

2024  
july - december

OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER

# Semiannual Report





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

**House Rule II 4(b)**

118th Congress



**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

**Over the past 30 years, the Office of the Chief Administrative Officer (CAO) has seen its fair share of historic events in the Peoples' House.**

With a Congressional Transition, Presidential inauguration, and nation-wide redistricting, the past six months have been no exception. But whatever challenges we face, I am proud that our CAO departments continue to operate as **'One CAO'** as they deliver the highest quality service and cutting-edge innovations for our House Members and staff.

The 119th Congressional Transition has been top-of-mind for all our CAO colleagues. Led by our CAO Transition Office, this effort has included everything from distributing equipment, onboarding and training more than 123 Transition Aides, coordinating suite selection and floor plan meetings, recording dozens of information sessions, and more. In coordination with several teams in House Information Resources (HIR), the CAO Transition Office launched the New Member Orientation app.

**For the first time in the House's history, Members-Elect and Aides were able to navigate Orientation programming across the House and access timely, helpful information all in one user-friendly app. Ultimately, the app was considered a success with a 96 percent adoption rate.**

To streamline the process for onboarding Transition Aides, the Payroll and Benefits team used the new eForms application onboarding module. The implementation of the tool was a success, with 48 Transition Aides completing their onboarding documents by November 12 (five business days after the general election). In total, 61 CAO Transition Aides were onboarded for 65 Members-Elect. Additionally, because of their trainings for Transition Aides, Payroll and Benefits received 719 completed Appointment packages from new Members-Elect offices by Thursday, January 2, effective January 3, 2025, (start of the 119th Congressional session) or later.



The CAO is proud to support historic events, such as the New Member Orientation for the 119th Congress.

A successful Transition would not have been possible without the hard work of our CAO Logistics and Support teams. From prepping rooms to paint, building new furniture, installing new window treatments and carpet, and more, the team was tireless in their efforts to make sure Member offices were ready to begin serving their constituents from day one.

The Customer Advocates also contributed significantly to this successful Transition. In collaboration with Asset Management and Furniture Resource Management, the Customer Advocates led 57 departing Member pre-move walkthroughs. Additionally, in support of New Member Orientation, the Customer Advocates played a key role in leading the Office Setup Briefings for 64 Members-Elect and their teams.

**But the CAO's focus over the past six months has not been solely on Transition. Our daily operations continue to provide House Members and staff with the support and information they need to do their work on behalf of the American people.**

In December, the CAO Customer Experience team successfully rolled out the newly improved HouseNet. As the House's central service hub, this new site provides an upgraded search function, an enhanced mobile experience, easy-to-find legislative tools, and more. Within two weeks of its launch, the new site had over 125,000 views.

In support of Members and staff, CAO First Call continued to field a steady stream of drop-ins and calls seeking help with everything from notaries to My Service Request tickets, Room Reservations, and more. Over the past six months, First Call has had approximately 1,500 walk-ins, and of those 60 percent were for passport services.

The CAO House Staff Conferences continue to be in high demand for staff across the country. Between July and December, the CAO Coaches hosted three conferences in Washington, D.C. Collectively, these conferences trained 228 House staff, including 25 district staff. The CAO Coaches hosted a Departing Member Office Staff Conference to ensure those staff had the information and support they needed to navigate their next steps. As part of Transition, the CAO Coaches taught multiple sessions at New Member Orientation. The CAO Coach website also remains top of mind for staff, with more than 9,700 website visitors between July and December. CAO Coach videos amassed over 13,800 views and 1,600 staffers attended their courses during this reporting period.

In the second half of 2024, the HIR team, in concert with its House Digital Service team, made major progress on several key initiatives, including hitting milestones for FlagTrack, SocialStats, LegiDex, and CaseCompass. Whether it's streamlining the flag ordering process, giving Member offices insights into their social media analytics, making it easier for staff to reach out to their House colleagues, or improving casework, the HIR teams remain focused on developing cutting-edge technologies and solutions for the House.

In preparation of the 119th Congress, the CAO also underwent organizational changes to its Human Resources team, including the creation of a new House Human Capital Office. The goal of this new office is to:

- Establish a central human resource program for Member, Committee, and Leader offices.
- Simplify services for staff.
- Consolidate services to ensure tax dollars are spent responsibly.

This executive summary is by no means a reflection of everything the CAO has accomplished over the past six months. **As the Chief Administrative Officer, I have the opportunity to witness first-hand the positive impact the CAO has every day on behalf of Members, staff, and visitors to the U.S. House of Representatives.** I am confident as you read this semiannual report, you will also have a better understanding of the significant impact the CAO and our talented staff continues to have on our storied institution.



*Catherine L. Szpindor*

**Catherine L. Szpindor**  
Chief Administrative Officer



# transition

**The CAO Transition Office, in coordination with the Committee on House Administration and many other CAO teams and House partners, hosted 64 Members-Elect\* and their Aides during New Member Orientation. This included 11 days of programming sessions, one-on-one briefings, party meetings, and special events.**

Our CAO teams prepared and offered presentations on CAO services, configured and distributed equipment, onboarded and trained 123 Aides, supported suite selection and floor plan meetings, photographed and recorded dozens of sessions, and more. The New Member Orientation Schedule App also launched for the first time to help Members-Elect and Aides navigate Orientation programming across the House campus and access helpful information. The app had a 96 percent adoption rate.

The Departing Member Checklist, located on the Transition website, was used by 65 departing Member offices. This checklist was designed to help these offices with the closure of their D.C. and district offices.

**Overall, the CAO assisted in closing 65 D.C. offices and more than 125 district offices around the country.**

To help departing Members conduct business operations post-move, the CAO supported two Departing Member Centers.

All returning Members had access to the Returning Member Checklist on the Transition website to help them complete necessary tasks for the start of the new Congress. The Transition team supported 128 returning Members in their suite selection and floor plan meetings. **Additionally, throughout the month of December, there were 192 D.C. office moves, including 65 new Member setups.** Each move was a massive "One CAO" effort, encompassing teams and activities spanning across the organization.

*\*At the time of New Member Orientation, there were 64 confirmed Members-Elect and three uncalled races (CA-13, CA-45, IA-01).*



**96%**  
APP  
ADOPTION  
RATE

**65**  
MEMBER  
TRANSITIONS

**123**  
AIDES  
TRAINED

# excellence congressional program office

**The Congressional Excellence Program greatly accelerated over the past six months, dedicating approximately 845 hours meeting and working on behalf of their Member and Committee offices.**

This is over a 22 percent increase from the previous reporting period. A new House Member office was added to the program roughly every four weeks. To further expand their services, a new Congressional Excellence Program Partner was hired and the search for additional Partners is an ongoing partnership with the CAO's Office of Talent and Development.





# house child care center

Over the past six months, the House Child Care Center continued to provide exceptional quality care and developmentally appropriate learning experiences for the more than 200 children enrolled in their program.

Additionally, the House Child Care Center secured acceptance from the D.C. Office of the State Superintendent of Education for staff to receive scholarship funds for their Child Development Associate (CDA) certification, which has allowed three Center teachers to receive their CDA certification and helped increase overall retention. Administrative staff have also actively worked with CAO Human Resources to reduce onboarding times to under 60 days from the time of interview. This successful effort resulted in the Child Care Center's most recent candidates being onboarded in under 40 days from the time of interview.



The House Child Care Center hosts events throughout the year, including the popular Halloween parade.

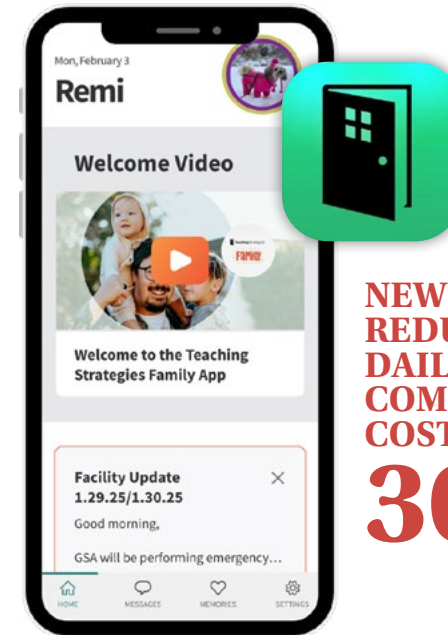
Since July, Child Care Center administration staff have maintained a rate of 90 percent or above for direct care staffing.

In August, the Child Care Center successfully onboarded a teacher-requested position for a Training and Curriculum Specialist. This position, which provides coaching, mentoring, and support for increasing curriculum-based outcomes for children, also supports the Center's efforts to achieve recognition as a highly qualified program and increases the Center's overall accreditation outcome. The new Training and Curriculum Specialist improved teacher development by creating a schedule to support teacher worktime outside of the classroom and developing a teacher led Conscious Discipline Action Team.

During the Child Care Center's annual Teacher In-Service Week in August, the Center dedicated over 40 hours of training for more than 72 staff.

Additionally, the Center welcomed trainers from the D.C. local community, who led trainings focused on developmentally appropriate practice in early childhood education, neglect training, and conscious discipline.

To foster more timely communication with all families, the Child Care Center launched a new Tadpoles app, providing real-time updates on their child's day. The implementation of Tadpoles also reduced costs associated with daily parent communication by 30 percent.



NEW APP  
REDUCED  
DAILY PARENT  
COMMUNICATION  
COSTS  
30%

ANNUAL  
TEACHER  
IN-SERVICE  
WEEK

72  
STAFF  
given  
40  
HOURS OF  
TRAINING



The Child Care Center's mission is to provide exceptional quality care and developmentally appropriate learning experiences for the children and families of the House community.



# house recording studio

house

Between July and December, the House Recording Studio televised over 200 hours of House Floor coverage for special events.

These events included:

- Prime Minister Binyamin Netanyahu of Israel's address to a Joint Meeting of Congress.
- Congressional Gold Medal Ceremony for NASA's 'Hidden Figures.'
- Ceremony to commemorate the Bicentennial of Marquis de Lafayette's Address to the 18th Congress.
- Capitol Christmas Tree Lighting Ceremony.
- U.S. Capitol Historical Society's 2024 Freedom Award Ceremony.

The House Recording Studio also provided production, livestream, and archive support for more than 240 House proceedings.

Across the country, this included support for 10 House field hearings in eight different states.

Further, the House Recording Studio serviced more than 456 conference room reservations across the House campus that required audiovisual support. **These reservations included both the weekly Republican Conference and Democratic Caucus meetings,**

as well as numerous Speaker and Member-sponsored public events and meetings.

Since July, the House Recording Studio has supported more than 660 in-studio services to 149 different Members. This included 75 Member holiday greetings which were broadcast on the Department of Defense's Armed Forces Network throughout the month of December.

In an ongoing effort to modernize the House, the House Recording Studio implemented a new and more efficient archiving system. In the future, the House Recording Studio will continue to automate more of its data collection process.

Additionally, the House Recording Studio continued to upgrade audio and video systems in House committee hearing rooms. **The team completed a full technology refresh of the Committee on Education and the Workforce's hearing room. This project included new cameras, microphones, and a monitor wall.**

In coordination with the Architect of the Capitol, the House Recording Studio will be pursuing similar modernization efforts for the Committee on Oversight and Accountability, the Committee on Energy and Commerce, and the HVC-210 hearing room. These efforts will include an initiative to consolidate committee equipment and complete the initial

steps necessary to test the feasibility of relocating committee equipment to a data center.

**In support of the 119th Congressional Transition, the House Recording Studio provided livestreaming of New Member Orientation sessions.**

This allowed Member-Elects, if needed, to view sessions remotely. The House Recording Studio also provided coverage and closed-circuit broadcasting of the

suite selection process for returning Members and the Room Lottery for freshman Members.

Lastly, the House Recording Studio continued to support Member and Committee offices by providing complimentary SnapStream licenses. This cloud-based clipping service allows staff to clip committee and House Floor coverage in real time. Over the past six months, staff have downloaded more than 3,000 clips.

660+ IN-STUDIO SERVICES provided to 149 MEMBERS

3,000+ SNAPSTREAM CLIPS DOWNLOADED

456 CONFERENCE ROOM RESERVATIONS RECEIVED AUDIOVISUAL SUPPORT

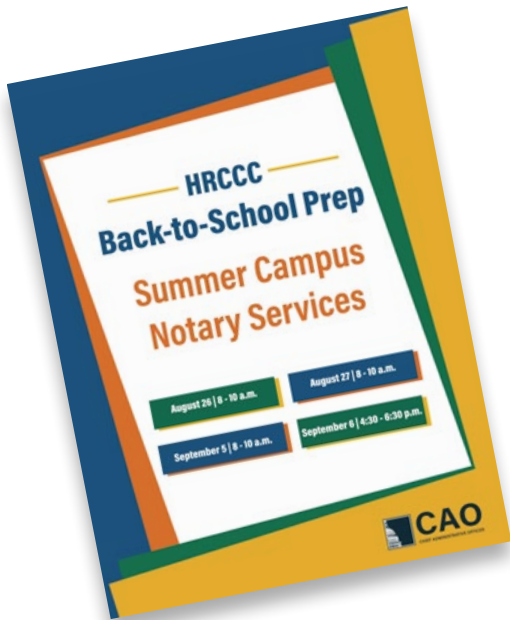
The House Recording Studio is responsible for televising the House Floor and Committee proceedings.





# first call

In a continued effort to deliver accessible and convenient services, the First Call team hosted a series of Notary Days at the House Child Care Center.



Over the course of four sessions held across two weeks, the team strategically scheduled hours during drop-off and pick-up times to maximize availability for busy parents and caregivers. This initiative resulted in the successful administration of nearly 60 notarizations.

From July to December, a steady stream of staffers sought out First Call's in-person services, averaging 21 walk-ins per day. During this period, approximately 1,500 visits — **60 percent of all walk-ins** — required assistance with passport-related services.

First Call is the go-to for House staff and Members looking for general information, passport services, notary services, and more.



10,424  
PHONE CALLS  
RECEIVED

1,800  
SERVICE TICKETS

1,500  
VISITS FOR  
PASSPORT  
SERVICES

3,303  
ROOM  
RESERVATION  
REQUESTS

564  
EMAIL  
INQUIRIES

278  
NOTARY  
APPOINTMENTS

# advocates

## customer

Customer Advocates prioritized supporting Members and staff throughout the 119th Congressional Transition.

In collaboration with partners in Asset Management and Furniture Resource Management, the Customer Advocates successfully led 57 departing Member pre-move walkthroughs. These walkthroughs ensured a seamless transition by addressing logistical needs and preparing outgoing Members for the conclusion of their service.

In support of New Member Orientation, the Customer Advocates played a key role in leading the Office Setup Briefings for 64 Member-Elects and their teams.

These 90-minute sessions featured representatives from CAO District Connect, Telecommunications, Administrative Counsel, Technology Partners, Web Services, the Sergeant at Arms, and the General Services Administration (GSA). Members-Elect and their Aides engaged with service providers, reviewed their Transition checklists, and toured mock offices to plan for their new office spaces.



Every Member, Committee, and Leadership office has a designated Customer Advocate to help navigate and access the services available through the CAO.

2,079  
CASES OPENED

3 SPECIAL  
ELECTION  
BRIEFINGS

4 DISTRICT  
TRAVEL  
TRIPS  
including  
18  
OFFICES  
AND 84 STAFF  
VISITED

The Customer Advocates have a vital role in facilitating Member, Committee, and Leadership requests in collaboration with internal House partners. The Customer Advocates work diligently to identify and implement customer-focused solutions to ensure that offices have access to the many services offered by the CAO.

The Customer Advocates continue to engage their assigned offices, gather feedback, and report on trends. The cases they cover include administrative, technical, and operational support. These cases could include anything from furniture requests, district office set ups, office efficiencies, and much more!

## Top 5 TOPICS

- GPO Express
- CAO Coach Program
- House Creative Services
- LifeCare/LifeMart
- Office of Employee Advocacy

4,000  
HOUSE STAFF  
RECEIVED THE  
CUSTOMER  
ADVOCATE  
CONNECTION  
NEWSLETTER



Customer Advocates are here to make sure House staff have the information and support they need to succeed in their role.

# connection center agency

In the second half of 2024, the Agency Connection Center continued to increase its engagement with House staff, sending 35 e-Dear Colleague announcements and promoting agency-hosted events and webinars.

Some of these events included sessions on the Government Accountability Office's disaster policy and national flood insurance in response to the Helene and Milton hurricanes, and the Office of Personnel Management's info sessions on federal retirement and benefits during the 2025 Federal Benefits Open Season.

The Social Security Administration, in particular, had the highest number of walk-ins of all the agencies located in the Agency Connection Center.

445  
WALK-INS

35  
E-DEAR  
COLLEAGUE  
ANNOUNCEMENTS  
SENT

5  
GOVERNMENT  
ACCOUNTABILITY  
OFFICE BRIEFINGS

4  
GOVERNMENT  
ACCOUNTABILITY  
OFFICE EVENTS

2  
OFFICE OF  
PERSONNEL  
MANAGEMENT  
ALL-DAY OFFICE  
HOURS EVENTS



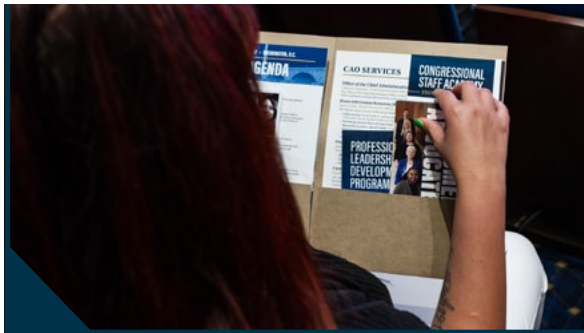
# staff conferences

Between July and December, the CAO hosted three conferences in Washington, D.C. These events collectively trained 228 House staff, including 25 district staff. Notably, two of these conferences were new additions to the programming.

The Departing Member Office Staff Conference was introduced this year to address the unique needs of departing offices. By focusing on transitional support, this event helped departing staff effectively navigate their next steps.

The Legislative Directors Conference, another new offering, was designed to enhance the leadership capabilities of Legislative Directors, equipping them with valuable insights and strategies.

**The impact of these CAO House Staff Conferences is evident in the overwhelmingly positive feedback from participants.**



All conference attendees receive a packet with helpful information about CAO support.

3

CONFERENCES  
HOSTED

228

HOUSE STAFF  
TRAINED  
*including*

25

DISTRICT STAFF



The CAO Coaches are able to provide a unique perspective on best practices and job-specific skills for House staff.



Senior House staff provide their insights and answer top-of-mind questions from conference attendees.

CONFERENCE PARTICIPANT  
FEEDBACK

98%

SAID PRESENTERS  
EFFECTIVELY  
COMMUNICATED THEIR  
SUBJECT MATTER

98%

REPORTED THAT THEY  
LEARNED SOMETHING  
NEW THAT WOULD  
BENEFIT THEIR OFFICES

97%

WOULD RECOMMEND FUTURE  
CAO EVENTS TO THEIR  
COLLEAGUES

96%

WERE SATISFIED WITH THE  
CONFERENCE OVERALL

85%

EXPRESSED SATISFACTION  
WITH THE NETWORKING  
OPPORTUNITIES OFFERED



The CAO House Staff Conferences provide staff with the opportunity to learn, ask questions, and network with their colleagues.



house

# creative services

**In addition to providing services for House Members and staff, House Creative Services was tasked with supporting the 119th Congressional Transition.**

At the direction of the Committee on House Administration and the CAO Transition Team, **House Creative Services designed and printed 79 signs and took over 900 photos of the 25 events that took place during New Member Orientation.**

To streamline the process for Members-Elect's official photos, **House Creative Services implemented a new system in which official and voting card photos were taken and processed in two separate locations** during New Member Orientation. Using the Member's official photo for Members-Elect voting cards saved significant time and provided consistent imagery to be used for other purposes.

All Members-Elect were able to take and review their official photos before the end of New Member Orientation.

In addition to supporting New Member Orientation, House Creative Services provided photography and videography services to 18 different Member district offices across the country.

**House Creative Services also extended its educational outreach by partnering with the Congressional Staff Academy to host new classes, which included two "Frame and Focus" courses, an introduction to photography, and its first "Canva Basics" course.**

Lastly, the House Creative Services team also designed and printed multiple new murals in First Call and outside of the House Staff Fitness Center, along with acoustic wall tiles for the Dunkin' seating area.



The House Creative Services team created and printed the new wall mural tiles for the Longworth Dunkin' seating area renovation.

**639**  
PHOTOGRAPHY  
APPOINTMENTS

**18**  
DISTRICT  
OFFICE TRIPS

**905**  
MULTIMEDIA  
VIDEOS  
AND B-ROLL  
FOOTAGE

**27**  
REPORTS  
DESIGNED



The House Creative Services team provides photography, video, and graphic art services to Member offices.

**59,563**  
PRODUCTS  
PRINTED

**1,820**  
GRAPHICS  
DESIGNED



House Creative Services videographers travel to Members' districts to capture constituent events.

**42,351**  
FILES  
DOWNLOADED  
FROM THE HOUSE  
MEDIA BROWSER

**843**  
NEW HOUSE  
MEDIA BROWSER  
USER ACCOUNTS



The House Creative Services team captured photos and videos at the annual Congressional Hackathon.



# customer experience

CAO

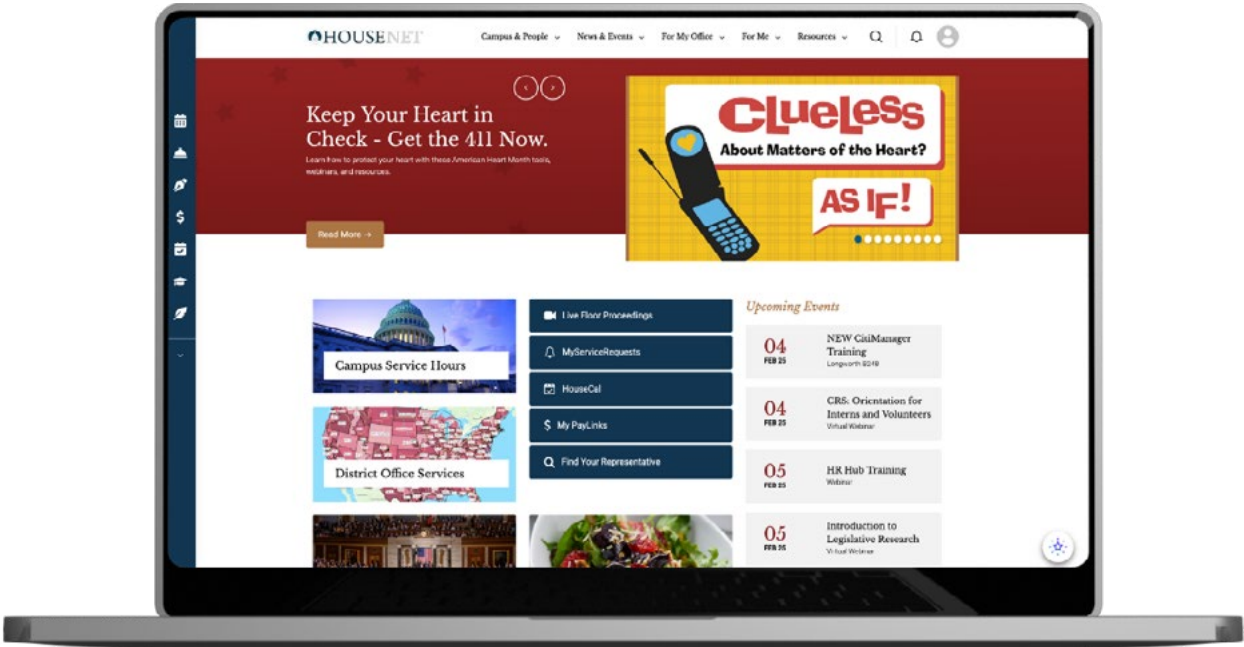
In December, the HouseNet Program Office successfully launched a new iteration of HouseNet in partnership with the CAO's Communications and Marketing team.

As the House's central service hub, HouseNet provides one-stop access to administrative, financial, legislative, operational, and technical information from a variety of House providers. The new site, which is hosted in the cloud on a modern intranet platform, authenticates

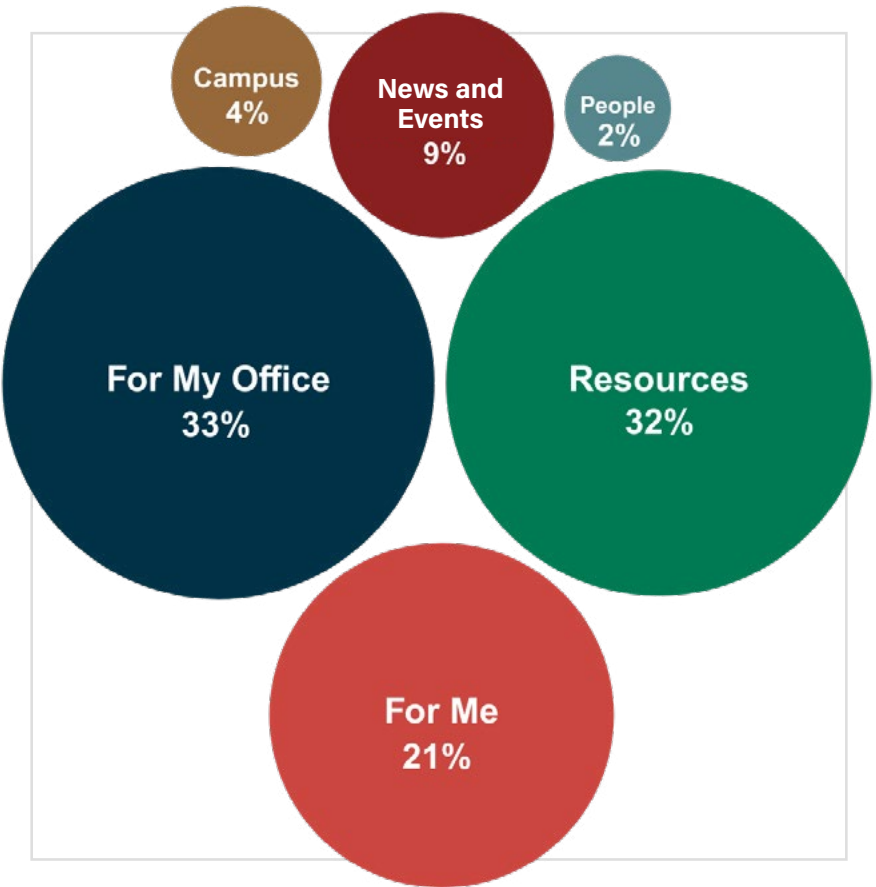
House users, offers engagement and personalization features, and has completely overhauled "service-driven" content.

Additionally, the new HouseNet offers an enhanced mobile experience, an upgraded search function, daily food menus from the House's eateries, easy-to-find legislative tools, and an ever-present "App Bar" for the most used House systems.

Within two weeks of its launch, the new site had over 125,000 views.



Engagement by Website Section



2,000+  
FILES CURATED,  
MIGRATED, AND  
EDITED

500+  
CUSTOM HOUSE  
PHOTOS AND  
IMAGES

200  
PAGES RETIRED

140  
HOUSE SERVICES  
ADDED

76  
HOUSE SERVICE  
PROVIDERS  
FEATURED

125,000+  
PAGE VIEWS  
IN THE FIRST TWO WEEKS

15,000  
HOUSE STAFF IN THE  
PEOPLE DIRECTORY

7,600+  
ACTIVE WEB PROFILES

19,218  
FEEDBACK SURVEYS SENT  
TO MEMBER, COMMITTEE,  
AND LEADERSHIP OFFICES

2,650  
SURVEY RESPONSES  
COLLECTED

congressional

# staff academy

**The Congressional Staff Academy continues to be a cornerstone for all training and professional development for House staff.**

Through staff training consultations, curriculum curation, and support for all Member office trainings, the Staff Academy ensures all House staff have the training and education they need to do their jobs on behalf of the American people.

Hosting, developing, and reporting on completion of all mandatory House trainings continues to be a critical function for the Staff Academy team. These mandatory trainings include Cybersecurity Awareness, the Workplace Rights and Responsibilities Education program, and House Ethics.

In addition to completing their mandatory trainings, 94 percent of House staff accessed non-required training this year. **In July, the Staff Academy released a unified, required training dashboard to all Chiefs of Staff. The dashboard allows House Chiefs to quickly assess the compliance rate and training reports for their office staff.** Starting in the 119th Congress, this dashboard will be available to all staff designated by their office to monitor those requirements.

In the latter part of 2024, the Staff Academy also launched a revamped

website, which provided House staff with an enhanced search function, an easily navigable interface, and modern website features.

**Professional Leadership Development Program**

Leadership Foundations, a two-part series, was reprised twice in October with strong attendance from Member office and CAO staff.

- *Leading With Confidence:*  
169 attendees
- *Building Trust and Credibility:*  
132 attendees

**Custom Staff Academy Videos**

In August, the Staff Academy completed its final installment of the Benita Knows Benefits video series with “Benita Knows: Preparing for Retirement.” All nine of the series’ videos are now available on the Staff Academy website and HouseNet.

**Alongside the introduction of the new Staff Academy website and the addition of the Staff Academy “Watch” page, the Staff Academy also developed brief video tutorials on professional development soft skills.**

Currently, four videos are live on the site and an additional four videos are in development.

In partnership with many of the CAO’s service providers, the Staff Academy continued its work to provided custom-tailored videos for new products, staff equipment and tools, and trainings. The Staff Academy teamed up with House Creative Services to create a Media Browser tutorial series and the Office of Financial Counseling to provide tutorials on the e-Forms tool alongside a revamped Budget and Planning Tool training.

The Staff Academy also produced tutorials for other House tools that streamline daily office tasks, including FlagTrack, HouseCal, Microsoft Teams, MyDelivery, and district office VoIP phones. In support of professional development, the team rolled out a series on inventory management, a “Presence and Self-Advocacy” session for the House Intern Resource Office, and a new “Protecting Whistleblower Information” training for the Office of the Whistleblower Ombuds.

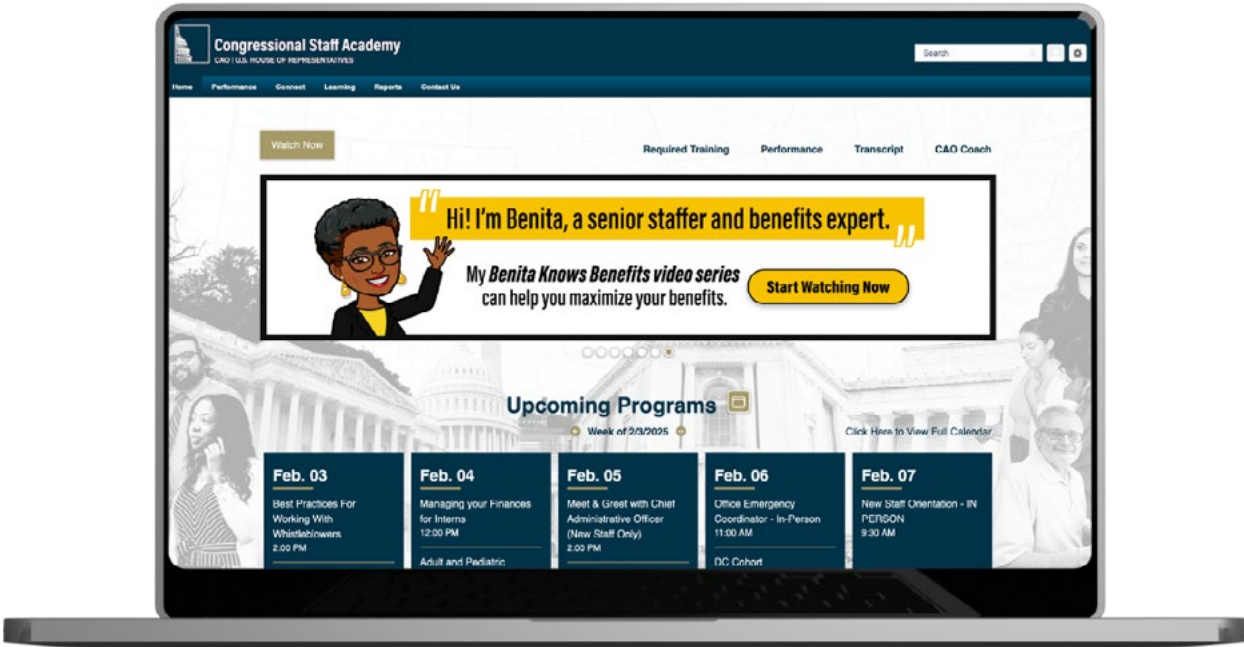
**94%**  
OF HOUSE STAFF  
ACCESSED  
**NON-REQUIRED  
TRAINING**

**16**  
AVERAGE  
CLASS SIZE

**19,207**  
IN-PERSON COURSE  
REGISTRATIONS

**10,988**  
IN-PERSON COURSE  
ATTENDANCE

**80,950**  
TOTAL COURSES  
COMPLETED  
*including*  
**62,843**  
REQUIRED TRAINING  
COMPLETED  
*and*  
**7,119**  
ON-DEMAND TRAINING  
COMPLETED





# coach program

CAO

Staffed by former top staff from both parties, the CAO Coach Program continues to help House staff navigate their uniquely challenging jobs through programming that is relevant, dynamic, connective, and efficient.

The CAO Coach Program has evolved from large Zoom classes and now includes CAO House Staff Conferences, explanatory videos, and smaller in-person classes.

At the direction of the Committee on House Administration, the Coaches developed and lead 23 programs for Members-Elect, Transition Aides, and Designated Aides for New Member Orientation. The CAO Coach Videography team also recorded and provided tech support for all of the New Member Orientation sessions.

The CAO Coach team continued its outreach and engagement with staff outside of the classroom, **sending 38 educational emails (i.e, quick tips and information) with a cumulative open rate of 44 percent.**

### CAO House Staff Conferences

Over the past six months, the CAO Coaches expanded their bipartisan D.C. conferences. These conferences offer House staff an opportunity for enhanced training, networking, and the chance to

learn about the CAO services that can make their jobs easier. New conferences were created for Committee staff, Legislative Assistants, and Legislative Directors.

**In total, 1,245 House staff attended these bipartisan conferences over the past year, which is 462 more attendees than those that attended the 2023 conferences.**

### LinkedIn Learning

Staff across the House continue to take advantage of the complimentary LinkedIn Learning accounts offered by the Staff Academy.

In October, the Staff Academy partnered with the Office of Talent and Development to co-lead a session on "Maximizing your LinkedIn Presence." A guest expert from LinkedIn Learning provided staff with strategies for how to leverage LinkedIn profiles and LinkedIn Learning tools for career development. These resources buttress the job tools created and made available by the Office of Talent and Development in the House HR Hub.

Active Users	1,708
Average Hours Per User	1 hr 34 min
Video Completions	24,625
Course Completions	971

### Continuing Education Units

LinkedIn Learning offers House staff the opportunity to complete training modules which qualify for Continuing Education Units. Between July and December, **496 Continuing Education Units (CEU's) were awarded** through LinkedIn Learning for a total of 1,209 for the year, which were completed by 317 individual staffers.



Whether it's teaching at New Member Orientation, leading Staff Conferences, and more, the Coaches are ready to support Members and staff.

9,785  
WEBSITE VISITORS

81  
NEW COACH  
VIDEOS

13,800  
CAO COACH  
VIDEO VIEWS

53  
LIVE CLASSES

1,682  
CLASS  
ATTENDEES

50  
BEST PRACTICE  
GUIDES

671  
CONSULTATIONS  
*across*

52%  
OF ALL  
CONGRESSIONAL  
DISTRICTS

18  
MEMBER OFFICE  
RETREATS AND  
TRAININGS

4  
CUSTOM  
PROGRAMS  
CREATED FOR  
COMMITTEES,  
CAUCUSES, AND  
CONFERENCES

2  
PRESENTATIONS  
FOR HOUSE STAFF  
ASSOCIATIONS

# communications and marketing

Over the past six months, the Communications and Marketing team ramped up its efforts to support 119th Congressional Transition activities while also managing the CAO’s day-to-day communications needs and delivering new services and products.

These efforts included but were not limited to: the marketing of the CAO House Staff Conferences and its branded materials; the House Staff Fitness Center mural; the rebranding campaign for the new Common Grounds House Specialty Coffee (formerly the “Cannon Coffee Cart”); the rollout promotion of the new Rayburn Sweetgreen pick-up spot; newly designed newsletters for various CAO service providers; graphic design and editorial support for CAO-managed websites such as the Congressional Staff Academy website and HouseNet; 119th Transition materials (including the New Member Orientation Book) and CAO-hosted programming; the New Staff Orientation Book; and promotions for popular CAO events, including the annual Well-Being Fair, Federal Benefits Open Season, and more.

6,960  
EDUCATIONAL AND  
PROMOTIONAL EMAILS

274  
GRAPHICS AND  
WEBSITE SLIDERS

107  
ONE-PAGERS  
AND  
HANDOUTS

91  
E-DEAR  
COLLEAGUES

67  
DIGITAL  
MONITOR  
ADS

47  
PROMO  
CARDS AND  
FLYERS

27  
TEMPLATES

17  
PRESENTATIONS

12  
FORMS

6  
ROLL CALL  
ADS

25  
BROCHURES,  
BOOKLETS, GUIDES,  
AND REPORTS

# contracts management service

The Service Contracts Management team is responsible for managing all vendor contracts on behalf of the Customer Experience Center. This includes writing statements of work, procuring vendors, awarding bids to selected vendors, and ensuring all vendors are following their contractual agreements.

### Mailing Services

The Mailing Services team oversees the stringent screening and processing of campus mail, assists Member offices in navigating postal processes, and helps the House save money on postage and production costs.

Over the past six months, Mailing Services continued to provide support for all aspects of Franked mail, U.S. Postal Service, and commercial package delivery to the House community, including mail list processing and postage accountability services.

Mailing Services processed more than 94 million records for Member offices doing mass mail campaigns, saving an estimated \$10.6 million in postage and production costs. House Postal Operations pre-sorted more than 1.7

million pieces of outbound mail, saving House offices an estimated \$612,000.00 in postage costs.

House Postal Operations also tested and processed more than 1 million inbound letters and 30,000 packages, ensuring that all items delivered to Hill offices were safe. House Postal Operations digitized and electronically loaded more than 250,000 pieces of mail into Member constituent management systems, and the number of offices enrolled in the Digital Mail program rose to 424.

94 mil  
MASS MAIL CAMPAIGN  
RECORDS PROCESSED  
saving  
\$10.6 mil  
IN POSTAGE AND  
PRODUCTION COSTS

1 mil  
INBOUND LETTERS  
and  
30,000  
INBOUND PACKAGES  
TESTED AND PROCESSED



HOUSE EATERIES  
*By the Numbers*

**au bon pain.**  
**9,604**  
PASTRIES

**DUNKIN'**  
**29,604**  
DONUTS

  
**14,235**  
MOBILE ORDERS

  
**28,552**  
COFFEES AND TEAS

  
**5,125**  
SMOOTHIES

  
**16,385**  
SANDWICHES

**sweetgreen**  
**7,966**  
SALADS



**26,513** **11,235** **5,234**  
CUPS OF SOUP SLICES OF PIZZA PIECES OF FRUIT

**118,406**  
CUPS OF COFFEE

DRYY GARMENT CARE



**DrYY**  
**26,141**  
GARMENTS DRY  
CLEANED OR  
ALTERED

HOUSE BARBER SHOP AND SALON



**2,445**  
HAIRCUTS

# house human capital office

Over the past several years, the CAO was asked to expand several human resource functions and services to help Member, Committee, and Leadership offices hire, develop, and retain talent.

Several of the programs were established in response to legislative mandates, including the creation of the House Center for Well-Being, the launch of the House Human Resources Hub, and the establishment of the House Intern Resource Office and the Office of Talent and Development.

In preparation of the 119th Congress, the CAO underwent organizational changes to its Human Resource team, including the creation of a new House Human Capital Office.

This newly formed business unit was designed to centralize and elevate the human resource functions of the House. Five existing Human Resource departments make up this new business unit:

- The Office of Employee Assistance
- The House Center for Well-Being
- The Green and Gold Congressional Aide Program

- The House Intern Resource Office
- The Office of Talent and Development

The new House Human Capital Office has three main goals intended to:

- **Meet the needs for the House:** It will establish a central human resource program for Member, Committee, and Leadership offices, which was part of the original intent outlined in Title I of H. Res. 756.
- **Simplify services for staff:** The new business unit will make it easier for staff to understand, access, and utilize targeted human resource services that are relevant to their positions.
- **Maximize efficiencies for taxpayers:** The House Human Capital Office will streamline and consolidate services to ensure tax dollars are spent responsibly.

The remainder of the existing CAO Human Resource departments (which includes Operations, Strategy, CAO Safety and Personnel Security, and Internal Communications) will continue to provide core services directly to CAO employees.

# talent and office of development

The Office of Talent and Development was officially established under CAO Human Resources in April 2024 and plays a vital role in House staff development by providing best practices, tools, tips, training, and outreach to help Member, Committee, and Leadership offices as they recruit, develop, and retain talent.

From July to December, the Office of Talent and Development designed and deployed several programs for staff and conducted outreach to other key stakeholders to raise awareness and build interest in the exciting job opportunities available across the House. The team attended 85 career fairs, conferences, and meetings, reaching over 2,700 attendees.

The Office of Talent and Development also worked with other CAO departments to consolidate overlapping and duplicative programs into one place as they developed a comprehensive outreach strategy.

Additionally, the team re-branded the House’s job posting and resume bank services and stood up the new House Talent Marketplace. Throughout the latter half of 2024, the office conducted training and consultative assistance for House staff through resume reviews, mock-interviews, LinkedIn reviews, and general career guidance.

2,700

HOUSE STAFF  
REACHED  
through

85

CAREER FAIRS,  
CONFERENCES,  
AND MEETINGS



The Office of Talent and Development supports House staff with career development and seeking growth opportunities.



# house talent marketplace

The resume and job placement services under the Office of Talent and Development’s House Talent Marketplace continued to positively impact House offices.

The second resume and job placement service, LinkedIn Recruiter, also received strong interest from House offices and applicants. The office received 52 requests for support and 751 candidates were provided for consideration in response to those requests.

The Office of Talent and Development also tracked key demographic data of applicants to ensure that the House Talent Marketplace reaches diverse and qualified applicants. Over the past six months, 46 percent of applicants to the House Resume Bank and LinkedIn Recruiter self-identified with a racial or ethnic minority group, which is 2 percent higher than the general population tracked through the U.S. Census.

The team is also building the capacity to measure the overall return on investment of the House Talent Marketplace services. From July to December, 111 of the candidates hired by the House also submitted resumes to the House Resume Bank or applied to a specific job through the LinkedIn Recruiter program.

In November, the team worked with House Information Resources to design and deploy the New Member Resume Bank for the 119th Congressional Transition.

This service allows job seekers to submit resumes directly to Members-Elect for 14 specific job openings in D.C. and district office positions. Officially launched on November 08, 2024, the House Resume Bank experienced an immediate influx of resumes.

12,428

RESUMES SUBMITTED TO THE RESUME BANK

917

POSITIONS POSTED

27,009

RESUMES RETRIEVED FROM THE RESUME BANK

97

RESUME REQUESTS SUBMITTED TO POST VACANCIES

1,430

RESUMES SENT TO MEMBER, COMMITTEE, AND LEADERSHIP OFFICES

66

MEMBERS-ELECT IN THE NEW MEMBER RESUME BANK

# house human resources hub

The House Human Resources Hub (HR Hub) continued to expand its influence as the go-to for Member, Committee, and Leadership offices seeking tips, tools, and other human resource references.

In November, the Office of Talent and Development launched the New Member Resource page on the HR Hub, which contains tools, tips, and templates to help Members-Elect with their recruiting and hiring activities. Since its launch, the resources in the New Member section have been downloaded or clicked nearly 700 times and by almost 270 unique users.

270

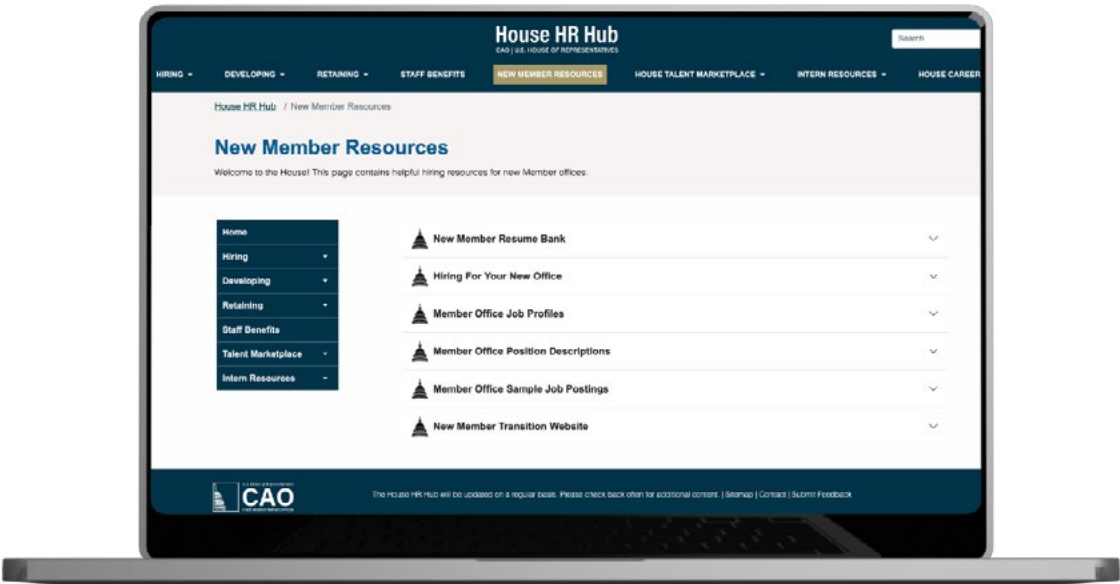
NEW MEMBER RESOURCE PAGE USERS

700

NEW MEMBER RESOURCE PAGE CLICKS



The Office of Talent and Development team meets with House staff to explain all of the tools available with the HR Hub.



# house center for well-being

**The House Center for Well-Being plays a critical role in the CAO’s mission by providing the House community with well-being resources and services that improve the personal and professional lives of staff who support Members in performing their Constitutional duties.**

Between July and December, the House Center for Well-Being offered 44 webinars, briefings, and events that 2,829 staffers attended. These opportunities are strategically planned to maximize engagement during in-session days and district work weeks, and are offered both in person and virtually so that all staff across the country can participate. The Center’s Healthy on the Hill Podcast delivered four new episodes, providing additional engagement options for staff through timely and relevant well-being conversations with industry experts and campus partners.

**The House Center for Well-Being’s ecosystem of digital apps continues to be one of the Center’s most favored resources.**

These tools are available as native, mobile-responsive, and web-based to ensure that every employee has access to well-being support, whether they’re at home, in the office, or on the go. The apps support employees in the more challenging areas of well-being, including **financial literacy, nutrition, exercise, mental health, and work-life harmony.** Over 11,000 total user accounts exist, with 1,200 new registrants added during this reporting period alone.

2,829

ATTENDEES of

44

EVENTS

including webinars, briefings, and events

11,495

WELL-BEING APP USERS

including

1,200

NEW USERS

The Center’s well-being challenges remain among its most popular and requested offerings. Over 825 employees participated in both House-wide and custom Member & Committee challenges, which are proven ways to improve staffer health and well-being outcomes while increasing employee engagement and positive interaction between D.C. and district staff. During the 2025 Federal Benefits Open Season, the Center’s health plan navigation and transparency tool, which helps simplify the plan selection process while improving overall health literacy, was accessed close to 500 times.

Healthy on the Hill

PODCAST

4

NEW EPISODES

32

NEW PODCAST SUBSCRIBERS

an increase of 7.6% over previous 6 months

153

DOWNLOADS

an increase of 10.9% over previous 6 months

The House Center for Well-Being piloted a new internal initiative — the ‘Capitol Athlete Program’ — in November. This initiative was developed to deliver tailored well-being resources and services to critical and essential employees who are instrumental in ensuring House operations run smoothly.

The Center’s office remains a hub for well-being support. In the last six months of 2024, there were 4,621 office interactions with staffers alongside over 420 wellness coaching sessions.

420

WELLNESS COACHING SESSIONS

including

336

TELENUTRITION VISITS

636

PARTICIPANTS

across two House-wide Well-Being Challenges

494

CHECKBOOK ACCOUNTS

created during Open Season



The House Center for Well-Being’s annual plant giveaway is a popular event for House staff.



# employee assistance office of

Over the past six months, the Office of Employee Assistance (OEA) team continued to provide their essential suite of personal and professional support services in consistently high volumes.

OEA Counselors conducted close to **3,300 individual counseling and coaching sessions**, the core service of the office. The OEA's retreat and training provision completed 54 training, outreach, and critical incident response events, attended by 1,643 employees. Of these events, 31 were House-wide training sessions, which served 978 employees — an increase from the prior period in which 795 employees were served over 40 such events. The team also facilitated programs at 30 team retreats during this period, serving 422 staff.

The OEA's "Mental Health Minute" brief video series launched its 15th episode in November, and OEA's collaborative podcast with the Center for Well-Being, "Healthy on the Hill," concluded its third season with a 29th episode released in December. New episodes of both series will continue to be released throughout 2025. The OEA staff partnered with the House Recording Studio to produce professional, House-tailored videos featuring new OEA programming.

This effort included the release of the new, innovative "Mindful Movement at Work" video series, which incorporates mindfulness and physical movement techniques to help employees refocus and recharge throughout the workday.



The OEA is currently developing a new offering for House managers that will debut in 2025 along with an upcoming orientation video for managers. The "Self-Facilitation Guide for Leaders: Facilitating Strategic and Operational Activities in Staff Retreats" publication is intended to serve as a comprehensive guide to educate and empower managers to better leverage their managerial skills by leading various team activities related to work goals and vision.

# operations and quality assurance

The Operations and Quality Assurance team collaborated with every CAO business unit to address potential FY25 budget reductions. This effort ensured minimal operational disruption and sustained service delivery to the House.

Additionally, in partnership with House Information Resources, the Operations and Quality Assurance team implemented significant customer experience enhancements in the **My Delivery pilot tool**. These updates simplify the purchasing process, enabling House offices to authorize equipment payments and initiate the CAO inventory process with greater ease. The tool's transition to a secondary pilot program, following discussions with CAO leadership and the Committee on House Administration, is underway.

The Operations and Quality Assurance team also **conducted detailed workflow analyses and provided key metrics to the Furnishings team, supporting the Furniture Inventory Management Project**. By leveraging performance dashboards, the team helped Logistics and Support visualize critical data points, facilitate data-driven decision-making, enhance accountability and transparency, and improve the cataloging of desktop procedures.

The Operations and Quality Assurance team coordinated the shipment of 2,019 boxes of official records from 24 departing Members' Washington, D.C. offices to various locations, including California, Texas, Ohio, Florida, and North Carolina. The process involved working closely with Member office staff and the Architect of the Capitol to prepare, label, and palletize records for transport to the CAO storage facility.

Departing Members received assistance in purchasing office furniture, including desks and chairs, at standard prices set by the Committee on House Administration. For non-standard items, Members submitted written requests to the Committee on House Administration for approval. The team provided fair market valuations to the Committee to support these requests.

2,019

BOXES OF OFFICIAL RECORDS SHIPPED

from

24

DEPARTING MEMBERS' D.C. OFFICES

# operations

## asset

Asset Management Operations remained committed to ensuring the accountability of all House equipment assets through its recurring asset lifecycle compliance program while implementing new projects and policies to serve the House.

Through the Asset Management Operations team’s collaboration with the House Office Supply Store, 1,375 pieces of equipment were procured for staff at a cost of \$1.4 million. Furthermore, the team leveraged the bulk purchasing power of the House to maximize taxpayer dollars.

1,100  
ITEMS RECEIVED FOR  
RESALE  
IN THE HOUSE OFFICE  
SUPPLY STORE

\$1.7 mil  
SALES GENERATED  
THROUGH THE NEW  
HOUSE TECH WEBSITE

1,500  
PIECES OF NEW  
EQUIPMENT  
DELIVERED

6,800  
EQUIPMENT PIECES  
RECEIVED FOR  
TRANSITION

232  
D.C. EQUIPMENT  
REMOVALS

4,824  
ITEMS DISPOSED OF  
*including*  
2,150  
COMPUTER HARD  
DRIVES SHREDDED

# furnishings

The Furnishings team continued its work in support of major House events and projects.

Over the past six months, this has included:

- **Drapery for the statue unveilings** of Johnny Cash of Arkansas and Dr. Martha Hughes Cannon of Utah.
- **Black bunting** in honor of the late Rep. Sheila Jackson Lee and Rep. Bill Pascrell.
- **Removal of carpet** in the Dunkin’ seating area so new vinyl flooring could be installed.
- **New carpet and installation of the U.S. House seal** in Ford.
- Drapery for five portrait unveilings.
- **Removal of furniture, carpet, and drapes** to allow for the start of the renovation of the Committee on Oversight and Accountability’s hearing room.
- **Renovation** of the Education and Workforce Committee hearing room.



The Furnishings team worked expeditiously to set up Member offices for the 119th Congress.

The Furnishings team also contributed to the successful setup of the 119th Congressional Returning Member and New Member Lottery and Suite Selections event. Further, the team completed the transition of Members into their new offices and the phase four finalization of the Cannon office renovations. In total, 40 chairs were repaired and cleaned.

The Upholstery team performed repairs to the Lincoln Catafalque. The team also began the restoration process of the Arlington Catafalque, a duplicate of the Lincoln Catafalque, which hasn’t been repaired since 2006. Before and during Transition, the Upholstery and Drapery team installed, cleaned, and repaired window treatments, and provided support for several House events.



The Furnishings team provided drapery for the statue unveiling of Dr. Martha Hughes Cannon of Utah.



CABINET SHOP

363  
INCIDENTS  
RESOLVED

541  
FRAMES  
CONSTRUCTED

202  
FURNITURE  
REPAIRS

72  
NEW FURNITURE  
CONSTRUCTION  
REQUESTS

90  
FURNITURE  
CONSTRUCTION  
REQUESTS  
COMPLETED

75  
CONSTRUCTION  
CONSULTATION  
REQUESTS

68  
FURNITURE  
DELIVERIES,  
INSTALLS, AND  
MOVES

184  
INCIDENTS  
RESOLVED

152  
ROOMS PREPPED  
FOR PAINT

138  
CLOSED TASKS

TRANSITION



Drapery makers sew and repair curtains for Member, Committee, and Leadership offices.

UPHOLSTERY AND  
DRAPERY SHOP

352  
REQUESTS  
RESOLVED

115  
TASKS CLOSED

61  
MEMBER-ELECT  
OFFICES VISITED  
FOR DRAPERY  
AND FURNITURE  
NEEDS

465  
CHAIRS  
CLEANED

16  
CHAIRS  
UPHOLSTERED

243  
REQUESTS  
RESOLVED

5,531  
YARDS OF  
MATERIAL USED  
TO PRODUCE  
WINDOW  
TREATMENTS

192  
OFFICES VISITED  
FOR DRAPERY  
CLEANING AND  
REPAIRS

TRANSITION AND EVENTS



The skilled craftsmen in the Cabinet Shop work on an array of projects for Member offices.

SPECIAL EVENTS

Set Ups for:

- PORTRAIT UNVEILING (H-313)
- PORTRAIT UNVEILING (CANNON 290)
- EMANCIPATION HALL STATUE UNVEILING
- CUSTOM TABLE SKIRT FOR THE CAPITOL GINGERBREAD HOLIDAY DISPLAY



The annual U.S. Capitol Gingerbread House brings joy to House Members, staff, and visitors.

CARPET SHOP

1,076  
REQUESTS  
RESOLVED

516  
REQUESTS  
RESOLVED

169  
SERVICE  
REQUESTS  
COMPLETED

7,450  
YARDS OF  
CARPET  
INSTALLED

49  
NEW MEMBER  
OFFICE CARPET  
INSTALLATIONS

TRANSITION

FINISHING SHOP

273  
GENERAL  
MAINTENANCE  
AND REPAIRS  
REQUESTS

1,980  
FURNITURE  
TOUCH-UPS

221  
LOCKSMITH  
AND  
ENGRAVING  
REQUESTS

1,160  
FURNITURE  
TOUCH-UPS AND  
FINISHES

122  
PIECES OF  
FURNITURE  
REFINISHED

TRANSITION



The Finishing Shop repairs and touches up chairs ahead of Transition.



# resource management

## furniture

The Furniture Resource Management team prioritized preparation for Transition by wrapping up pending Antique and Unique Design consultations, updating furniture inventory locations, and ensuring there was sufficient inventory of historic desks, tables, and chairs for the 119th Congress.

Several design projects were also completed including a furniture refresh for the Speaker’s Balcony, chair refurbishment for the Ways and Means Committee, and a new paint scheme for Dunkin’.

In preparation for the incoming Congress, the Design team prepared a design lookbook to help new Members when selecting paint, carpet, and drapery. The Inventory team ramped up its operations as new and refurbished furniture pieces were received and added to the House inventory.

The team’s furniture inventory system received an upgrade that enabled faster and more accurate inventory details. The upgrade came just in time for the Inventory team to conduct physical furniture inventories of all offices that moved in December.



The Inventory team spent considerable time repairing and touching up furniture to prepare for new Members.

11  
FINISH  
SCHEDULE  
DESIGNS

103  
ANTIQUE  
AND UNIQUE  
FURNITURE  
DESIGNS FOR  
MEMBERS

103  
MEMBER OFFICES  
INVENTORIED  
FOR THE NEW  
CONGRESS

688  
REFURBISHED  
FURNITURE  
INVENTORIED

1,782  
NEW FURNITURE  
INVENTORIED

291  
ANTIQUE  
AND UNIQUE  
FURNITURE  
REFURBISH  
OR DELIVERY  
REQUESTS

338  
DEPARTING  
MEMBER  
ANTIQUE  
AND UNIQUE  
FURNITURE  
RETURNED TO  
INVENTORY

29  
DEPARTING  
MEMBER  
OFFICES  
FURNITURE  
PURCHASE  
REQUESTS

## logistics

The Logistics team supported several high-visibility initiatives in the Capitol and House office buildings, including a reset of the Speaker’s Lobby, the delivery of new furniture for the Speaker’s Balcony, and support for the NATO summit.

The Logistics team has also continued its preventative maintenance program by utilizing recess periods to clean special event chairs and to remove and replace broken and outdated special event furniture.

1,798  
TASKS COMPLETED

5,310  
PIECES OF  
FURNITURE MOVED

1,473  
SPECIAL EVENTS  
SUPPORTED



The Logistics team supported high visibility events throughout the House campus, including the Nato Summit.



# furniture refurbishment program

**The Furniture Refurbishment Program continued to support the House’s sustainability efforts.**

**The Warehousing team started a program to handle light furniture touchups without the need to use CAO furnishing shops or outside vendors.** The team restored and repurposed 240 pieces of furniture that provided a cost savings of \$106,185. Over the past six months, 202 furniture items were repaired or cleaned by House shops, which would have cost \$73,488 to purchase new. A total of 371 furniture items over the same period were restored by outside vendors. The below figures represent a sample of the \$338,838 in savings from refurbishment of the House’s three most requested furniture items over the past six months.

ITEMS	REFURB COST	REPLACE COST
60 Credenzas	\$30,584	\$170,724
68 Desks	\$42,908	\$137,156
243 Tables	\$61,520	\$165,970
751 Items	\$135,012	\$473,850

**Transition**

During the month of December, 13,298 furniture pieces were moved to support Transition efforts for the 127 returning Member moves and the 65 new Member set-ups. Leading up to Transition, Logistics and Furnishings evaluated the condition of furniture in 63 departing Member and 129 returning Member offices. This effort helped identify an inventory set of furniture needed to satisfy customer demand. **During Transition, the Warehouse team restored 581 pieces of furniture, including chairs, tables, desks, and upholstery (sofas and easy chairs).** An additional 131 pieces required refurbishment or repairs by the Finishing shops, and 79 pieces were refurbished by outside vendors.

OVERALL COST SAVINGS PER GROUP	
Warehousing	\$106,185
Furnishings	\$73,488
Outside Vendors	\$338,838
TOTAL	\$518,511

# office design and move services

**Between July and December, Office Design and Move Services continued its efforts to modernize the House campus and institute innovative design and ADA-compliant practices to support the continuity of House operations.**

These efforts included ongoing office design consultations for Member, Committee, Leadership, and support offices, the transformation of working environments and non-working spaces (i.e., conference rooms, cafeterias, and open layouts), and the oversight of Transition-related and Cannon Renewal-related planning and execution.

The Office Design and Move Services’ Project Service team resolved 219 office service requests. These included furniture reconfigurations, special election setups, carpet and paint updates, office remodels, and staff relocations.

The Office Design and Move Services’ Workflow Management team scheduled approximately 1,400 service requests, resulting in 5,200 furniture deliveries. For Transition, the Office Design and Move Services’ Workflow Management team prepared months in advance for the setup of the New Member and Departing

Member Centers, which were utilized during the New Member Orientation and the final days of the 118th Congress. The team managed the day-to-day operations from installation and setup to their closure, providing administrative support to each Member office.



**Over the past six months, the Office Design and Move Services’ team provided 5,200 furniture deliveries.**

The Office Design and Move Service’s designers provided in-person and virtual design consultations for traditional and on-trend modular furniture to assist offices with customized furniture layouts to meet their office needs.

**During the last six months of 2024, the Office Design and Move Services team completed 205 office consultations and designs as well as 30 redesigns.**

# business continuity/ disaster recovery

**Disruptions to Member offices often occur during natural disasters, exactly when communications with constituents are needed most.**

Throughout a busy hurricane season, BC/DR provided 14 district offices with support in the aftermath of storms through the District Office Contingency Support Program. The equipment shipped to Members' offices – including satellite phones, telework kits, mobile office kits, and more – provided district offices with the necessary IT and communications support, so they could continue to provide constituent services even when utilities in the area were down or degraded.

Additionally, BC/DR coordinated CAO contingency support and monitoring for multiple special events that occurred in and around the Capitol campus, including the Israeli Prime Minister's address to a Joint Meeting of Congress.

Over the past few months, the team, along with the Sergeant at Arms, Clerk of the House, United States Capitol Police, and their Senate counterparts, began coordinated planning efforts for a busy start to the new Congress.

This included **the Opening Session of Congress, the electoral college certification, and the January 2025 Presidential Inauguration.** Each event presents different threat landscapes and necessary contingency preparations. BC/DR planning, staging, and execution efforts ensures the House has continuity of communications and broadcast capabilities regardless of the event.

**14**  
**DISTRICT OFFICES**  
**SUPPORTED AFTER**  
**MAJOR STORMS**

**4**  
**SIGNIFICANT**  
**CONTINUITY**  
**EXERCISES**  
**CONDUCTED**

**200**  
**MEMBERS-ELECT AND**  
**DESIGNATED AIDES**  
**REGISTERED INTO**  
**HOUSEALERT**

In addition, the designers supported several special projects for the Members, Committees, and Leadership, including the **redesign and renovation of the Permanent Select Committee on Intelligence, Cannon Renewal Amenity Suite, and the Departing and New Member Center layout.**

In support of Transition, the Office Design and Move Services designers provided in-person and virtual design consultations. In total, 99 requests were submitted for office consultations and designs, with 27 already completed. Nearly 60 percent of the Member offices in this Transition consisted of modular furniture.

**99**  
**TRANSITION DESIGN**  
**CONSULTATION**  
**REQUESTS**

**27**  
**TRANSITION DESIGN**  
**CONSULTATIONS**  
**COMPLETED**

The Office Design and Move Services' Modular Services team supported the scheduling, delivery, installation, and servicing of specialized modular case goods and installed systems furniture throughout the House campus.

**Under the new Modular Sustainment Lifecycle Program, the Modular Services Unit provided updates, repairs, and sustainment services**

**(including replacements and reconfigurations) to 341 Member, Committee, and Leadership offices, which consist of approximately 6,350 modular workspaces across the House campus.**

In support of Transition, 80 case good desks were delivered, while approximately 1,100 workstations and case good desks were reset and touched up during the day of the move.

In preparation for onboarding the Transition Move Coordinators, the Office Design and Move Services Management team developed multiple Move Coordinator training modules in partnership with the CAO Transition office and the AOC Transition lead. The Move Coordinators were the primary points of contact for 192 Member offices, overseeing CAO service requests to facilitate office relocations and setups for 127 returning Members and 65 new Member setups. The team processed 1,003 stakeholder service requests. The relocation process began on December 2 and continued through the month with all offices fully functional by the Members' swearing-in on January 3.

## Phase Four Cannon Renewal

Office Design and Move Services also continued its efforts related to the final phase of the Cannon Renewal Project, in which 35 Member, Committee, and support staff offices were updated with modular furniture. Project management and design for this phase included furniture auditing and order entry, the scheduling and tracking of CAO services, and modular furniture delivery and installation services.



While planning for multiple real-world events progressed, BC/DR facilitated or participated in four significant continuity exercises during the second half of 2024. **These exercises included participants from all legislative branch institutional agencies as well as partners from the other two branches of government.** One such exercise included limited-notice aspects for participants, ensuring that continuity personnel could setup and operate without extensive pre-planning.

Along with the rest of CAO, BC/DR supported the closeout of the 118th Congress and the transition to the 119th Congress. The team assisted HIR with imaging and testing of devices ahead of New Member Orientation, and registered more than 200 new Members-Elect and Designated Aides into HouseAlert, the House’s notification system. The team also coordinated with the Department of Homeland Security’s Cybersecurity and Infrastructure Security Agency to ensure Members-Elect had access to priority telecommunications services on January 3.



The BC/DR team coordinated support and monitoring for special events, including the Israeli Prime Minister’s address to a Joint Meeting of Congress.

# capitol service center

SERVICE TYPE	TICKETS
Event Set-up/Re-sets Remedy	1,004
Order/Remove/Move Furniture	123
Cabinet Shop/Structural Repair	21
Carpet/Drape/Upholstery	19
Equipment Transfers/Removals	4
Locksmith	2
TOTAL TICKETS	1,173



The Capitol Service team supported the set up for the press conference held by Speaker Johnson during the Israeli Prime Minister’s visit to the U.S. House.

# office of employee advocacy

**In the second half of 2024, 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 of 1995 and its 2018 Reform Act.**

Over the past six months, Employee Advocacy assisted a high volume of House employees in matters covered by over 15 Congressional Accountability Act laws that grant workplace benefits and protections. Employee Advocacy maintained 400 legal matters, each involving multiple issues covered by the Congressional Accountability Act. The Employee Advocacy team supported New Member Orientation by preparing a one-pager for the New Members’ binders and participated on a panel about workplace rights.

The Office of Employee Advocacy assisted House employees with an array of issues, including reasonable accommodations, FMLA, compensation, disability discrimination, workplace hazards, and more. The Employee Advocacy team participated and supported several other events.

The team:

- Designated an attorney representative for the first cohort of the **CAO’s Women Empowered (WE) employee resource group.**
- Provided representation on the **CAO Culture and Inclusion Task Force**, including support for initiatives by the Office of Talent and Development.
- Participated in an event for the **Congressional Hispanic Caucus Institute.**
- Presented at a **National Disability Employment Awareness Month event.**
- Provided services at the **2024 House Intern Summit.**

Alongside their consultative efforts for initiatives and programs such as the Workplace Rights and Responsibilities Education training , Employee Advocacy also led multiple webinars for House staff on topics such as the “60-year Anniversary of Title VII of the Civil Rights Act” and a “Fireside Chat With Employee Advocacy: FAQ Edition.”

# IT customer solutions

**IT Customer Solutions successfully onboarded 67 Member-Elects and their staff (Transition Aides and Designated Aides).**

The team conducted their Technology Briefings and set up and provided Members-Elect with laptops and mobile devices. **IT Customer Solutions provided technology support at all New Member Orientation support centers while also maintaining normal operations for seated Members, Leadership, and Committees.**

The CAO Technology Partner+ Program continued to provide Member offices with a dedicated in-House service provider option for technical support and system administrative services for their D.C. and district offices.

**A total of 43 freshman offices selected the Technology Partner+ Program, bringing the total number of offices that will be supported during the 119th Congress to 148.**

Member offices that participate in the program can:

- Hear about and test new technology and services offered by the CAO.
- Participate in pilot rollouts and provide real-time feedback.

- Access House technology insights through the subscription-only Tech Plus Insider newsletter.

Technology Partners continued to provide Member offices with IT maintenance and system administration via remote and onsite support for D.C. and district offices. Technology Partners have resolved over 8,474 customer ticket requests and have been deployed to two Congressional district offices to configure computers, printers, and mobile devices.

**8,474**  
CUSTOMER TICKET  
REQUESTS RESOLVED

**10,314**  
CUSTOMER SUPPORT  
REQUESTS



**The IT Customer Solutions team provides tech support for all House Members and staff.**



The Technology Partners also played **major roles in the development and implementation of several key projects and initiatives** including the NMO app, Select Committee Task Force, the House's biometric authentication solution toolkit One Identity Active Roles, House Port Security, O365 License MCL Remediation, and Windows 11.

The Technology Service Desk fulfilled and resolved over 10,314 customer requests for support via phone, Live Chat, and MyServiceRequests. This included the processing of 993 Active Directory/Exchange Mailbox transfer requests and 3,003 SecurID/VPN requests.

All equipment purchased, including through the House Tech Store, is imaged by the Hardware team.

**575**  
DEVICES IMAGED  
*including*  
**285**  
DESKTOP  
COMPUTERS  
*and*  
**245**  
LAPTOP  
COMPUTERS  
  
**1,478**  
DROP-IN  
CUSTOMERS  
AT THE TECHSOS  
DESK

Between July and December, the team imaged over 575 devices for the House Tech Store, refreshed approximately 45 Macs, 285 desktops, 245 laptops, and assisted with the testing of new technology, including Apple and Windows applications.

**The TechSOS Desk offers services ranging from SecurID setups, laptop troubleshooting, cellular setups, and the decommissioning of cellular phones.** Over the past six months, 1,478 drop-in customers visited the TechSOS Desk. The top five requests included:

- SecurIDs.
- Mobile device setup.
- Mobile decommissioning.
- Laptop troubleshooting.
- General technology questions.

In addition, the TechSOS Desk partnered with the Office of Cybersecurity to host an informational pop-up. The team also partnered with House Digital Service in assisting Members and their staff with Quill, the House's e-signature platform for official letters.



Staff from Tech SOS regularly attend in-person House events to meet with House staff.



HIR teams are always eager to help House Members and staff behind the scenes and around campus.

During this time, the Technology Solutions Engineering team transitioned from a traditional Microsoft Deployment Toolkit (MDT) build to a new more stable process. They rebuilt five PowerShell MDT servers, comprising of two physical and three virtual servers, and implemented a new imaging process utilizing a cloud-based environment.

**This modernization significantly improved the reliability of the House's imaging process and reduced the time required to image Windows computers across the House network.**

The HIR Vendor Management team finalized modified language for both the Technology Services Contract and Master Web Services Agreement. Both vehicles were modernized to include updated language for new cloud requirements and to improve greater transparency around vendor pricing, support plans, and offerings. Additionally, the team facilitated and processed 13 cloud requests for final approval under the HISPOL 17 Cloud Review Process. This included the

tracking of requests through the approval process, the preparation of abstracts and communications, the facilitation of progress meetings, and the management stakeholder issues.

**The team played a major role in preparing CMS, maintenance, and web providers for the 119th Congressional Transition.** This included transition planning, scheduling and managing all vendor activities, communications, issue resolution, and after-action review.

These vendor roles and activities included:

- The CMS provider staging of freshman vendor selected environments and processing of data conversion requests.
- Maintenance provider equipment deinstallation and reinstallation of all departing Member takedowns, seated Member moves, and freshman office standups.
- Web vendor site archives for departing Members.

# house digital service

**In the second half of 2024, the House Digital Service team made major progress on key innovation initiatives.**

Leveraging the team’s model to build alongside users and iteratively optimize new services, the team, along with many other House Information Resource partners, met significant milestones for the HouseCal, FlagTrack, SocialStats, LegiDex, and CaseCompass products.

**HouseCal was formally launched in July to serve as a unified modern calendar for all Floor, Committee and major Caucus events, including live and archival videos for most events.**



**5,000**  
STAFFERS WHO  
HAVE USED  
THE APP

HouseCal can also be used to follow individual Member or Committee calendars via an Outlook shared calendar integration. Since its introduction, 5,000 staffers have used HouseCal.

The new FlagTrack order management utility formally launched House-wide in September, replacing and expanding upon the Architect of the Capitol’s flag portal. Developed in conjunction with the Enterprise Digital Automation team, **FlagTrack allows staff to see all flag orders, including a step-by-step status report as it moves from order to inventory and fulfillment.** House Digital Service also worked with the Congressional Staff Academy to develop FAQs, on-demand trainings, and a comprehensive overview of the flag request process.

Also in September, **the team launched SocialStats, which allows offices to track their social media presence over time, including follower counts, post counts, and engagement scores.** The tool compares each office to other offices in the Member’s party, state, and House at large. Over 300 House offices have used SocialStats to view their office’s daily-updated metrics.

**300+**  
HOUSE  
OFFICES THAT  
HAVE USED  
SOCIALSTATS

**LegiDex, the official online legislative branch staff contact directory, was activated in November with the launch of an initial pilot consisting of roughly 100 House staffers.** This group is using the new tool to browse offices, update info for themselves and others in their office, and to bulk email groups of staff using filters like party, state, “office roles,” and “legislative issues covered.” The initial release is focused on House offices and staff, but the site will evolve to include the Senate and other legislative branch agencies. LegiDex is built upon years of work from the Enterprise Applications and Identity Management teams using Pentaho to aggregate employee data from a variety of sources using complex ETL (extract, transform, load) data automations.

House Digital Service also completed an initial prototype for **CaseCompass, a tool that aggregates and analyzes casework data. The prototype ingests casework data from all House CMS vendors for the eight participating Member offices in the working group.** The team has continued to rely on Caseworker feedback to refine a standardized taxonomy and case descriptions, now complete for seven federal agencies. The casework aggregation dashboard includes a feedback tool that allows Caseworkers to categorize cases that will soon be used to train a model to categorize data in real time.

In September, the team planned and executed the 6th annual Congressional Hackathon, co-hosted by Speaker Mike Johnson, Democratic Leader Hakeem Jeffries, and CAO Catherine Szpindor.



**The Congressional Hackathon is a long-standing, bipartisan event hosted jointly by bipartisan House leadership and the CAO.**

**The Hackathon, a public event, brought together a bipartisan group of Members and their staff, legislative branch agency staff, open government and transparency advocates, civic hackers, and developers from digital companies to explore the role of digital platforms in the legislative process.**

A record 200 people attended the event in the Capitol Visitor Center.

In its second full year, under the team’s purview, the eDiscovery program has helped Congressional Oversight Committees and other House entities conduct more than 125 investigations.

The House Digital Service team once again successfully partnered with IT Customer Solutions, Network Engineering and Operations, and Mobility in supporting Transition elections for Leadership and Caucuses with secure electronic voting.



# enterprise services

**The Human Resource Information Systems team developed a student loan statement that is emailed to participants each month detailing the current payment amount, balance, contract dates, and life-to-date total.**

This notification allows staff to have a clear understanding of their loan status and balance.

The Human Resource Information Systems team also automated the complex, quarterly process of providing Chiefs of Staff with a list of shared employees on their staff at any point during the prior quarter. The previous process involved multiple departments with many steps and merging multiple data points. **The new process is fully automatic with no user intervention required.**

**The new MyDelivery service transitions Member, Committee, and Leadership purchase order management from traditional paper-based processes to a digital system, designed to save time, enhance operational efficiency, accessibility, and transparency.**

A total of 40 Member offices participated in the pilot. On average, transactions made via MyDelivery were open for only 29 days, compared to 87 days

using paper-based transactions in 3Q-2024 (saving 58 days or 66 percent). MyDelivery integrates the CAO's Service Management and financial systems to allow authorizing officials to acknowledge equipment receipt and approve payments.

**In coordination with the HouseNet team, the Support Systems team released a new HouseNet intranet in December.**

Earlier in August, the Support Systems team delivered the Salary Sense dashboard to provide compensation market analysis to Chiefs of Staff in Member offices and Committee Staff Directors. It utilizes FinMart to provide an interactive dashboard which enables Chiefs of Staff to analyze House salaries across several metrics including geography, party, and title. Salary Sense helps offices ensure that they are offering fair and competitive pay when negotiating with staff. The House Digital Service team collaborated with Enterprise Applications to provide design guidance and user focus group feedback.

The PeopleTools 8.61 upgrade was a critical step in the PeopleSoft Financial System upgrade roadmap. The roadmap includes hardware, operating system, platform, and software upgrades to ensure that the financial system of record for the House operates on a supported configuration. The PeopleTools upgrade also strengthened the security posture while providing new development

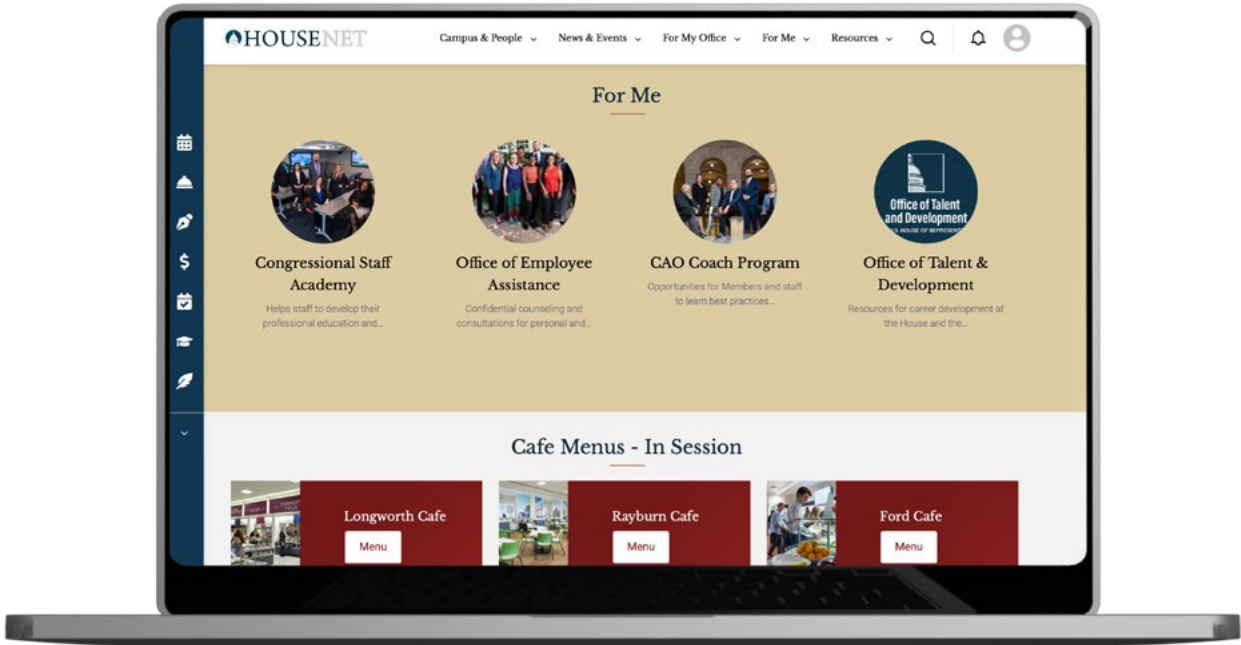
features and modern user navigation features for users. This upgrade was a prerequisite for the PeopleSoft application upgrade that will occur in 2025.

**The eForms Portal replaces the old PDF-based onboarding package with a more modern, wizard-based, online portal.** The portal went live to all Member, Committee, and Leadership offices in August 2023 with the Annual Health Designation form. Most recently, the team added the Point of Contact (POC) form to the portal and starting with the 119th Congress, all Member offices will use it. In addition to the Annual Health Designation form and Point of Contact forms, 234 offices use the eForms portal for Payroll Authorization forms. In the 119th Congress, all 65 new Member offices will use the eForms portal to onboard staff.

**66%**  
REDUCTION IN  
HOW MANY DAYS  
TRANSACTIONS  
WERE OPEN IN NEW  
MYDELIVERY SERVICE

**234**  
OFFICES USING THE  
EFORMS PORTAL  
FOR PAYROLL  
AUTHORIZATION  
FORMS

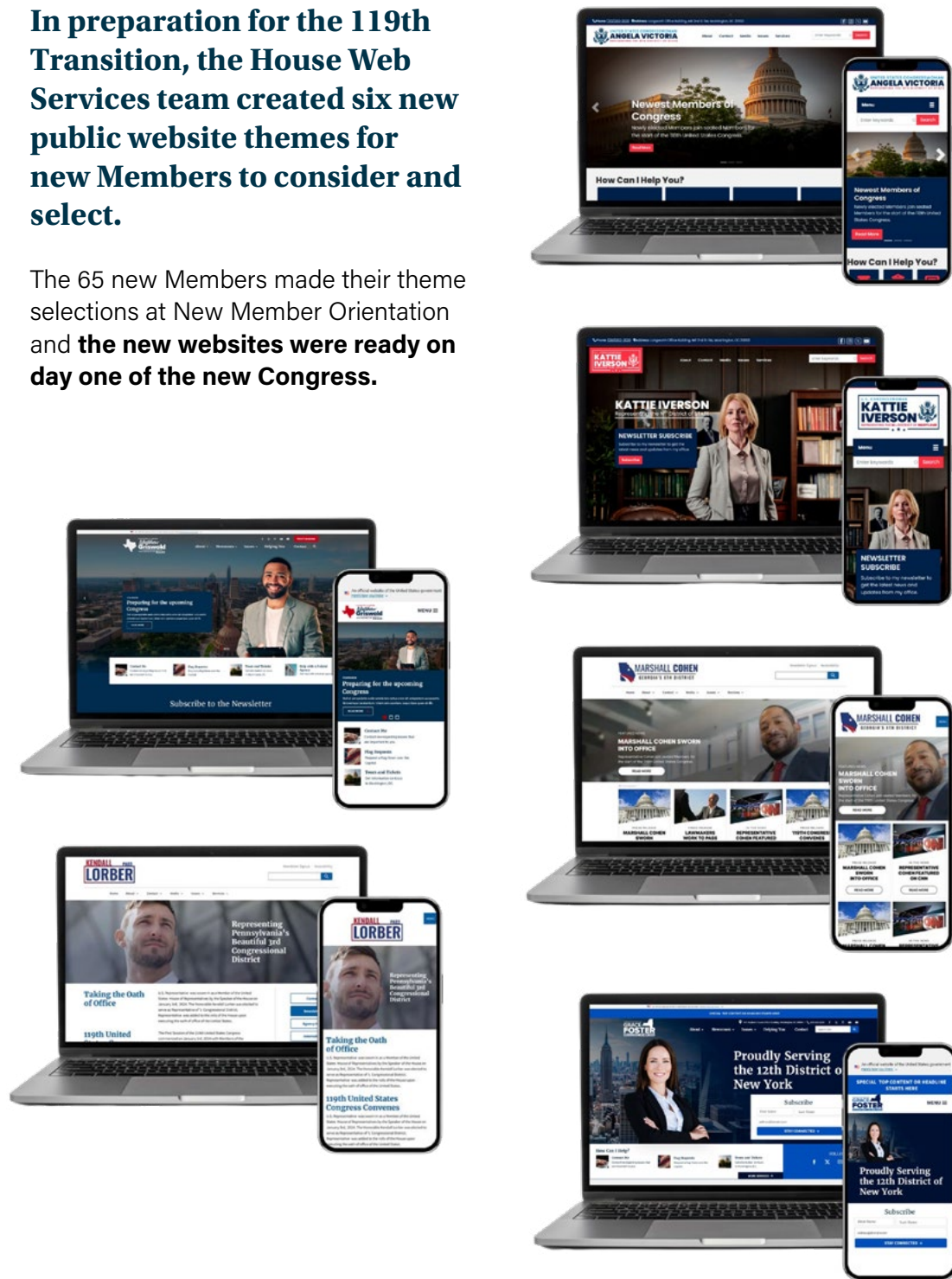
**100%**  
OF NEW MEMBER  
OFFICES WILL USE  
THE EFORMS PORTAL  
FOR ONBOARDING



# house web services

In preparation for the 119th Transition, the House Web Services team created six new public website themes for new Members to consider and select.

The 65 new Members made their theme selections at New Member Orientation and **the new websites were ready on day one of the new Congress.**



House Web Services sustained its commitment to maintaining uninterrupted operations for the Communicating with Congress platform. In the reporting period, **the platform processed over 25 million messages, with contributions from 30 advocacy vendors.** Since its inception a decade ago, Communicating with Congress has handled more than 190 million messages, underscoring its critical role in fostering communication between Members and their constituents.

In alignment with its mission to optimize functionality and value, the team actively engaged with advocacy organizations, constituent management system (CMS) vendors, and other key stakeholders. These collaborations help identify and foster innovative approaches to enhance the platform's capabilities and better serve Members, constituents, and the advocacy community.

House Web Services also continued its work with the Appropriations Committee on the implementation of the Appropriations Requests product, which was launched in May 2024 for internal use within the Appropriations Committee and its subcommittees to review and track Member requests. Since the launch, **enhancements to the application include the implementation of a bulk update feature, which allows Appropriations subcommittee staff to import updates that have been made in an Excel spreadsheet into the application and update many records quickly.**

In addition, the Appropriations Committee will now be able to automatically generate the letter files

that are sent to Members following the Appropriations process. **This automates what was previously a manual process for creating more than 400 documents.**

In preparation for the transition to the 119th Congress, House Web Services worked with the Transition team and Committee on House Administration to redesign the New Member Orientation website.

**The New Member Orientation website features improved content management capabilities, as well as single sign-on for the Committee on House Administration and CAO users.**

In addition to launching and supporting this website leading up to New Member Orientation, House Web Services worked closely with the Transition team to provide end user support, helping more than 40 candidates, Members-Elect, and their staffers successfully submit the requested information.

To support the smooth handover of casework, **House Web Services worked with other CAO teams to develop and implement the Constituent Casework Preference Survey.** This survey was developed to allow constituents with open casework to decide if they would like their casework handed over in the event of a change in Representative, or if they would prefer that it not happen or happen in a limited capacity. The survey was launched as a pilot project and House Web Services worked with interested offices to implement the form specific to



their office. In the future, this preference survey may become part of the overall casework process for all constituent casework.

The team worked with the Office of the Whistleblower Ombuds on a new product to facilitate Member office intake of whistleblower cases. Given the sensitive nature of whistleblower complaints, the new application is being developed with a focus on secure data transfer and the protection of sensitive information, like the Digital Privacy Release Form. The product is expected to be made available to Member offices in early 2025.

The MyDelivery platform was developed to streamline the manual Equipment Installation/Acceptance Notice form and wet signature process. **MyDelivery now includes the ability to upload attachments to support purchase orders — an enhancement driven by early user feedback.** House Web Services collaborated with CAO stakeholders to design, develop, and implement this feature, ensuring it meets the needs of the House community while enhancing operational efficiency.

The team modernized the remaining eight Member, Committee, and Leadership websites in accordance with Section 508 compliance standards with impactful results.

27

HOUSE OFFICE WEBSITES WITH IMPROVED ACCESSIBILITY

>90%

TOTAL COMPLIANCE SCORE

312

COMPLIANT WEBSITES

In addition, the team expanded its continuous monitoring program of over 578 House websites to include the use of the House’s third-party accessibility checker. Over the past six months, the House Web Services team upgraded more than 320 House-managed Member, Committee, and Leadership websites. These upgrades to House-managed websites include:

- Addressing various website issues and bugs.
- Implementing a new content editing tool.
- Revising default content and stock images in the templates.
- Adding BlueSky as an additional social media option.
- Enabling a new CAPTCHA solution.

network

engineering and operations

Starting in December, the Network Engineering and Operations teams began supporting the campus Member office moves.

This effort was a collaborative endeavor, with valuable support from the Architect of the Capitol and various teams within the CAO. During that period, the Network Engineering and Operations teams successfully completed the installation of 70 networks in support of Member office moves across the House campus. By the project’s completion at the end of 2024, the teams:

- Completed 600 wireless surveys.
- Performed 384 logical switch/aggregation changes.
- Installed and tested connectivity for over 4,600 CAT6 connections.
- Replaced 50 workgroup switches.
- Made 1,200 DNS and NMS updates.

Before the start of campus moves, the Network Engineering and Operations teams set up networks to support departing Member spaces, new Member office spaces, and hotel spaces to welcome incoming freshman Members to D.C.

70

NETWORKS INSTALLED

600

WIRELESS SURVEYS

384

LOGICAL SWITCH/AGGREGATION CHANGES

4,600

CAT6 CONNECTIONS INSTALLED AND TESTED

50

WORKGROUP SWITCHES REPLACED

1,200

DNS AND NMS UPDATES

# data network

## campus

Using sophisticated software tools designed with security and operational visibility in mind, the Campus Data Network team continued its efforts to ensure that non-compliant devices are restricted from accessing House resources, granting them only public internet access.

To achieve this, the team has implemented port security on 762 switches across the campus.

By enforcing compliance, the team aims to prevent unauthorized access and protect the House network from potential threats. The current environment encompasses all campus Member offices, publicly accessible conference rooms, and committee spaces. When Members are in session, the network authenticates approximately 19,000 users daily.

762  
SWITCHES WITH  
PORT SECURITY

19,000  
NETWORK USER  
AUTHENTIFICATIONS  
WHEN IN SESSION

Network Engineering and Operations is nearing the completion of the final phase of a 12-year building renovation project. Phase four of the Cannon Renewal Project includes:

- 35 Member offices.
- Two fourth-room suites.
- Four conference rooms.
- A large amenity room.

Network installation and testing for this phase began in mid-October 2024. This ongoing effort involves approximately 1,716 data jacks and 708 strands of single-mode fiber. As part of the phase four turnover, Network Engineering and Operations has recently installed 35 switches and approximately 70 Wi-Fi access points. This work required the installation of over 1,700 CAT6 patch cords and more than 70 fiber jumpers. Once phase four is completed, the building's IT infrastructure will be fully compliant with modern industry standards.

Additionally, **Network Engineering and Operations continues its efforts to upgrade the campus Wi-Fi infrastructure by replacing existing access points with new wireless access points that support modern Wi-Fi standards, including Wi-Fi 6, which offers higher throughput capabilities.** Through a collaborative effort involving various teams within Network Engineering and Operations, over 1,800 wireless access points have been successfully migrated or replaced to date.

Network Engineering and Operations also progressed with the lifecycle replacement of 1,400 data switches across the campus. To date, the team has successfully replaced over 1,100 switches. The new switches offer improved performance and throughput, enhancing the user experience. Additionally, they provide increased Power over Ethernet (PoE) capacity to support Voice over IP (VoIP) phones and wireless access points.

35  
SWITCHES  
INSTALLED

70  
WI-FI ACCESS POINTS  
INSTALLED

1,700  
CAT6 PATCH CORDS  
INSTALLED

70  
FIBER JUMPERS  
INSTALLED



# enterprise messaging

The O365/Exchange team successfully started the M365 Sharing and Collaboration project, which will enable House and legislative branch office colleagues to collaborate and share files via chats, group chats, emails, and meetings.

The legislative branch offices include the Senate, Library of Congress, Government Accountability Office, U.S. Capitol Police, Government Printing Office, and Congressional Budget Office.

The Secure Email Routing Gateway/ Cloud Fax team began engineering efforts to migrate email filtering to a new cloud-based service that will result in a highly sustainable, modern inbound mail filtering platform that will protect the House from a variety of email-borne threats. The team completed requirements development, cloud security review, and architecture efforts. Lab configuration is in progress and the migration will be performed through the summer of 2025.

The team also updated the authentication for the email add-in that allows House users to report suspicious emails, continued revising the draft mail filtering policy, improved message authentication for numerous external mail senders, and continued planning an upgrade to the system that pulls email messages identified as malicious post-delivery. Fax engineers

updated the cloud fax transition procedures to include automatic district office provisioning, and continued the effort to optimize fax call quality and reduce costs at some district offices.

202 mil  
INBOUND MESSAGES

67 mil  
BLOCKED MESSAGES

43,000  
MALICIOUS  
MESSAGES PULLED  
POST-DELIVERY

8,500  
USER-SUBMITTED  
SUSPICIOUS EMAILS

465 mil  
OUTBOUND  
MESSAGES SENT  
FROM ON-PREMISES

3.7 mil  
EMAIL ADDRESS  
LOOKUPS

183,000  
FAXES RECEIVED

5,800  
FAXES SENT

# cybersecurity

The Cybersecurity team prioritizes protecting the House from adversarial threats while promoting a security first culture.

Over the past six months, the team has led initiatives that strengthen the House cybersecurity posture.

As the House embraces cloud-based technologies, Cybersecurity continues to implement tool sets to protect the expanded attack surface and adopt robust risk management practices.

Cybersecurity continues to co-lead artificial intelligence (AI) efforts with the AI Center of Excellence, serving as primary leads on initiatives that directly

impact AI governance and technology risk evaluations, including the review and approval of Chat GPT+ for office use.



The Cybersecurity team hosts pop-up events around campus to make sure House staff know about the latest cybersecurity best practices.

# cybersecurity engineering and architecture

**The Cybersecurity Architecture and Engineering team has enhanced core competencies from monitoring to implementing additional security controls across infrastructure and cloud solutions.**

As new systems were introduced to the House environment, the teams continuously performed timely security audits of cloud, containerized applications, web applications, and on-premises servers and databases.

# information assurance

**The Information Assurance team successfully assisted with New Member Orientation efforts to assign security tokens to Designated Aides and conduct cybersecurity awareness training to 136 Members, Transition Aides, and Designated Aides.**

The team evaluated the risks posed by cloud services, artificial intelligence products, and newly developed applications to support Members, Committees, and Leadership. In October, for National Cybersecurity Awareness Month, the Information Assurance team hosted a cybersecurity services fair with approximately 60 attendees and 15 vendors, conducted three webinars on emerging technologies such as artificial intelligence and internet of things, and hosted various information booths throughout the House campus.

To educate users on cybersecurity best practices and promote a culture of shared security responsibility, the Information Assurance team conducted six cybersecurity webinars attended by 196 participants. The team also partnered with other House teams to conduct outreach events and participated in the CAO Services Fairs.

The team updated House Information Security Policies (HISPOLs) to include current cybersecurity best practices

and technologies. Nine HISPOLs were updated and approved by the Committee on House Administration and published on HouseNet. The team worked with various stakeholders to provide more than 100 required audit responses to internal controls, financial statement auditors, and the Office of the Inspector General.

**136**  
**MEMBERS, TRANSITION AIDES, AND DESIGNATED AIDES TRAINED**

**60**  
**ATTENDEES CYBERSECURITY SERVICES FAIR**

**196**  
**PARTICIPANTS across six webinars**

**100+**  
**REQUIRED AUDIT RESPONSES**



# information security

**The Information Security team continued to strengthen its Security Operations Center and the operational support it provides to the House.**

Leveraging a 24 hours-a-day, seven-days-a-week operating posture and personnel who quickly respond to emergent or urgent security incidents, the Security Operations Center team adeptly responded to multiple, simultaneously occurring investigations.

As part of this effort, the Information Security team continued to collaborate during the period with internal and external partners. **The team hosted a knowledge sharing event attended by approximately 50 individuals representing multiple close partner organizations.** Additionally, the team continued to focus on improving customer service and recently implemented process and technology improvements to increase customer satisfaction in blocking suspicious and malicious websites.

# identity governance and administration

**The Identity Governance and Administration team created 3,277 Active Directory objects and enrolled all new mobile devices into the House’s new phishing resistant, multifactor authentication solution, which provides increased security for access to mobile applications.**

Over the past six months, the team enrolled more than 1,200 users into the solution, which will be used House-wide in 2025.

Identity Governance and Administration engineers successfully completed the rollout of a new House network account management solution. This new application allows office system administrators to more efficiently create and modify user accounts, groups, and other Active Directory objects.

**3,277**  
ACTIVE  
DIRECTORY  
OBJECTS CREATED

**1,200+**  
USERS ENROLLED  
IN THE NEW  
AUTHENTICATION  
SOLUTION

# enterprise operations

**In September, in partnership with the Office of Cybersecurity, Virtual Systems hosted more than 140 virtual servers on their own infrastructure.**

Together, these teams were able to realign these systems under a centralized HIR virtual infrastructure, saving HIR from having to purchase separate licensing. The effort was completed in December and promotes cost saving as well as standardization in how HIR provides its virtualization services.

### Server Management and Monitoring

Several server updates improved the security posture and ensured peak performance for the system and applications running on them. The team:

- Evaluated approximately 425,000 patches errata and updates to be applied to RHEL servers.
- Built or rebuilt 30 servers.
- Served as technical coordinators for Network File Shares migration.
- Supported vendor server business continuity disaster recovery testing.
- Worked with the new Enterprise PAM system to be implemented on vendor leveraged IT systems.
- Migrated four servers from older RHEL versions.

- Developed automated procedures for encrypted file transfers to outside agencies.
- Continually performed needed and necessary operational and ongoing maintenance activities.

140

VIRTUAL SERVERS HOSTED

425,000

PATCHES AND UPDATES EVALUATED

30

SERVERS BUILT OR REBUILT

# enterprise storage and data protection

**The Enterprise Data Storage team deployed high performance and highly available file flash-based data storage for Member offices, Committees, and various modern applications hosted in the CAO.**

This new and efficient storage platform provides enhanced services, which includes immutable data protection to recover from ransomware and cyber-attacks, snapshots and the ability to perform self-service data restoration by end users.

The team also successfully:

- Migrated approximately 400 TB of data to NetApp file storage and consolidated all files onto one storage platform.
- Decommissioned legacy hardware and services.
- Provided storage solutions for the House Recording Studio data and data sharing with the Library of Congress.
- Provided high availability storage for House Creative Services video and media content.

The team also tested and validated a new storage platform designed for modern web applications, log data, and data lakes.

Enterprise Data Protection and Recovery successfully completed 362,273 backup jobs for a total of 14.26 PB. The team also performed 1,464 restore jobs for a total of 61.56 TB.

Other major efforts included the:

- Finalization of the data protection hardware refresh project.
- Integration of the new storage system deployment into backups.
- Addition of data protection for Mailbox Archives.
- Expanded backup protection to additional systems for the Office of Inspector General, Sergeant at Arms, Office of Attending Physician, and House Committee on Small Business.

400

TERABYTES OF DATA MIGRATED

362,273

BACKUP JOBS COMPLETED

1,464

RESTORE JOBS COMPLETED



# and special projects

## operations

**The Operations and Special Projects team finalized the design and awarded construction of the new Ford Data Center Space Realignment Project.**

This initiative has been an ongoing effort since Q1 of 2022. The project was awarded, and construction will start in Q2 of 2025. This project will include a new layout, a new HIR staff colocation suite, and a breakroom area with a kitchenette. The new data center space is scheduled to be completed by Q2 of 2026.

# technology disaster recovery

## information

**In the second half of 2024, the Information Technology and Disaster Recovery team facilitated the completion and approval of an additional 19 Information System Contingency Plans with 10 pending approvals.**

The team facilitated six full-scale functional failover exercises, encompassing seven vendors as well as the PeopleSoft, CAO End User Services, and Public Web applications. The Information Technology and Disaster Recovery team also coordinated 13 HIR and two vendor-based maintenance-related full scale functional exercises with system owners. The team facilitated 19 scenario-based tabletop exercises with system owners and participated in four business impact analysis interviews. The Information Technology and Disaster Recovery team initiated an ISCP Maturity Audit Assessment focused on continuous improvement.

**6**  
**FULL-SCALE FUNCTIONAL FAILOVER EXERCISES FACILITATED**

**13**  
**HIR MAINTENANCE-RELATED FULL SCALE FUNCTIONAL EXERCISES WITH SYSTEM OWNERS**

**19**  
**SCENARIO-BASED TABLETOP EXERCISES FACILITATED**

# enterprise architecture and cloud

**Enterprise Architecture plays a critical role in providing robust IT infrastructure and services for the House. The team ensures seamless connectivity, enhanced security, and the efficient operation of our cloud environments.**

Additionally, all new CAO applications and services are reviewed by the Architecture Review Board prior to being enabled. During the second half of 2024, the Enterprise Architecture team achieved several significant milestones to support Member, Committee, and Leadership offices.

**The team has established a private connection for the new HouseNet intranet platform hosted in Amazon Web Services, securely facilitating integration into on-premises services.**

Additional capabilities were added for application container hosting, including Kubernetes, and testing was completed which extends our existing container hosting opportunities into the cloud. **The Enterprise Architecture and Cloud team has also been working to enable future data center failover to the cloud capabilities.**

Additionally, the team assisted with configuration enhancements to support the New Member Orientation mobile app, as well as the eForms paperless employee onboarding experience.

Lastly, the team developed the architecture and is now **working through the implementation for hosting vendor workloads within Amazon Web Services.** This will enable vendors to deploy modern software solutions at the House, while ensuring compliance to House IT and cybersecurity policies and standards.

# enterprise infrastructure and telecommunications

**The District Office Telecommunications team completed a major software upgrade to Avaya Aura 10.1 that will provide the House with a more advanced and secure communication platform.**

This upgrade includes updated security measures to protect against evolving threats and vulnerabilities and ensures compatibility with the latest software and hardware components. In addition, the upgrade will allow the House to migrate to an updated computer and storage platform early this Spring.

The Telecommunications Engineering team completed a major upgrade with the replacement of the aging Ethernet Routing Switches network, which carries voice traffic within the House D.C. campus. **This upgrade replaced 15-year-old networking equipment, and it increased backbone speeds from 10 Gbps to 40 Gbps.** With redundancy throughout this network, voice traffic will seamlessly move between the PBXs to all IP phones (also via the House Data network).

**The renewal of the Avaya Enterprise Voice contract is another key milestone, encompassing the company's "onsite cloud" offering.**

The renewal provides turn-key software and staffing support for the next five-year period, with increased savings versus the previous five-year contract.

As part of the voice modernization program, Telecom Engineering is removing old voice trunking technology to cut costs, as well as migrating to the more cost-effective IP trunking environment. A total of 17 trunks have been removed with more on the way in February 2025.

Over the past six months, the Telecommunications Operations team:

- **Provided daily operational, engineering, and administrative support to over 12,500 D.C. staff.**
- Resolved more than 3,500 incident tickets.
- Completed more than 900 programming and voicemail requests.
- Facilitated five office reconfigurations.
- **Facilitated more than 2,000 desk phone changes.**
- Upgraded 110 legacy digital phone sets to IP phone sets.
- **Ordered and coordinated the configuration of more than 1,200 mobile devices.**
- Completed over 1,400 mobile device feature requests.



# management and policy

## program

The Program Management and Policy team spent the second half of 2024 focusing on service improvements.

The team supports a dynamic project portfolio of around 100 projects. Processes have been improved by deploying standardized request forms and improved internal documentation to deliver more consistent services. Internal communications deliver a consistent monthly newsletter with high readership and added video content to ensure all HIR staff are informed and engaged.

40  
PROJECTS  
COMPLETED

41  
PROJECTS  
IN-PROGRESS

64  
PLANNED PROJECTS  
IN THE BACKLOG

# artificial intelligence center of excellence

HIR established the Artificial Intelligence (AI) Center of Excellence to ensure the House community adopts responsible AI practices.

The AI Center of Excellence, a cross-functional collaboration between HIR's Cybersecurity, House Digital Service, and Program Management and Policy teams, leads several House-wide efforts focused on AI governance and technology implementation. This group is comprised of technologists, risk management, and governance professionals proficient in various AI functional areas.

The AI Center of Excellence spent the second half of 2024 establishing the foundation for a sound AI program.

The team spearheaded the development and completion of the House AI IT Policy, reinforcing AI guardrails set by the Committee on House Administration and establishing principles for AI use.

The policy, rolled out in September 2024, laid the groundwork for permissible and prohibited House use cases. The AI Center of Excellence developed and managed processes to capture and assess newly submitted use cases while serving as primary custodians for the inventory. The team launched a

centralized reference site for the House community to find key AI resources and frequent updates on AI progress.

In addition to maturing governance activities, the AI Center of Excellence performed tool evaluation, AI risk assessments and technical feasibility testing against several industry-recognized AI solutions to validate applicability against approved use cases. For example, the group has been actively testing Microsoft 365 CoPilot, where users can use a secure LLM that has full access to the user's Microsoft graph data, including all email, documents, calendar, and meeting transcripts. The team has also been creating proof of concept House-specific AI tools in secure enclaves such as Azure OpenAI and AWS Bedrock, including:

- A tool that analyzes and categorizes constituent casework requests.
- A tool that can learn and reproduce Member-specific writing styles.

The team also provided AI education to various stakeholders across the House community and promoted responsible AI through industry presentations and internal staff briefings.

# management

## contract

Over the past six months, Acquisitions continued to process equipment purchases and secure contractor support services.

More than 2,500 contracts and purchase orders were processed totaling over \$106.5 million, an increase of more than 35 percent over the past six months. Contracts were acquired and purchases awarded to facilitate and improve House operations and support Members, Committees, and Leadership offices.

**The Office of Acquisitions Management has taken significant steps to support the 2025 House Food Service Operations Recompete by conducting extensive market research and initiating the formal acquisition process.**

These efforts aim to secure high-quality, diverse, and cost-effective food services that address the evolving needs of Members, staff, and visitors. Substantial improvements have been made to make the Request for Proposal (RFP) process more “approachable,” including the introduction of a risk-sharing model to encourage a wider range of proposals. The new House Food Service Operations contract(s) is expected to commence in the summer of 2025.

In addition to its work on food services, the Office of Acquisitions Management played a vital role in supporting the 119th Congressional Transition. The office executed contract modifications, increasing the ceiling on Furnishing Restoration Contracts by \$2.5 million, which facilitated the purchase and restoration of the House’s historic furnishings. The Office of Acquisitions Management also managed contracts totaling over \$2 million to hire temporary staff, ensuring sufficient support during this critical period. Furthermore, the Office of Acquisitions Management processed purchase orders for Member technology service providers and the selected vendors responsible for seated Member moves, freshman standups, and departing Member tear downs, directly assisting all freshman Members, departing Members, and those relocating offices.

The Office of Acquisitions Management also **oversaw the input of all congressional technology service contract orders for the new Congress, covering over 95 percent of Members who rely on services such as correspondence management systems and hardware maintenance.** Finally, the team ensured all web vendors offering website design or maintenance maintained current agreements with the CAO, guaranteeing uninterrupted services during the transition

# and house gift shop

## office supply

To support the Office Supply Store and House Gift Shop’s mission to provide world class customer service, 84 new products were researched, developed, and added to the shelves. Together, both storefronts did more than \$2 million in sales over the past six months.

To support Transition, the Office Supply Store staff assembled more than 238 office supply kits and 70 emergency “go-bags.” The total components of the 70 emergency bags include:

- 700 Washington, D.C. maps.
- 140 flashlights.
- 700 glowsticks.
- 70 whistles.
- 2,800 water pouches.
- 70 boxes of antibacterial wipes.
- 700 ponchos.
- 70 CPR micro kits.
- 70 backpacks.
- 70 first aid kits.
- 700 emergency blankets.
- 70 emergency radios.
- 140 batteries.

All the kits were ready to go for delivery to Member-Elect offices ahead of the 119th Congress.

**\$2 mil**  
IN SALES

**84**  
NEW PRODUCTS  
ADDED

**238**  
OFFICE SUPPLY  
KITS ASSEMBLED

**70**  
EMERGENCY  
“GO-BAGS”  
ASSEMBLED



# governance office

IO

Over the past six months, the IO Governance Office consolidated project reporting from multiple streams and formats into a single system and format.

Updated portfolio reporting based on this new real-time format was introduced and shared with leadership, business units, and staff to promote transparency and awareness of ongoing efforts. Additionally, an updated project backlog submission process was developed. A backlog review process is being developed for launch in early 2025.

The Governance Office continues to work closely with the Budget and Planning Office to track project expenditures and prioritization. Looking forward to 2025, the Governance Office is planning additional enhancements to portfolio management processes, a project management training program, and a refresh of the CAO strategy.

The CAO's Continuous Improvement Program collects and trends feedback from a number of sources and generates recommendations to improve customers service experiences. Based on the trending data, improvement initiatives are spun up at the enterprise level or at the business unit level. These improvement initiatives are designed to generate recommendations that address the pain points our customers may experience when receiving CAO services.

In the last six months of 2024, 41 entries were added to the CAO's Continuous Improvement Program register. The Continuous Improvement Program will maintain its focus on trending feedback in 2025, and the program will broaden its focus to include conducting proactive process reviews seeking opportunities to improve services and customer experience.

12  
ACTIVE HIGH  
PRIORITY CAO  
PROJECTS

2  
COMPLETED HIGH  
PRIORITY CAO  
PROJECTS

12  
AUTHORIZED AOC  
CAO CLIENT PROJECTS

41  
ENTRIES ADDED  
TO CONTINUOUS  
IMPROVEMENT  
PROGRAM

# and benefits

payroll

## Payroll Disbursements

July – December 2024:  
69,923 total payroll disbursements

2024 total: 146,338 total disbursements

118  
PAYROLL  
RECEIVABLES

Month	Monthly Regular	Off-Cycle Payroll	Year to Date
July	12,437	442	12,879
August	12,150	479	25,508
September	11,378	692	37,578
October	11,356	504	49,438
November	11,370	963	61,771
December	11,184	777	73,732
Totals	69,875	3,857	73,732
2024 Totals	139,798	6,540	146,338

7,032  
TERMINATIONS

5,143  
BENEFITS

3,937  
APPOINTMENTS

1,456  
RETIREMENT

25,123  
SALARY AND/OR  
PAY CHANGES

5,254  
MISCELLANEOUS

Modernization: eForms Application Development

Payroll and Benefits’ initiative to modernize system processes, including deployment of e-signatures, a sustainable long-term solution for transaction creation, and the electronic movement and storage of Payroll and Benefit documents. **The eForms application has been developed so Members, Committees, and Leadership offices can electronically prepare, approve, and submit payroll transactions for staff in their office that have been validated against House rules and regulations.**

This initiative improves security as only authorized Payroll and Benefits points of contact that are designated by the Member, Chair, or Leader can prepare a Payroll Authorization Form (PAF) or approve the PAF transaction(s). It will reduce paper stock and costs for employing offices, provide the ability to post-populate electronically submitted transactions into the payroll system (resource savings in Payroll and Benefits, improves accuracy, allows Payroll and Benefits staff to move more into a quality assurance role), improves the BC/DR posture of the CAO and House, and provides more submission flexibility for employing offices.

98%  
OF MEMBER, COMMITTEE,  
AND LEADERSHIP OFFICES  
SUBMITTED ANNUAL  
HEALTH DESIGNATION  
FORMS

Payroll Authorization Forms Submitted via eForms	
Appointment	1,363
Salary Adjustment	6,530
Salary Adjustment with Title Change	307
Lump Sum Payment	1,373
Leave Without Pay	54
Overtime	9
Termination	1,646
Other Forms Submitted via eForms	
Financial Point-of-Contact Designations	99
Annual Health Designation Forms	488
Total	11,869

2024 Annual Health Designation Period: eForms Application

Each year, the Members of Congress can designate which individuals on their staff will receive health benefits through plans offered under the Patient Protection and Affordable Care Act or through plans offered under the Federal Employees Health Benefits Program. Through proactive and timely communication and utilizing the eForms application, the Office of Payroll and Benefits successfully received 488 (over 98 percent of offices submitted) Annual Health Designation forms from Member, Committee, and Leadership Offices.

New Member Orientation and Members-Elect Transition Aide On-Boarding

The eForms application on-boarding module was deployed to assist on-board Member-Elect Transition Aides into the CAO. **The eForms application improved the overall process by providing Transition Aides with a modern, secure platform that prospective staff used to complete their onboarding employment documents.** Using the new eForms application on-boarding module, 48 Transition Aides completed their onboarding documents by November 12 (five business days after general election) and their completed Appointment packages were received for processing. In total, 61 CAO Transition Aides were onboarded for 65 Members-Elect.

**The Office of Payroll and Benefits also provided the Transition Aides with an eForms application training during New Member Orientation.** This training focused on the eForms application on-boarding module so Transition Aides could successfully complete staff appointments. In addition to the eForms training, the Office of Payroll and Benefits and Office of Financial Counseling hosted sessions focused on the “House Financial Curriculum.” These trainings included:

- An overview of the MRA.
- House rules and regulations.
- The process for appointing staff.
- An overview of the eForms application on-boarding module.

All CAO Transition Aides attended the financial trainings, along with some Designated Aides and Members-Elect. As a result of these trainings and the new eForms application on-boarding module, 719 completed Appointment packages, effective January 3, 2025, (start of the 119th Congressional session) or later, were received from new Members-elect offices by Thursday, January 2.

61  
CAO TRANSITION  
AIDES COMPLETED  
ON-BOARDING  
DOCUMENTS VIA THE  
EFORMS MODULE

719  
COMPLETED  
APPOINTMENT  
PACKAGES



House Paid Internship Program

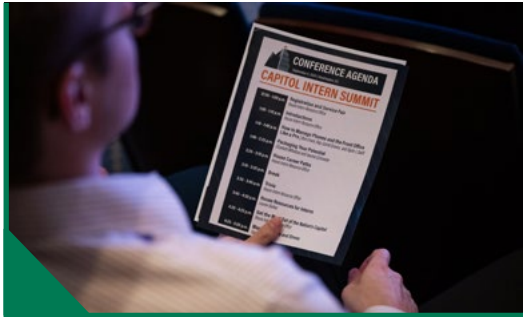
The House Paid Internship Program is available to Members' personal offices, Committees, and Leadership.

Highlights of the program include:

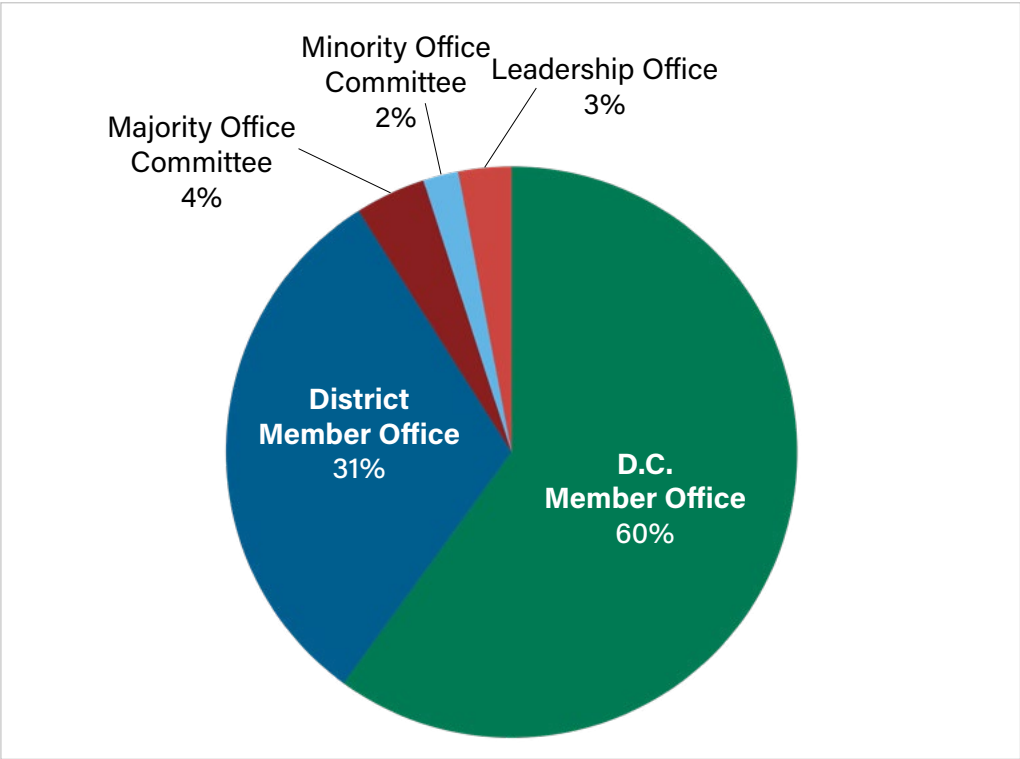
- Offices receive a separate budget to employ House Paid Interns, which is distinct from their official budget.
- Participating offices must utilize a separate Payroll Authorization Form specific to the House Paid Internship Program to appoint and terminate House Paid Interns.
- All House Paid Intern positions are restricted to a 120-day position time limit for each unique employer.
- Maximum annual salary of \$38,500 and are not eligible for benefits (transit benefits are an exception).



The House Paid Internship Program allows college students the opportunity to gain professional experience on Capitol Hill.



2024 House Paid Interns by Office



counseling

financial

Between July and December, Financial Counseling continued to process vouchers in less than four days on average. In total, Financial Counseling processed 68,824 expense payments, representing more than 259,042 transactions.

Financial Counseling, in partnership with Enterprise Applications, continued the successful roll out of My Expenses. Since My Expenses was introduced in October 2021, more than 4,200 users across 370 Member, Committee and Leadership offices, (representing over 78 percent of the 485 total offices) have successfully submitted at least one expense report using My Expenses.

Additionally, in partnership with Enterprise Applications and Member Services, the Financial Counseling team have continued to administer the Member D.C. Reimbursement (MDCR) Program. This program allows Members to be reimbursed for their meals, incidentals, and lodging expenses when in D.C. on official business. As of December 31, 356 current and departed Members and Delegates have participated in the MDCR program.

The Financial Counseling team continued their outreach efforts to staff, including:

- Drop-ins and appointments at the Longworth office.
- Monthly brown bag sessions.
- Newsletters for financial administrators.
- Demonstrations, trainings, and a quarterly newsletter for all My Expenses users.
- New Member Orientation presentations and trainings.

The House Finance Card Program continued to assist offices with obtaining their Purchase and Travel Cards. As of December 2024, 174 new accounts (including 65 new Member accounts) were opened. In total, there are now 1,646 open accounts and the program currently has 1,331 cardholders, which includes Congressional staff and Members of Congress.

During this reporting period, Financial Counseling also worked with Administrative Counsel to process monthly lease payments for 771 district offices and 41 automobile leases.

68,824

EXPENSE PAYMENTS PROCESSED

259,042+

TRANSACTIONS PROCESSED

# accounting

**The U.S. House of Representatives received its 26th consecutive unmodified clean audit opinion for Fiscal Year 2023.**

For the sixth consecutive year, the opinion came with zero significant deficiencies.

**This demonstrates to the House community and the public 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.**

As part of our ongoing effort to transition vendors from manual W-9 data submission to an automated process, **the eForms application is being developed for vendor self-registration to be introduced in the to our customers in the beginning of 2025.** The eForms application will streamline data collection, improve accuracy, enhance communication among stakeholders, and ultimately lead to faster payments.

In the latter half of 2024, the Accounting team processed 78,325 payments to vendors via electronic funds transfer, which represented 92 percent of the transaction volume and 97 percent of the dollar amount of payments made to vendors during the period.

**Disbursing funds electronically, instead of by check, continues to be the best way to pay vendors and employees,** as funds are usually deposited directly to their bank accounts within two business days, eliminating the risk of late, lost, or stolen checks. Accounting continues to meet its target metric of less than two days to add new vendors, ensuring payments are efficiently and consistently processed in accordance with Finance quality assurance standards.

Between July and December, Accounting added 3,807 new vendors and updated information on another 3,252 existing vendors. Accounting also worked closely with the Office of Cybersecurity to conduct a self-assessment of compliance with the Security Requirements as outlined by the Federal Reserve Banks' Security and Resilience Assurance Program. The assessment revealed Accounting's full compliance with those requirements.

**78,325**  
PAYMENTS  
PROCESSED VIA  
ELECTRONIC  
FUNDS TRANSFER

**3,807**  
NEW VENDORS ADDED

**3,252**  
EXISTING VENDORS UPDATED

# management

## asset

**The CAO Asset Management office officially joined the Office of Finance in October 2024.**

The team was previously part of CAO Logistics and Support. Five laptops, 10 monitors, and one printer were delivered per office as part of new Member set-ups.

**966**  
ASSETS THAT  
COMPLETED THE  
HARDWARE CAPITAL  
ASSET INVENTORY

**117**  
DISTRICT OFFICE  
REMOVALS  
COMPLETED

**1,792**  
ASSETS INVENTORIED  
FROM DEPARTING  
MEMBERS

**214**  
TELEVISIONS  
INSTALLED

**127**  
INNER-OFFICE  
MOVES PERFORMED  
COVERING 1,519  
ASSETS

**\$1.7 mil**  
IN HOUSETECH SALES  
(1,827 ITEMS)

**272**  
INVENTORIES  
RECONCILED



# budget, planning and analysis

## The Office of Budget, Planning and Analysis successfully kicked off FY26 House-wide budget formulation.

To facilitate the process, the team distributed FY26 Budget Call Letters, worked on setting up the Budget and Planning Tool, updated preliminary FY26 global factors, and conducted live refresher trainings for House Budget Points of Contact on the respective deliverables.

As part of the FY26 budget formulation requirements for the Presidents’ FY26 Budget, the team participated in the 2024 Fall MAX A-11 Agency Training and updated FY24 Actuals and the FY25 Budget Request in the Office of Management and Budget’s MAX system.

**In support of the CAO’s mission, the team worked with the CAO departments to complete the \$243.4 million and \$64.5 million FY26 Budget Request for the CAO and CAO Managed accounts.**

This includes:

- House Recording Studio.
- BC/DR.
- Transition.

- The Green and Gold Congressional Aide Program.

To successfully close out FY24, the team worked with the House Budget Budget Points of Contact to complete post fiscal year projections, as well as the comprehensive analysis and summary of the results. **The team surplused \$3.6 million of FY22 multiyear funds, \$6.4 million of FY22 annual funds, and transferred \$4.2 million to BC/DR cancelled funds.**

**\$243.4 mil**  
BUDGET REQUEST  
FOR FY26

**\$414.8 mil**  
LOADED FOR THE FIRST  
CONTINUING RESOLUTION

**\$14.6 mil**  
LOADED FOR FY25  
TRANSITION

As part of the execution of FY25 Budget, the team worked with the House Budget points of contact to obtain

three Continuing Resolution anomaly scenarios and loaded the first Continuing Resolution through December 20, 2024, of \$414.8 million, per the Continuing Appropriations and Extensions Act, 2025 (Public Law 118-83).

The team also obtained the necessary treasury warrants and loaded the FY25 appropriations for Compensation of Members and Related Administrative Expenses, Congressional Use of Foreign Currency, and Payment to Widows and Heirs of Deceased Members of Congress.

**To support the 119th Transition, the team loaded \$14.6 million of the FY25 Transition Spend Plan which covers various expenses such as Transition Aides, telecommunications, office move and design services, and furnishings.**

The team worked with the Office of Acquisitions to issue a solicitation for the Budget and Accounting solution for the House, a proposed single cloud-based solution that will use cutting-edge technology to easily, accurately, and efficiently execute all aspects of budget formulation, budget execution, dashboard analytics, financial close, and financial reporting. The team subsequently collaborated with Accounting, Enterprise Applications, and Acquisitions to respond to over 175 questions as well as enhancements to the overall project requirements.

# budget and staffing charts

CAO and BC/DR Staffing as of 12/31/2024

	Current Positions	Vacancies	Total Positions
CAO Positions			
Acquisitions	29	1	30
CAO IO and Galleries	65	13	78
Customer Experience Center	56	4	60
Finance	94	16	110
HIR	275	21	296
House Recording Studio	52	1	53
Human Resources	45	5	50
Risk Management	4	-	4
Logistics and Support	108	10	118
Total CAO Positions	728	71	799
BC/DR Positions	20	1	21
Total Positions	748	72	820

NOTES:  
1. Personnel Data is as of December 31, 2024.

FISCAL YEAR 2024 Budget to Actual Report (Data as of 12/31/2024)

	Adjusted FY 2024 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Office of the Chief Administrative Officer				
Annual Funds				
Personnel	\$94,120,848.16	\$94,009,535.60	\$111,312.56	0.12%
Non-Personnel	\$95,501,439.10	\$94,870,523.38	\$630,915.72	0.66%
Total Annual Funds	\$189,622,287.26	\$188,880,058.98	\$742,228.28	0.39%
No Year Funds				
Total No Year Funds	\$26,477,000.00	\$19,629,700.64	\$6,847,299.36	25.86%
Total CAO Budget	\$216,099,287.26	\$208,509,759.62	\$7,589,527.64	3.51%
BC/DR				
Annual Funds				
Personnel	\$3,143,000.00	\$3,088,041.96	\$54,958.04	1.75%
Non-Personnel	\$18,121,000.00	\$17,969,961.87	\$151,038.13	0.83%
Total Annual Funds	\$21,264,000.00	\$21,058,003.83	\$205,996.17	0.97%
No Year Funds				
Total No Year Funds	\$8,278,571.97	\$605,199.12	\$7,673,372.85	92.69%
Total BC/DR Budget	\$29,542,571.97	\$21,663,202.95	\$7,879,369.02	26.67%

Notes:  
1. FY24 Adjusted Budget includes funding provided under the Further Consolidated Appropriations Act, 2024 per P.L. 118-47, transfer of cancelled funds to BCDR No Year per 2 U.S.C. 5511 (a), and any IPACs received as of 12/31/2024.  
2. YTD Actuals includes expenses, encumbrances and pre-encumbrances as of 12/31/2024.

FISCAL YEAR 2025 Budget to Actual Report (Data as of 12/31/2024)

	Adjusted FY 2025 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Office of the Chief Administrative Officer				
Annual Funds				
Personnel	\$42,111,347.30	\$23,980,628.39	\$18,130,718.91	43.05%
Non-Personnel	\$43,418,106.19	\$11,965,211.62	\$31,452,894.57	72.44%
Total Annual Funds	\$85,529,453.49	\$35,945,840.01	\$49,583,613.48	57.97%
No Year Funds				
Total No Year Funds	\$11,967,604.02	\$2,200,000.00	\$9,767,604.02	81.62%
Total CAO Budget	\$97,497,057.51	\$38,145,840.01	\$59,351,217.50	60.87%
BC/DR				
Annual Funds				
Personnel	\$1,420,636.00	\$789,507.16	\$631,128.84	44.43%
Non-Personnel	\$8,190,692.00	\$1,596,578.45	\$6,594,113.55	80.51%
Total Annual Funds	\$9,611,328.00	\$2,386,085.61	\$7,225,242.39	75.17%
No Year Funds				
Total No Year Funds	\$6,945,499.85	-	\$6,945,499.85	100.00%
Total BC/DR Budget	\$16,556,827.85	\$2,386,085.61	\$14,170,742.24	85.59%

Notes:  
1. FY25 Adjusted Budget includes funding provided under the Continuing Appropriations and Extensions Act, 2025 per P.L. 118-83, the American Relief Act, 2025 per P.L. 118-158, transfer of cancelled funds to BCDR No Year per 2 U.S.C. 5511 (a), and any IPACs received as of 12/31/2024.  
2. YTD Actuals includes expenses, encumbrances and pre-encumbrances as of 12/31/2024.





*U.S. House of Representatives*

**CAO**

CHIEF ADMINISTRATIVE OFFICER