportunity to meet the team in person and ask questions. During this reporting period, 140 new accounts were opened, including four freshmen Member

accounts, for a total of 1,632 active House Finance Card Program accounts, which includes 468 Members and staff across Member, Committee, and Leadership offices.

The Financial Counseling team coordinated with CAO Administrative Counsel to administer and disburse monthly lease payments for 809 district offices and 42 automobiles. Financial Counseling's ongoing customer outreach included monthly brown bag sessions, newsletters for designated Financial Counseling points of contact, Member D.C. Reimbursement information emails, My Expenses trainings, and participation at CAO Conferences for House Staff, including the regional conferences for district staff.



1,632

**Active Finance Card
Program accounts**

140

New accounts

ACCOUNTING

The House received its 28th consecutive unmodified audit opinion, and for the 8th consecutive year, the opinion came with no significant deficiencies, demonstrating the CAO's commitment to stewardship of taxpayer dollars and that House financial operations are compliant with all government accounting standards and applicable laws and regulations.

Accounting collaborated with internal and external stakeholders to prepare and publish the House Statements of Disbursement for the fourth quarter of 2025 and the first quarter of 2026, providing transparency and accountability in House financial operations.

The Accounting team advanced to phase two development of the e-Form W-9 self registration application, which builds on the current pilot program to support both new and existing vendors. The improved vendor portal streamlines W-9 collection, improves data accuracy, and strengthens stakeholder communication to help accelerate payment cycles, reduce administrative burden, and deliver more efficient vendor management.

Accounting added 5,539 new vendors and updated information for another 2,479 existing vendors. The team continues to meet its target metric of adding new vendors to the vendor management system within a day, ensuring payments are efficiently and consistently processed in accordance with Finance Quality Assurance standards.

The team processed 77,791 payments to vendors via electronic funds transfer, which represented 93 percent of the transaction volume and 97 percent of the dollar amount of payments made to vendors during the period.

In accordance with IRS regulations, Accounting also issued 1,073 copies of the 1099 tax form before the January 31 deadline.



5,539

New vendors

77,791

**Payments processed via
electronic funds transfer**

BUDGET, PLANNING AND ANALYSIS

The Office of Budget, Planning and Analysis continued to support the 119th Congress by successfully loading the Legislative Year 2026 (LY26) authorizations, which are necessary for Members, Committees, and Leadership to carry out their constitutional duties.

This included \$850.4 million for the Members' Representational Allowances, \$200.9 million for the Standing Committees, Special and Select, and \$36.6 million for House Leadership.

To support the execution of the FY26 Budget, the Office of Budget, Planning and Analysis processed 142 unique budget journals and 3,870 budget lines. In January 2026, the Office of Budget, Planning and Analysis conducted a budget execution training to provide budget points of contact with comprehensive guidance to manage their appropriations successfully. As part of the management and oversight of the House's budget, the Office of Budget, Planning and Analysis closed five funds and transferred \$11.8 million in canceled funds to be used for other House priorities.

The Office of Budget, Planning and Analysis formulated and submitted the FY27 House Budget Justification to the Committee on Appropriations Subcommittee on Legislative Branch. The comprehensive document captured the narratives and requirements necessary to justify the FY27 Budget Request of \$2.2 billion for the House, which included the CAO's \$253.1 million request. The Office of Budget,

Planning and Analysis played a pivotal role in the development of the CAO's request, which included significant investments in Member-focused, service-driven initiatives that advance security, operational efficiency, visibility, access, and compliance efforts.

The Office of Budget, Planning and Analysis completed other FY27 Budget deliverables, such as the submittal of the FY27 appropriations language and budget data to the Office of Management and Budget's MAX system for inclusion in the President's Budget. The Office of Budget, Planning and Analysis also kicked off the internal FY28 Budget Formulation process for the CAO, which included refresher training for all budget points of contact to ensure the timely completion of the various deliverables needed to complete the CAO's FY28 budget request.

To support the modernization efforts of the House, the Office of Budget, Planning and Analysis processed the request to secure the funds needed for Modernization Initiative projects, including FlagTrack 2.0, digital signage and wayfinding, and a new Service Academy Nomination portal and dashboard.

ASSET MANAGEMENT

In the first half of 2026, Asset Management focused on conducting the biennial full inventory for the CAO and the physical inventory on the four-year inventory schedule for Member, Committee, and Leadership offices.

In addition, Asset Management began the annual capital asset verification process for FY26, with 90.3 percent of all capital hardware assets accounted for. All three inventories are on track to be completed by the end of this fiscal year.

Using the Equipment Modernization program, the Asset Management team coordinated with the House Tech Store to help customers procure 1,526 tech items over the past six months.

The House TV Program, which the Asset Management team supports, now has 1,398 active TVs in 370 active suites.



3,058
Tickets resolved

234
Inventories conducted

3,267
New assets placed in service

3,419
Assets disposed

\$1.65M
House Tech Store sales

BUDGET AND STAFFING CHARTS

CAO and CAO-Managed Positions

CAO Positions	Current Positions	Vacancies	Total Positions
Acquisitions Management	17	-	17
CAO Immediate Office	78	7	85
Customer Experience Center	69	5	74
House Human Capital Office	29	4	33
House Information Resources	279	33	312
House Recording Studio	50	7	57
Human Resources	18	2	20
Logistics and Support	113	8	121
Office of Finance	101	7	108
Office of Risk Management	3	1	4
Total CAO Positions	757	74	831
Business Continuity/Disaster Recovery	19	4	23
Green and Gold Congressional Aide Program	126	40	166
House Child Care Center	57	17	74
Total Positions	959	135	1,094

Notes:

1. Personnel data as of July 2026.

Fiscal Year 2025 Budget to Actual Report (Data as of 06/30/2026)

	Adjusted FY 2025 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Office of the Chief Administrative Officer				
Annual Funds				
Personnel	\$98,361,643.32	\$98,084,949.60	\$276,693.72	0.28%
Non-Personnel	\$91,275,092.61	\$89,843,519.85	\$1,431,572.76	1.57%
Total Annual Funds	\$189,636,735.93	\$187,928,469.45	\$1,708,266.48	0.90%
No Year Funds				
Non-Personnel	\$26,477,000.00	\$19,739,250.86	\$6,737,749.14	25.45%
Total No Year Funds	\$26,477,000.00	\$19,739,250.86	\$6,737,749.14	25.45%
Total CAO Budget	\$216,113,735.93	\$207,667,720.31	\$8,446,015.62	3.91%
Business Continuity/Disaster Recovery				
Personnel	\$3,242,604.00	\$3,221,284.48	\$21,319.52	0.66%
Non-Personnel	\$18,021,396.00	\$17,749,125.06	\$272,270.94	1.51%
Total Annual Funds	\$21,264,000.00	\$20,970,409.54	\$293,590.46	1.38%
Total No Year Funds	\$19,881,265.21	\$3,613,344.88	\$16,267,920.33	81.83%
Total BC/DR Budget	\$41,145,265.21	\$24,583,754.42	\$16,561,510.79	40.25%
Green and Gold Congressional Aid Program				
No Year Funds				
Personnel	\$6,774,859.75	\$6,774,857.02	\$2.73	-
Non-Personnel	\$200,000.00	\$199,999.00	\$1.00	-
Total Green and Gold Congressional Aid Program Budget	\$6,974,859.75	\$6,974,856.02	\$3.73	-

Notes:

1. FY25 Adjusted Budget includes funding provided under the Full-Year Continuing Appropriations and Extensions Act, 2025 per P.L. 119-4, transfer of cancelled funds to BCDR No Year per 2 U.S.C. 5511 (a), transfer of funds from the Members' Representational Allowances to the GGCAP No Year per 2 U.S.C 5507 (c), and any IPACs received as of 06/30/2026.
2. YTD Actuals includes expenses, encumbrances and pre-encumbrances as of 06/30/2026.

Fiscal Year 2026 Budget to Actual Report (Data as of 06/30/2026)

	Adjusted 2026 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Office of the Chief Administrative Officer				
Annual Funds				
Personnel	\$102,818,000.00	\$73,909,607.75	\$28,908,392.25	28.12%
Non-Personnel	\$93,848,648.95	\$52,966,982.99	\$40,881,665.96	43.56%
Total Annual Funds	\$196,666,648.95	\$126,876,590.74	\$69,790,058.21	35.49%
No Year Funds				
Non-Personnel	\$39,772,000.00	\$8,374,426.39	\$31,397,573.61	78.94%
Total No Year Funds	\$39,772,000.00	\$8,374,426.39	\$31,397,573.61	78.94%
Total CAO Budget	\$236,438,648.95	\$135,251,017.13	\$101,187,631.82	42.80%
Business Continuity/Disaster Recovery				
Personnel	\$3,658,00.00	\$2,333,339.14	\$1,324,660.86	36.21%
Non-Personnel	\$19,293,000.00	\$9,177,859.72	\$10,115,140.28	52.43%
Total Annual Funds	\$22,951,000.00	\$11,511,198.86	\$11,439,801.14	49.84%
Total No Year Funds	\$21,420,155.17	-	\$21,420,155.17	100.00%
Total BC/DR Budget	\$44,371,155.17	\$11,511,198.86	\$32,859,956.31	74.06%
Green and Gold Congressional Aid Program				
No Year Funds				
Personnel	\$4,280,479.59	\$1,814,306.11	\$2,466,173.48	57.61%
Non-Personnel	\$200,000.00	\$48,710.74	\$151,289.26	75.64%
Total Green and Gold Congressional Aid Program Budget	\$4,480,479.59	\$1,863,016.85	\$2,617,462.74	58.42%

Notes:

- FY26 Adjusted Budget includes funding provided under the Continuing Appropriations, Agriculture, Legislative Branch, Military Construction and Veteran Affairs, and Extensions Act, 2026 per P.L. 119-37, transfer of canceled funds to BCDR No Year per 2 U.S.C. 5511 (a), transfer of funds from the Members' Representational Allowances to the GGCAP No Year per 2 U.S.C. 5507 (c), and any IPACs received as of 06/30/2026.
- YTD Actuals includes expenses, encumbrances and pre-encumbrances as of 06/30/2026.

