



# CAO Semiannual Report

January - June 2007



Submitted August 15, 2007



## Cover Photographs

**Top Panel, Left to Right:** Teneisha Thompson—Resource Manager, Workforce Services; Mike Garrott—Safety Coordinator, Administrative Counsel; Rachele Mobley—Principal Employee & Organizational Consultant, Training and Development

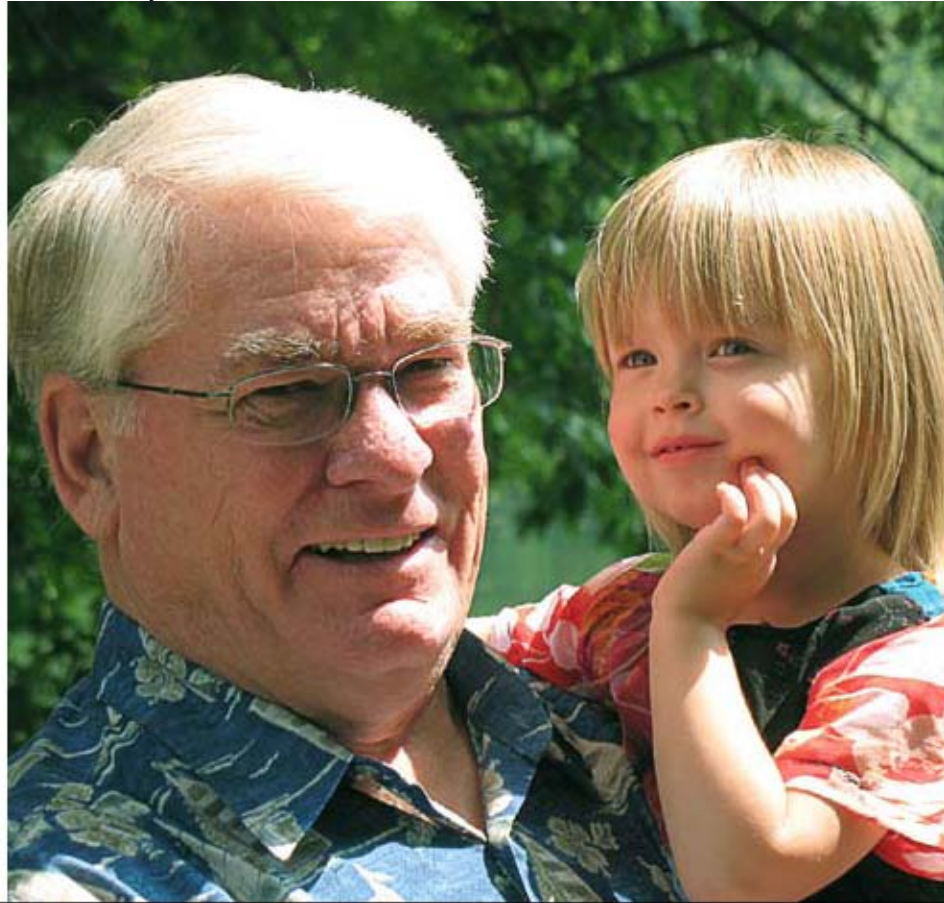
**Bottom Panel, Left to Right:** Gala Rodriguez—Office Manager, CAO Immediate Office; Julia Gaines—Special Assistant, Logistics & Manufacturing; Paul Lozito—Contract Administrator, Service Management

## Pull Quotes

CAO staff highlighted within were asked “If you were to retire from the CAO tomorrow, what would you miss the most?”

## Credits

*CAO staff studio photographs courtesy of the CAO Office of Photography; CAO staff candid photographs courtesy of Megan Riffle, Communications Coordinator, CAO Immediate Office; Document design and layout courtesy of Terry Rowe, Graphics Manager, CAO House Graphics Studio, Customer Solutions Delivery Center*



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# Letter from Dan Beard

Support. Essentially, that’s what our organization does, we support, in a myriad of different ways, Members of the House of Representatives, ensuring that computer systems work, paychecks get issued, furniture gets moved, meals are served.

But we are so much more than that.

I overheard someone recently describe working for the CAO as existing “behind the scenes.” This could not be further from the truth.

The people who make up this organization shine in the spotlight every single day. In the brief time I have been here, I am amazed at the “above-and-beyond” work ethic that seems to be our hallmark. CAO employees are not content with just going along to get along. They aren’t afraid to ask, “Could this be done better?” They don’t resist change, but rather time and time again welcome the challenge it often brings.

These are my kind of people.

Over the past several months we have shown, through the determination and work ethic of our staff, some of whom are featured in this report, that our organization is more dynamic than the word “administrative” implies. We are literally making history implementing the *Green the Capitol Initiative*, an effort which will show the entire nation that we are a workplace committed to making the planet a cleaner, better place to live.

And we are making the House a better place to work. We have improved leave benefits. We have studied ways to increase access to our top-notch day care center. Eldercare benefits are being introduced. The incredibly committed employees of Payroll and Benefits have accomplished improvements in efficiency and customer service delivery that are remarkable. Quite simply, it makes me proud.

Speaking of pride, I chose to include this candid shot of me and my granddaughter, Lily, not just because I am a proud grandpa, but because she is an emblematic testament of my commitment to creating a work-life balance for our employees. This is important to me, and it is critical in terms of making the House not only a place where people work, but a place where people *want* to work.

Lily is also, of course, a symbol of the future. Over the next 18 months, I will ask you all, in a variety of ways, to contribute to the *Green the Capitol Initiative*. Doing our part for the environment makes good business sense, sure, but it also ensures that our kids and grandkids inherit more than just a series of insurmountable environmental catastrophes.

Together we can do this. I invite you to the stage.

Daniel P. Beard Chief Administrative Officer

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# Immediate Office

The CAO Immediate Office undertook several special projects in the first six months of 2007, as outlined below. The Immediate Office includes Administrative Counsel, Communications and advisors in areas such as the *Green the Capitol Initiative*, workforce management and the Capitol Visitors Center (CVC).

## Achievements and Future Plans

***Green the Capitol Initiative:*** On March 1, 2007, Speaker Nancy Pelosi, Majority Leader Steny H. Hoyer and the late Committee on House Administration Chairwoman Juanita Millender-

McDonald directed the CAO to lead an initiative to provide an environmentally responsible and healthy working environment for employees. The preliminary *Green the Capitol Report* was accepted by House Leadership on April 19, 2007, and the final report on June 21. Over the next several months, the CAO will develop a plan for meeting the three overall goals of the initiative, working in partnership with the Architect of the Capitol:

- 1 Operate the House in a carbon-neutral manner by the end of the 110th Congress.
- 2 Reduce the carbon footprint of the House by cutting energy consumption by 50 percent in 10 years.
- 3 Make House operations a model of sustainability.

Plans are also under way for an on-campus Green Expo to be held this Fall.

**House Child Care Study** – The CAO began exploring options for the House of Representatives Child Care Center. ICF International was contracted to conduct a study and assessment to help the House make well

“ ***(If I retired tomorrow) I think it would be like moving away from your family. We’ve gone through the good, the bad, and the ugly, but yet we still continue to keep our composure and still come out excellent.*** ”

# Andreal Little

With her infectious smile and pleasant demeanor, **HIR administrative specialist** Andreal Little could make even the grayest day seem bright. And for the last six years, Little's been doing just that for her CAO colleagues. "I am a free-spirited person, and I like to step out of the box and give encouragement and always try to smile." Little, who's referred to by her colleagues as the "BlackBerry Queen," spends the bulk of her days assisting CAO technical support representatives set up BlackBerrys for House Members and staff. Little is currently pursuing a dual Masters of Science/Masters in Business Administration degree (MS/MBA) in technology management from the University of Maryland, and hopes to use this degree to further advance her career with the CAO.

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## Immediate Office

informed decisions that help meet the child care needs of our employees. ICF's report is due in September 2007.

**House Benefits Study** – The CAO has contracted Watson Wyatt Worldwide, the human capital consulting firm, to benchmark House of Representatives employee benefits against similarly sized organizations in various industries. The aim is to develop recommendations for a more robust benefits package that will not only attract talented workers but provide an incentive to stay.

**House Officers' Leave Policy Enhancements** – The CAO collaborated with the House Sergeant at Arms, Clerk of the House and Inspector General to develop consistent and enhanced annual leave and sick leave policies for employees of these organizations. Effective June 1, the policies increase the rate at which vacation days are earned based on years of service and remove restrictions on the amount of sick leave that may be used to care for a family member. Additionally, the definition of family has been expanded to include siblings. These policy enhancements recognize our employees' needs for a greater life/work balance.

**CAO Web Site** – In June 2007, the CAO launched its public-facing Web site, available at <http://cao.house.gov>. The new site provides an overview of the CAO organization and the *Green the Capitol Initiative*, and provides links to information and forms for potential vendors and employees.

**michael keane** If it's summer, it must be softball season. And for Michael Keane, that's a big deal. Keane, who has been the coach of the CAO Infomaniacs – the CAO's softball team – since 2001, always has his game face on. From determining his team's batting order to coordinating game times and locations, Keane, who usually plays shortstop, is always out to have a good time. "It's fun, we get to hang out with co-workers for a couple of hours a day. It gives us a chance to meet new people from other CAO business units." When he's not fielding ground balls and hitting home runs, Keane serves as a **workflow production manager** in the CAO's Customer Solutions Delivery department, where he is part of a team that assigns schedules and monitors the work for the logistics, cabinet, upholstery, drapery, carpet, locksmith and finishing shops.

## Customer Solutions

"Simplifying your day" is the goal of CAO Customer Solutions. This organization makes it as easy as possible for Members and staff to get what they need to get down to the business of serving the American people. The CAO Customer Solutions Center (CCSC)—which comprises a walk-in facility, call-in help desk and staff assigned to assist specific offices—is the first point of contact for finding answers, ordering services from throughout the CAO and exploring solutions to business problems.

Numbering 257 staff members, Customer Solutions includes the following groups:

**Customer Solutions Delivery** – Customer Solutions Center (includes First Call+, Office Coordinators and Graphics), House Recording Studio, Office Supply Store, House Gift Shop, Photography, Services Management and Workflow Management.

**Assets, Furnishings and Logistics** – Acquisition, Payments, Equipment Maintenance, Equipment Inventory Management, Logistics, Warehousing, Carpet, Drapes, Upholstery, Cabinetry, Finishing and Modular Furniture.

**Immediate Office** – Resource Management, Customer Relationship Management.

### Achievements and Future Plans

**110th Transition Office Moves/Renovations** – By the start of the new Congress on January 3, the joint CAO/Architect of the Capitol transition team completed 209 Member, Committee and Leadership office moves. Among their many activities, the teams transferred 8,392 pieces of furniture, installed 12,000 yards of carpet and 369 new window treatments, and





***„ I think what I would miss the most is the camaraderie...I get up every morning and want to go to work. The CAO is that kind of place. „***

**ric galvan** Ric Galvan is proud of his roots. From the toy Mini Cooper and British flag nestled proudly on his desk in the Ford building, it's easy to tell Galvan is a 'bloke' at heart. Galvan lived the first 11 years of his life in England before moving to the U.S. and, most recently, spent three years living and working outside of London, where his mother's family is from. Galvan has served as an **information systems security analyst** with the CAO for the last seven years. When asked what he likes best about the CAO, he said: "My fun work mates. We always have a good time." On the job, Galvan monitors network security, audits Member servers and reviews application security and network security plans.

## Customer Solutions

removed and reinstalled over 725 existing drapes for painters. All 259 moves were completed by January 16. Committee moves were accomplished in two phases: Phase one was completed by January 16 and phase two incorporated more detailed renovation work that included paint, carpet, furniture, room reconfigurations, and electric/telecommunication changes. Office Services is currently working on 22 office renovations and recently coordinated renovation of the Speaker's second-floor hallway.

**House Equipment Fair** – On February 5, the CAO hosted the House Equipment Fair, which showcased the latest trends in technology and office equipment to House staff. The overall customer satisfaction rating was 90 percent. The next fair will be held on November 13.

**House Services Fair** – The ninth annual House Services Fair was held on April 10. Representatives of the Architect of the Capitol, Attending Physician, Chief Administrative Officer, Clerk of the House, Library of Congress and the Sergeant at Arms staffed booths in the Cannon Caucus Room, where they provided attendees information about their services. The overall customer satisfaction rating of the event was 98 percent.

**First Call+ Enhancements** – First Call+ now offers customers an alternative way to request a Factiva account, a SecurID card and conversion of hard copy documents to PDF files. First Call+ can also provide information to customers wishing to set up a conference call. In an effort to continually improve its ability to effectively and efficiently provide quality solutions to customers, First Call+ has expanded its frequently asked questions database and is now using CTS2, the CAO's new customer tracking system.

**CCSC Open House** – On February 28, the CAO Customer Solutions Center hosted an Open House to welcome Members and staff and inform them about all the services offered by First Call+ and Office Services. CCSC representatives were on hand to answer questions regarding special

events scheduling, resume drop-off, conference call arrangements and furniture requests. With almost 200 visitors in attendance, including four new Members of Congress, the event was a success.

**Food Service Improvements** – Service Management implemented a number of improvements to enhance dining services. The new Fit & Trim healthy eating program features complete meals that fit within USDA recommended daily

***“ I would miss seeing all my friends...and getting to have the occasional run-in with celebrities like Dave Chappelle....now where else could you work and get to do that? Only on Capitol Hill. ”***

House, he has held various positions in the furnishings and logistics departments. In his current position as **receiving and warehouse specialist**, Johann works to ensure that used or outdated House equipment and machinery, such as computer hard drives, are properly packaged and transferred to the General Services Administration for disposal and recycling. Johann says he most enjoys the camaraderie among his co-workers. "I love the easygoing atmosphere...and hanging out with the guys." Walk down the hall from Johann's office, and you may bump into his wife, Hope, who also works for the CAO as a retail product specialist in the House Office Supply Store. On the weekends, Johann, Hope and their 17 year-old daughter Victoria go to drag racing tournaments, where Johann races his '89 Mustang as a hobby. Johann's need for speed won him a championship title in 2005 in A/Stick Production Racing.

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## Customer Solutions

allowances; offerings vary throughout the week and are available at most dining facilities. In the Longworth Food Court, Members and staff only lines were added to several hot food and checkout lines in order to decrease congestion and wait times. Credit cards are now accepted at most campus food service facilities. The Capitol Market has created order slips for *Taco Salad Wednesday* to increase order accuracy and efficiency, and the Rayburn Cafeteria has enhanced the Grab 'n' Go selection to include more premium items, wraps and international tastes. The Members' Dining Room has complemented traditional menu favorites with progressive, seasonal market-driven selections to augment the dining experience.

**Customer Tracking System** – The CAO's new Customer Tracking System, CTS2, which provides an improved mechanism of tracking documents and managing customer requests, went live on April 10. In February 2007, it underwent user acceptance testing, with First Call+ staff, financial counselors and the office coordinators comprising the initial user group. Additional users will be transitioning to the new system through February 2008.

**High Definition Digital Technology in House Recording Studio** – The House Recording Studio continues to transition from analog to high definition digital technology. Upon completion in 2008, the new studio will have the capability to provide high definition video production services from the studios and the House floor.

**Modular Furniture Renovation Program** – The first 2007 renovation of this multi-year program was completed in April. It involved renovating the furniture of five Member offices. To date a total of 143 Member office renovations have been completed, and an additional 14 offices are scheduled through September 2007.

**Office Supply Store Supports Greening Initiative** – On April 23, the House Office Supply Store began selling compact fluorescent light bulbs to employees at cost. Making these bulbs available to House staff supports the *Green the Capitol Initiative*. According to the report, if all staff members installed just one compact fluorescent light bulb for their own use, it would have a

cumulative effect of removing 150 cars from the road.



**lea fowlie** Lea Fowlie is a go-getter. In her 33 years serving the House of Representatives, Fowlie has made her mark on Capitol Hill, taking advantage of every exciting opportunity to be involved in various activities around the Dome. Some of the interesting things she's gotten to do over the years include: testing the electronic voting system cards when they were implemented in the 1970s; attending a Joint Session of Congress and a State of the Union Address; touring the Capitol Dome; and getting to go to one of the Watergate hearings in 1974. "I'm a lot smarter and richer for the things I've seen and done," said

Fowlie. “Frankly, I can’t imagine working here and not attempting to do all of these things.” Fowlie serves as a **senior employee and organizational consultant** with the CAO, where her daily duties include teaching various training courses and seminars to House Members and staff.

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# Operations

CAO Operations comprises nearly 400 staff dedicated to maintaining and developing facilities and systems that support the business of the House of Representatives. This team also provides services and consultation to House Members and staff in the management of their individual operations and promotes the well-being of the members of the House community. The group is organized as follows:

**Administrative and Financial Services** – Procurement, Financial Counseling, Payroll and Benefits, Budget Management, Resource Management, Human Resources, Workplace Safety and Audit/Internal Controls.

**Workforce Services** – Employee and Organization Development, Employee Assistance, House Learning Center and House Child Care Center.

**House Information Resources** – Technology Support, Technology Infrastructure, Business Solutions, Web Solutions, Facilities Management, Information Security and Systems Engineering.

**Immediate Office** – Business Continuity and Disaster Recovery, Change Management, Business Improvement, Strategy, Measures, Portfolio Management and Committee Hearing Rooms Renovation.

## Achievements and Future Plans

### **Payroll and Benefits Customer Service Improvements**

– The Payroll and Benefits office initiated a program aimed at improving customer service and increasing efficiency. The team’s accomplishments include: cutting in half the time it takes to process payroll paperwork; introducing an online Payroll Authorization “Smart Form” to expedite the initiation



**james butler** James Butler is a true team player and leader. As a **senior payroll and benefits generalist and team lead**, Butler says the reason he loves his job is the people he works with on a daily basis. “I really enjoy my co-workers, and I look forward to coming to work every day because of them. Our payroll and benefits team is like one big family.” Butler, who began working with the CAO as a contractor, says his team-inspired spirit undoubtedly comes from his love of the game of football, and his favorite team, the Washington Redskins. “I’m a huge fan. With Sean Taylor and Clinton Portis on the team, they’ll go all the way this year, I have no doubts,” said Butler, who plans to attend at least one of next season’s home games.

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## Operations

and turnaround of payroll transactions; and implementing the automatic call distribution (ACD) phone system to more quickly and efficiently assist customers. In the coming months, Payroll and Benefits employees will begin using CTS2, the new customer tracking system, which will improve the tracking of documents and management of customer requests.

**Atlas** – Atlas will be the new financial and purchasing system for the House of Representatives. Through HouseNet, Atlas will provide real-time and online access to integrated budgeting, purchasing, vouchering and other related tasks. The Atlas rollout schedule was recently adjusted to allow more time to complete key tasks to ensure a successful launch. The CAO, Office of the Clerk, Office of Inspector General, Sergeant at Arms, Law Revision Counsel and Office of General Counsel are scheduled to go live in March 2008. Full system rollout to Member, Committee and Leadership offices will occur in phases starting in 2009.

In the first half of 2007, the project team completed design of the system and began to configure it based on users’ requirements. CAO users were given a sneak preview of Atlas using a simulator tool to give them an idea of what to expect at go-live.

The project team has developed change management, training, communications, customer care and human resource plans to support Atlas users, CAO customers and vendors who will be affected by the implementation. Focus groups and an online survey of CAO employees provided valuable input to these plans.

**HouseNet Upgrade** – On June 18, 2007, a new version of the HouseNet intranet was launched to the House community. The new site features greatly improved search capabilities, streamlined navigation and a new look and feel. The home page also features a “HouseNet Shortcuts” section that contains links to the most frequently used services and Web sites.



**House Messaging System: Update to Exchange 2003** – On June 18, 2007, the CAO began updating the current House Messaging System from Exchange 5.5 to Exchange 2003. Over 6,900 mailboxes have been migrated to Exchange 2003, which constitutes 33 percent of the total number of mailbox moves. Exchange 2003 provides improved Outlook performance for District offices, enhanced e-mail administration for office administrators and remote Web-based e-mail access for House offices using Outlook Web Access.



*The interaction with my fellow co-*

***workers on a day-to-day basis.*** „

**juan nelson** As a Maryland native, Juan Nelson feels lucky to have been raised so close to Washington, DC, and revels in the excitement of working on Capitol Hill. “Working for the House, you never know what you’re going to get. We have the opportunity to meet so many different types of people,” said Nelson. As a **financial solutions staff accountant**, Nelson considers himself “a jack of all trades” due to his multi-faceted day-to-day responsibilities, which include reconciling the monthly payroll and student loan files and processing cash receipts. A globe-trotter at heart, Nelson spends free time traveling with his wife and three daughters, and is looking forward to his next adventure: a week-long cruise to the Caribbean with his wife that will include stints in the Cayman Islands and Haiti.

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## Operations

**Daylight Saving Time Upgrades** – The Technology Support team proactively worked with technology vendors and developed an outreach and staff support program to ensure that all House-issued BlackBerry devices and Outlook calendars were updated to accommodate the new Daylight Saving Time, which began three weeks earlier and will end one week later this year.

**Employee Self-Service** – In the autumn of 2007, the Advanced Business Solutions team will begin implementing employee self-service capabilities to PayLinks, the House human resources and payroll system managed by the CAO. Self-service will offer House employees easy access to and more control over their personal information while eliminating many manual, back-office processes.

**Take Your Laptop to Work Day** – The CAO conducted the annual “Take Your Laptop to Work Day” for CAO employees on March 2, and for the entire House community on March 5 and 6. CAO technical specialists serviced a total of 139 machines during these three days. Their work included: securing systems against known vulnerabilities and installing software, including Microsoft updates, Trend antivirus, security patches, Daylight Saving Time updates, Adobe Reader, Quick View, etc. The average service time per machine was approximately 45 minutes.

**Eldercare Assistance** – In May 2007, the Workforce Services Office of Employee Assistance began exploring the cost and feasibility of providing eldercare resource and referral services to House employees. Plans include developing an employee toolkit and information resources on eldercare issues; programs such as flexible work arrangements and emergency in-home care

resources; and information briefings for House staff on eldercare and related self-care issues. This work is part of a larger initiative to improve the benefits and services available to employees to provide better work/life balance.

**Partnerships-at-Work** – In March 2007, Workforce Services conducted a promotional campaign to recruit students and tutors within the CAO for the Partnerships-at-Work literacy advocacy program. The CAO continues to work with the Washington Literacy Council to schedule assessments of interested students along with a training program for tutors. Currently there are three student-tutor pairs participating in the literacy component of the program. Five students are currently working toward their high school diplomas, attending twice-a-week on-site classes provided by the Academy of Hope. One student received her high school diploma in June 2007.



***“ I would miss sharing my enthusiasm for this place because I think it is an incredible place to be...and I would miss watching history being made and explaining it to people. ”***

## olga ramirez kornacki

Olga Ramirez Kornacki is moving up the career ladder. Just two months ago, after working for 22 years in the House Radio-TV Gallery, Kornacki was named **director**, taking the spot of the Gallery's former director Tina Tate, who recently retired. "I was fortunate and lucky enough to have had the opportunity to work with Tina," said Kornacki, who's day-to-day responsibilities include directing a team of five House employees, working with journalists from almost 20 news organizations and acting as a liaison between the Congressional community and various electronic media outlets. During her colorful career, Kornacki has supported the coverage of 22 State of the Union addresses, two presidential state funerals and three lying in honors. When asked what the best part of her job is, Kornacki responded: "It's an awesome experience working for the House. I think I'm lucky to have been able to have had a front row seat to watching history."

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### Operations

**Combined Federal Campaign** – The CAO managed the promotion of the Combined Federal Campaign to the House Community, extending the campaign timeframe to early 2007 in order to include new House Members and staff. The campaign raised \$159,024 for local, national and international charitable organizations.

**Awarding CAO Excellence (ACE) Ceremony** – The second annual Awarding CAO Excellence (ACE) Ceremony was held April 12, 2007. Ten CAO employees were recognized in the following areas: Simplify the Day, Personalized Solutions, Dedication, Knowledge, One Team and Excellence. The Dedicated Award was renamed "The Jay Eagen Dedicated Award" and The Excellence Award was renamed "The Darrell Norman Excellence Award," in honor and recognition of their respective histories of exemplary service and contributions to the CAO organization and the House community.

**Drug-Free Workplace Refresher Training Program** – The CAO continues to provide mandatory drug education training for all new supervisors and employees of the House Officers regarding the specific provisions of the plan, the related drug-testing procedures and the resources available through the Office of Employee Assistance. The employee education session is conducted monthly for new hires, and the supervisory training is offered quarterly for newly promoted or hired supervisors and as a refresher for existing supervisors.

**House-Wide New Employee Orientation** – A New Employee Service Center was established during the first two weeks of January 2007, at the initiation of the 110th Congress, to provide new employees an easy format and process for completing their employment and payroll paperwork. The content and format for the online New Employee Orientation Program was completed through the joint effort of the CAO, our House partners and the contractor assigned to the project. The online program is expected to be deployed via HouseNet within the next three months.

**phi nguyen** The American dream is not just a dream for **House photographer** Phi Nguyen. It's a reality. After escaping Vietnam's Communist regime in 1975, Nguyen headed for America and landed a job with the Senate as a photographer, then later joined the House of Representatives, where he has been working for the past five years. "America gave me the opportunity to do my job. I get to meet different people from different cultures, and I get to meet Members of Congress." Nguyen's career in photography started as a hobby when he picked up the skill working for his high school newspaper and yearbook in the 1980s. Nguyen is married to Tam. They have one daughter and one son, and reside in Falls Church, Virginia.

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## appendix

# CAO Staffing Chart

OFFICE ON-BOARD  
 CAO 1 CAO Immediate Office 19

*Temporary Position 1*

Galleries 15

CUSTOMER SOLUTIONS Customer Solutions Immediate Office 6 Customer Solutions Center 30 Workflow Management 4 House Recording Studio 38 *Temporary Position 5* Service Management 6 Photography 9 *Temporary Position 1* Office Supply & Gift Shop 16 Assets, Furnishings, & Logistics 123

TOTAL CUSTOMER SOLUTIONS 238

OPERATIONS Operations Immediate Office 11 Administrative & Financial Services IO 10 Procurement Management 7 Financial Solutions 39 Payroll & Benefits 30 Budget Management 3 CAO Human Resources 2 Workforce Services IO 3 Employee & Org. Development Solutions 11 HIR Immediate Office 15 Technology Infrastructure 116 Information Security 14 Advanced Business Solutions 50 Technology Support 53 Facilities Management 7

TOTAL OPERATIONS 371

TOTAL CAO 645

Total Appropriated FTEs = 692.  
 Two extra FTEs: 90 day temp and 2nd ADA Aide position both in CAO IO.

Note: Chart reflects the CAO organization at the start of FY07.

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# FY07 Budget

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 (while under a Continuing Resolution)

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CAO Group	Budget	Total Actuals	Available	% of Budget Remaining
CAO Immediate Office	\$ 4,667,971	2,930,666\$	\$ 1,737,305	37.2%
Administrative & Financial Services	\$ 8,243,617	6,727,016\$	\$ 1,516,601	18.4%
Workforce Services	\$ 1,982,069	1,446,495\$	\$ 535,574	27.0%

Customer Solutions	\$ 34,296,016	30,084,035\$	\$ 4,211,981	12.3%
House Information Resources	\$ 50,174,899	34,511,600\$	\$ 15,663,299	31.2%
CAO Initiatives	\$ 7,637,741	5,897,759\$	\$ 1,739,982	22.8%
CAO-Wide Resources	\$ 506,537	-\$	\$ 506,537	100.0%
Business Continuity/Disaster <sup>1</sup>	\$ 24,068,000	13,128,295\$	\$ 10,939,705	45.5%
Total	\$ 131,576,850	94,725,866\$	\$ 36,850,984	28.0%

<sup>1</sup> BCDR includes both the regular appropriation of \$17,631,000 and the emergency appropriation of \$6,437,000.

**FY06 (as of 7/2/07)**

CAO Group	Budget	Total Actuals	Available	% of Budget Remaining
CAO Immediate Office	\$ 3,325,022	3,286,437\$	\$ 38,585	1.2%
Administrative & Financial Services	\$ 10,101,264	10,099,581\$	\$ 1,683	0.0%
Workforce Services	\$ 3,871,999	3,708,859\$	\$ 163,140	4.2%
Customer Solutions	\$ 41,043,708	40,847,702\$	\$ 196,007	0.5%
House Information Resources	\$ 59,198,944	58,961,782\$	\$ 237,162	0.4%
CAO-Wide Resources	\$ 1,446,405	1,443,895\$	\$ 2,510	0.2%
Total	\$ 118,987,342	118,348,256\$	\$ 639,086	0.5%

# FY07 Budget

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 nn cc yY )  
 (as of 7/2/07)

CAO Group	Budget	Total Actuals	Available	% of Budget Remaining
CAO Immediate Office	\$ -	-\$	\$ -	0.0%
Administrative & Financial Services	\$ -	-\$	\$ -	0.0%



Workforce Services	\$ 7,075,000	7,073,234\$	\$ 1,766	0.0%
Customer Solutions	\$ 17,613,352	15,485,595\$	\$ 2,127,757	12.1%
House Information Resources	\$ 36,816,000	23,424,608\$	\$ 13,391,392	36.4%
Total	\$ 61,504,352	45,983,436\$	\$ 15,520,916	25.2%

(as of 7/2/07)

### Balance of No Year Appropriations (Emergency)

CAO Group	Budget	Total Actuals	Available	% of Budget Remaining
CAO Immediate Office	\$ -	-\$	\$ -	0.0%
Administrative & Financial Services	\$ 221,076	128,126\$	\$ 92,950	42.0%
Workforce Services	\$ 251,570	251,570\$	\$ -	0.0%
Customer Solutions	\$ 17,824,010	17,821,989\$	\$ 2,021	0.0%
House Information Resources	\$ 72,369,237	71,601,846\$	\$ 767,391	1.1%
Total	\$ 90,665,893	89,803,531\$	\$ 862,362	1.0%

# CAO Staff

Timothy Abel • Mark Acornley • Joseph Adams • Tracy Addison • Deen Adelakun • Tina Agee • Matt Agee • Patricia Akinsegun • Sharyn Alexander • Gordon Alexander • Michael Allen • Kevin Allison • Lisa Alvey • Frederic Andersen • Linda Anderson • Rachelle Andrews-Mobley • Kenton Armas • Theresa Arteché • Camilla Arthur • Darryl Atchison • Omar Awan • Timothy Babcock • Peter Baer • Todd Baham • Dave Bailey • Darrell Baker • Rebecca Ball • Arthur Baltrym • Linda Banks • Glenn Barbee • Craig Barber • Dana Barciniak • William Barkell • Monica Barnabae-Siegelman • Robert Barrett • Deborah Bartholomew • Tyrone Basilio • Deborah Bates • Lalit Batra • Patrick Bauley • Sandra Bean • Paige Beatty • Traci Beaubian • Gordon Beaudoin • Bernard Beidel • Oscar Benavidez • Phillip Benn • Gerry Bennett • Joe Berg • Donald Berger • Linda Berry • Charlene Best • Lillian Bethea • Lashon Bethea • Michael Billard • Brian Billups • Harold Blakney • Tim Blodgett • David Bogan • Kelly Boger • Carlos Booker • Russell Boone • Sonia Bowlding • James Bowles • Ellen Bowles • Maureen Bowles • Frederick Bowles Jr • Sheila Bowman • Petrina Boyd • Kevin Boyle • Robert Brackens • Brandon Braxton • Lorenzo Braye • Toinetta Bridgeforth • Kevin Briscoe • Kwame Brobbey-mensah • Teddy Brosius • Annette Brown • Pamela Brown • Keith Brown • Demetrice Brown Sr • Earnest Browning Jr • Ricky Buckler • Troy

Buckler • Marcia Buford • Kenneth Burch • Barbara Burkhalter • Elizabeth Burnham • Clarence Butler • James Butler • Molly Cain • Robert Callaway • Drew Cannon • George Cannon • Alicia Carcamo • Marcia Carey • Josh Carr • Derrick Carr • Ronald Carrico • Delisa Carter • John Carter Jr • Ed Caskey Jr • Andrew Caulk • Elliot Chabot • Kevin Chambers • Wanda Chaney • Su-Hwa Chang • J. T. Childress • Jacob Ciango • Michael Cicale • Timothy Claggett • Marion Clark • John Clarke • John Clocker • Faye Cobb • Ray Colbert • Kahil Coleman • John Collins • Dwight Comedy • Elaine Comer • Brent Conran • Eric Cook • Richard Cooper • Joseph Coppa • Luis Cornejo • Kevin Cornell • Lois Cortese • Bridget Cox • Tom Coyne • Peter Crowell • William Crudup Jr • William Crudup III • Lawrence Cuffey • Stachia Cuffey • Carlos Cuprill • Alessandro Cusati • Benjamin Cutler Jr • Darren Dahlstrom • Mark Dalton • Thomas D'Amico • George Daoust III • Satyendra Das • Gail Davis • John Davis • Joann Dawkins • Joseph Dean • James Deaver • David Debolt • Cathy Decarlo • Alan Deluca • Scott Derrick • James Dickie • Gary Dieffenderfer • Janet DiMatteo • Mark Dobbins • Karen Donaldson • Daniel Doody • Michael Douglass • Brian Dozier • Kelda Dunklin • Rolando Duran • Sandra Durham • Jeffrey Durkin • David Eberle • Laura Eckart • Walt Edwards • Troy Egerson • Ronald Elder • Andrew Elias • James Ellin • Ronald Elliott • Sharon Ellis-Gregg • Nicole Emamali • Joseph English • Daniel Ertel • James Erving • Teri Escalante • William Evans Jr • Gretchen Ewers • John Ewing Jr • Norman Farley • Joann Farley • Benjamin Faske • Estanislao Field • Brian Fields • David First • Jerome Fisher • Robert Fitzgerald • Helene Flanagan • Phil Flewallen • Bruce Fontneau • Darin Ford • John Forgione • Charles Foster • Anika Fountain • Lea Fowlie • Debbie Frank • Jason Frech • Antoinette Freeman • Malcolm Freeney • Charles French • Carol French • Leslie Gaertner • Julia Gaines • Renee Gallagher • Joel Gallardo • Jerry Gallegos • Ricardo Galvan • German Garay • Carolyn Gardner • Nicholas Garner • James Garrott • James Gaskins • Trena Gates • Mel Gipprich • Michael Gizara • Sara Glik • James Goggins • Angel Goldsborough-Lee • Rosario Gonzalez • Michael Gould • Andrew Graeub • Corrine Grant • Chantel Greene • Harvey Grider • Norman Gugliotta • Steen Hambric • Philip Hamner • Terry Hancock • Winston Haney • Tina Hanonu • Marguerita Hardy • Sharon Hardy • Brian Hargrove • Keith Harrington • Stephanie Harris • Donald Harris • Kevin Harris • Stacy Harrison • Clifford Harrold • Jamie Harvey • John Heeb III • John Heeley Jr • Contrinia Hemphill • Leslie Henderson • Heather Henry-Bryant • Donna Herbert • Gregory Herbert • Cynthia Hibbs • Marie Higgs • Titra Hill • Patrick Hirsch • Jason Hite • Suzanne Hite • Denine Hobbs • John Hodges • Jennifer Hodges • Margaret Hoffman • Mark Hokhold • Gregory Holland • Steven Holley • Monroe Holliday • Barbara Holmberg • Edward Hood • Richard Hornburg • Alfreda Horton • Anthony Howard • LaTaunya Howard • Richard Hughes • Michael Hughes • Pamela Hunter • Steve Hunter • Jacqueline Hurda • LaWanda Inman • Ivan Iverson • Peyton Jackson • Trevera Jackson • Wanda Jackson • Reggie Jackson • Tamara Jackson • Bradley Jacobson • Roland Janifer • James Jenkins • Araceli Jennings • Hope Johann • Derek Johann • Andre Johnson • Robert Johnson • Stephen Johnson • Dwayne Johnson • Floyd Johnson • Eric Johnson • Reginald Johnson • Mitchael Jones • Deborah Jones • Frank Jones • Wesley Jones • Michelle Jones • Charles Jones Jr • Yong Jordan • Eric Joyce • Nancy Judge • Steven Kaeser • Kent Kahler • Christopher Kar • Bernestine Kea • Michael Keane • Cathy Kell • Tara Kelley • Kevin Kelley • Mary Kelley • Margaret Kellogg • Cynthia Kelly • David Kemp • Patrick Kenealy • Elizabeth Key • Mark Kimball • June Kimmet • Eric King • John King • Randeem Klarin • Caroline Klemp • Kathy Klussendorf • Katherine Knell • Thomas Knoerl • Cari Knowles • Erich Koehler • Patty Korin • Olga Kornacki • Douglas Koztoski • Stephen Kramer • Karen Kuper • Daniel Lagasse • Dennis Leber • Darnell Lee • Denise Leonard • Carlos Leon-Campos • Dave Levengood • Robert Lewis • John Lewis • Letitia Lewis • Ray Linville • Andreal Little • Harold Little • Barry Locker • Katherine Logan • John Long • Anthony Loving • James Lowell • Paul Lozito • Jennifer Maas • Louis Magnotti • Timothy Magruder • Kimberly Mahaney • Edward Mahar • Lewis Maiden III • Tom Mako • Ryan Maliszewski • Michael Mallon • Deon Malloy • Russell Malone • Pearl Mangrum • John Manson • Matthew Marco • Vincent Marcum Jr • Ralph Marcus • Susan Marone • Steve Marsh • Raina Marshall • Christopher Martin • Tasha Martin • David Martinez • Richard Martins • Frederick Masheter Jr • Tron Mason • Doug Massengale • Gloria Matadial • Stephen Mathis • Patricia

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