

OFFICE OF THE
CHIEF ADMINISTRATIVE OFFICER

SEMIANNUAL REPORT

JULY TO
DECEMBER 2016





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

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“...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)
115th Congress

EXECUTIVE SUMMARY

ABOUT PHIL KIKO

Mr. Kiko has a long record of House and government service. He most recently served as Staff Director/General Counsel of the House Select Committee on Benghazi. From 2011 to 2013, he was Staff Director/General Counsel of the Committee on House Administration, which has oversight responsibilities for many House operations. He served as General Counsel/Chief of Staff for the House Committee on the Judiciary and the Deputy Chief of Staff for the House Science Committee. He also served as Chief of Staff in the personal office of Congressman F. James Sensenbrenner, Jr. (WI-5). In the mid-1990s, Mr. Kiko joined the newly-formed CAO and, as Associate Administrator for Procurement and Purchasing, helped establish the Procurement office.

In addition to his legislative branch experience, Mr. Kiko has also worked in the executive branch for the Department of the Interior and the Department of Education.

Mr. Kiko is originally from Canton, Ohio, and graduated from Mount Union College in Alliance, Ohio. He is a graduate of George Mason University School of Law and is a Member of the D.C. Bar and the Virginia State Bar.

The second half of 2016 brought change to the CAO as Philip G. Kiko was nominated by Speaker Paul Ryan and elected by House Members as Chief Administrative Officer. Mr. Kiko was sworn in on July 13 and officially became the CAO on August 1.

Shortly after assuming the role, Mr. Kiko invited all CAO staff to provide their input and participate in a strategic planning project to reenergize the CAO by redefining and updating the mission and vision of the organization.

As a presidential election year, the latter half of 2016 involved preparations for both the Transition to the 115th Congress, as well as the Inauguration of the 45th President. In late 2016, the CAO ramped up its efforts to protect House data through an increasingly robust cybersecurity program, which included a major undertaking that moved the House data center to a new, more secure, and energy-efficient location.

The CAO also launched several House office service initiatives, including an Office 365 pilot project, a partnership to lower phone service costs for Members' District Offices, and the renovation of the Longworth Cafeteria.

The CAO's Office of Finance, which implemented new voucher documentation standards adopted by the Committee on House Administration, initiated an external assessment in September 2016 in an effort to identify deficiencies and improve operations. The results of the external assessment are expected in the third quarter of 2017.

In 2017, House staffers will have an easier time ordering over 60 office services using the redesigned online portal, MyServiceRequests. House offices will also have a better experience when sending and receiving e-Dear Colleagues because of a new, enhanced interface and design of the platform set to launch in early 2017.

TIMELINE

LOOKING AHEAD TO 2017

MyServiceRequests launches

Enhanced e-Dear Colleague service begins

Full implementation of Joint Emergency Mass Notification System

Completion and execution of initial phases of new CAO five-year Strategic Plan

Migration of additional, non-CAO House office servers to new data center

Expansion of broadband and VoIP services in Members' District Offices

JULY

House Information Resources (HIR) deploys two-factor authentication, a new security feature, for House network administration.

Philip G. Kiko elected and sworn in as Chief Administrative Officer, effective August 1, 2016.

AUGUST

Philip G. Kiko assumes role as Chief Administrative Officer of the U.S. House of Representatives.

Roll out of Office 365 Pilot Program.

SEPTEMBER

HIR establishes partnership with AT&T to install VoIP in District Offices to increase service quality and functionality, as well as lower cost of telephone connections for Members.

Finance initiates external organizational assessment of CAO's financial operations.

OCTOBER

CAO's Finance Office implements new voucher documentation standards.

HIR completes transition to new, state-of-the-art data center.

NOVEMBER

CAO staffers provide support for New Member Orientation hosted by the Committee on House Administration.

Development phase of organizational strategic planning begins.

DECEMBER

Logistics and Support facilitates the moves of 199 Member offices for the Transition to the 115th Congress.

House Information Resources and Comcast enter into an agreement to improve connectivity for District Offices.

New Director of the House Wounded Warrior Program joins the CAO.

CAO MISSION

During the second half of 2016, CAO staff embarked on an ambitious endeavor—to reevaluate the organization and develop a clear mission so that the CAO can more effectively serve the House community.

Defining a mission is especially important for an organization as diverse as the CAO. The CAO’s hundreds of staffers run House financial systems, protect data and IT systems, review hundreds of leases for District Offices, build and move thousands of pieces of furniture, administer contracts for cafeterias, teach training curriculum, and run a daycare center.

Common among all CAO staff responsibilities is a commitment to service. Serving the House community, whether it is Leadership, Members, staff, or visitors, is central to the CAO’s mission.

The evaluation process, which included multiple focus groups and an all-staff survey, afforded CAO employees with an opportunity to participate and provide their input on CAO operations, current and future.

It is with renewed vigor that staff adopted a new mission statement that incorporates this common thread of service.

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



Serving the House in many ways, CAO staff work hard to uphold the mission of the CAO.

115TH CONGRESSIONAL TRANSITION

Every two years, the CAO partners with the Committee on House Administration, Clerk of the House, House Sergeant at Arms, Architect of the Capitol, and additional House stakeholders to ensure a smooth and successful transition to a new Congress. The transition to the 115th Congress built on that history of cooperation. Representatives from a variety of CAO offices and other House organizations held briefings to help Departing Members wind down their operations and close their offices. They also facilitated 199 office moves for returning and newly elected Members.

TRANSITION SERVICES PROVIDED

Departing Member Briefing
Returning Member Briefing
New Member Onboarding
Transition Websites

The CAO assisted the Committee on House Administration and other House offices in efforts to get newly-elected Members set up in their Washington, DC, and District Offices following the elections in November.

- The Office of Administrative Counsel reviewed and approved hundreds of District Office leases by the end of December with the goal of approving all 931 leases by early January.
- Demands for services from the Office of Finance greatly increase during a Congressional Transition. For example, an average month typically requires 4,500 payroll actions. During Transition, that number jumps to 30,000.

- House Information Resources:

Web Systems created and launched 63 full-featured websites for Freshmen Members of the 115th Congress.

CAO's Office of Networking and Facilities (NAF) ensured that phone, fax, and ISDN lines were working when the Members moved into their new Washington, DC, offices. In addition, NAF provided guidance on cost-effective options for wireless and District Office service installations.

Technology Support assisted Member offices in disconnecting their equipment and ensuring their sensitive data was properly stored and/or disposed of.

63

WEBSITES CREATED FOR FRESHMEN MEMBERS OF THE 115TH CONGRESS

30,000

PAYROLL ACTIONS DURING THE CONGRESSIONAL TRANSITION

Technology Support worked to meet the technology needs of new Members as they arrived in Washington, DC, including facilitating hotel setup and providing one-on-one technology training.

- The Office of Employee Assistance provided guidance and strategies for outgoing staffers for their employment search. These services are made available through in-person consultations, as well as remote sessions, and include resume review and editing, interviewing skill tips, and help with tools and resources to assist staffers through their personal and professional transition.
- Logistics and Support facilitated a total of 199 office moves, which included carpet installation that occurred on a 24-hour cycle due to the number of installations required. In addition, Logistics and Support provided skilled carpet, drape, and upholstery repairs and cleaning.

50,000

PIECES OF EQUIPMENT AND FURNITURE
MOVED BY CAO LOGISTICS

July – December 2016

199

OFFICE MOVES AND CARPET
INSTALLATIONS THAT OCCURRED ON A
24-HOUR CYCLE

July – December 2016



CAO staff take part in aiding Freshman Members and their staff in transitioning into their new roles.

INFORMATION TECHNOLOGY

House Information Resources (HIR) provides a wide range of technology services and support for the House. HIR employs more than 260 employees with a variety of skills including coding, design, telecommunications, emergency response, and cybersecurity.

HIR SERVICES

- BC/DR
- Enterprise Applications
- Enterprise Operations
- Information Security
- Networking & Facilities
- Technology Management
- Technology Support
- Web Systems

NEW DATA CENTER

House data is more secure as a result of the construction and utilization of a new state-of-the-art data center. After one year of construction and the highly-coordinated relocation of House servers, the new data center opened in October 2016. The new center offers greater security, is more efficient, and offers greater potential for consolidated data operations with other Legislative Branch entities.

The project changes the future of data operations at the House. The effort was completed by 46 staffers across five HIR departments without causing any outages to the House network and its data systems.

CYBERSECURITY

Securing the House's information systems and data is a top priority for the CAO. Robust and constantly-evolving countermeasures are required to safeguard the House network against the hundreds-of-thousands of cyberattacks launched against it each month. Hardware and software updates, as well as staff awareness and vigilance, are increasingly required to keep House data safe.

5.0 PUE
PREVIOUS
DATA CENTER
USAGE

↑
USES MORE
ENERGY

↓
USES LESS
ENERGY

Power Utilization Effectiveness (PUE) measures how efficiently a data center uses energy. The previous House data center PUE was 5. Industry standard is 1.8. The new data center PUE is 1.2.

1.8 PUE

INDUSTRY
STANDARD

1.2 PUE
NEW DATA
CENTER

During the past six months, the Cybersecurity team:

- Improved the House’s cybersecurity posture through network enhancements that further identify and prevent critical security threats from accessing the House network.
- Strengthened the House’s ability to monitor threat intelligence and enforce enterprise compliance to House Information Security Policies.
- Enhanced the CAO’s Risk Management Framework to include full security assessments for financial and personnel systems.
- Additionally, in July 2016, to improve the management and security of House system administration, HIR deployed a two-factor authentication for certain system administrator accounts.

SPAM

To enhance cybersecurity without impeding legitimate inbound emails to House network users, HIR completed the first phase of a project that better filters spam and detects and blocks malware in emails received by the House. When completed, the system will enable stronger anti-spam and anti-phishing capabilities.

AWARENESS

Raising the awareness of cyberthreats is paramount. All House staffers are required to



take annual cybersecurity training to help them detect and avoid threats. Additional House-wide awareness campaigns include a monthly cybersecurity newsletter; stories, warnings, and reminders posted on the House intranet, HouseNet; and poster campaigns. Also, staffers in Cybersecurity regularly visit offices to discuss threats and how to avoid them. The CAO plans to increase awareness in 2017 of the process and policy concerning the use of smartphones on international travel.

VIRTUAL PRIVATE NETWORK AND VOICE OVER INTERNET PROTOCOL (VoIP)

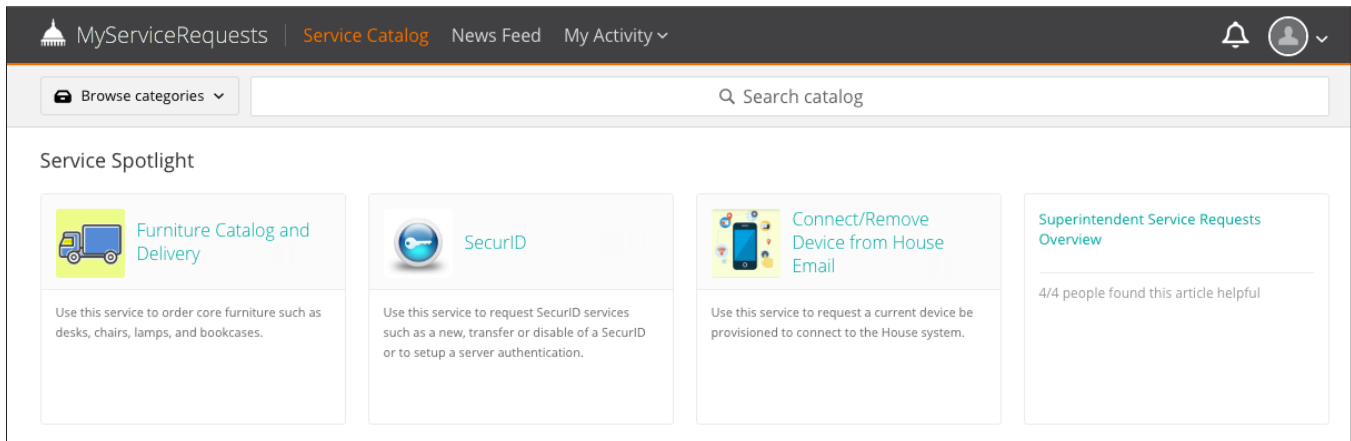
To enhance and improve District Office network performance, HIR has entered into an agreement with Comcast and their partners to provide VPN (broadband) access for District Offices. This agreement has allowed HIR to improve the connection speeds and performance for data and voice services. The ongoing migration effort to broadband has allowed the House to reduce overall costs for network access.

Additionally, the CAO has a new VoIP partnership with AT&T to provide Member offices with greater phone service functionality at a greatly reduced cost. As a result of the partnership with AT&T, District Office cost savings on phone services will range from 30 to 50 percent.

VENDOR MANAGEMENT

House Information Resources works proactively with vendors to make sure that processes and contracts with technical and digital service providers are up-to-date, accurate, and in the best interest of the House community. CAO Vendor Management made significant progress in the following areas:

- **New Technology Services Contract:** This contract, which began January 3, 2017, covers Correspondence Management Systems,



The updated MyServiceRequests dashboard provides easier access to 60 services provided to House offices.

computer hardware maintenance and fixes, and systems administration support. It provides Members, Committees, and Leadership offices with competitive pricing, the ability to change vendors or plans without service disruptions, and stronger and more specific contract language.

- **Constituent Management Systems (CMS):** Feedback from House users resulted in an improved process to evaluate CMS, lowered administrative overhead, reduced requirements for vendors, and faster delivery of product upgrades.
- **New Cloud Services Process:** Nine new social media services have been approved since HIR enacted new procedures to qualify cloud data storage companies. The procedures, in line with House Information Security Policies, evaluate each vendor and service on several security, legal, and technical points.

STORAGE UPGRADE

In an effort to upgrade the capacity and performance of House information storage devices, HIR completed a complex migration of all legacy servers and more than 300 terabytes of data to a new storage network for improved performance to Members and staff.

SELF SERVICE

Ordering office services will soon be easier with MyServiceRequests. The updated online tool launched in January 2017. MyServiceRequests will give staffers an updated, newly designed, easy to use site to order over 60 office services such as carpet cleaning, furniture delivery, and even technical assistance.

KNOWLEDGE MANAGEMENT

Equipping Members and staff with the information they need was the driving force behind the development and deployment of a knowledge management system. With the launch the new system, CAO customer representatives in the



300
 TERABYTES OF DATA
 IS EQUAL TO
428,000
 CD-ROMS

The House storage upgrade to over a 300 terabytes is the equivalent to almost a half a million CDs.

150

STAFFERS PARTICIPATED IN THE TESTING
OF MICROSOFT OFFICE 365

Office of Finance, First Call, and at the Technology Service Desk can easily and quickly access the information they need to accurately and consistently answer questions.

WEB SYSTEMS

House Information Resources maintains 441 websites for Members, Leadership, Committees, and Caucuses. During the second half of 2016, CAO's Web Systems created, customized, and launched 63 full-featured websites for new Members of the 115th Congress, plus three websites for new Members elected in special elections on November 8. Web Systems collaborated with the Committee on House Administration to launch three phases of a New Member Orientation website that provided information and collected data for Congressional candidates before and after the election.

The Web Systems team replaced and modernized the backend technology of House.gov which improved the user experience, made it easier to maintain content, and enhanced the mobile design.

In 2017, a new platform for the popular e-Dear Colleague service will be launched. A new user interface makes it easier for staff to subscribe, send, receive, and search e-Dear Colleague letters.

CLOUD STORAGE

As the world's data continues to move to the cloud, the House has followed suit. Nearly 300 staffers

signed up to use Box, a House-approved cloud storage platform. Box makes it easier to organize, share, and collaborate on documents and projects. Box was introduced to staff in 2016 by HIR and was used extensively during New Member Orientation.

OFFICE 365

More than 150 staffers volunteered to participate in a pilot project testing Microsoft Office 365 in preparation of its rollout to the entire House community. The software was first offered to the pilot group in August of 2016 and then to Leadership offices in September. Office 365 was offered to New Members in January 2017 and will be expanded to the rest of the House community through 2018.

Office 365 provides benefits including reduced cost of House-owned infrastructure and more efficient and cost-effective upgrades to the latest versions of the Office suite of products.

BUSINESS CONTINUITY/ DISASTER RECOVERY

The CAO Business Continuity/Disaster Recovery team joined a coordinated effort between the House, Senate, the United States Capitol Police, and the Architect of the Capitol to create an emergency notification system that meets the needs of each organization and the Legislative Branch community as a whole.

The system is called JEMNS for Joint Emergency Mass Notification System and provides the functionality of voice, email, and text messages, as well as desktop alerts and a mobile application that staff will be able to download to their phone to receive emergency notifications. JEMNS is scheduled for full implementation in March 2017.

LOGISTICS AND SUPPORT

The CAO is a service organization supporting the functions of the House, its Members, and staff. Logistics and Support (L&S) directly serves House staff with the First Call contact center and skilled workers dedicated to woodworking; building and refurbishing furniture; delivering furniture to House offices; providing photography, graphic design and print services; and running gift and office supply stores.

L&S SERVICES

- Asset Management
- First Call
- Furnishings
- House Graphics
- Logistics
- Modular Furniture & Transition
- Office Supply & Gift Shop
- Photography

ASSET MANAGEMENT

In addition to counting and tracking thousands of House assets, Asset Management is responsible for the disposal of many assets that have become outdated or obsolete. Legacy digital devices must be destroyed to ensure the data on them cannot be recovered or reused.

During the past six months of 2016, Asset Management oversaw the destruction of 1,344 hard drives and 157 outdated iPads in accordance with security standards set by the National Institute of Standards and Technology.

Additionally, Asset Management purchased government-certified software to give District Offices the ability to remove data from hard drives.

FIRST CALL

First Call is a comprehensive customer service center that delivers assistance to Members, staff, and others in the House community. First Call's team of staffers, on average, answer almost 200 calls per day while the House is in session.

During the past six months, First Call

representatives booked nearly 2,500 events—ten percent more than in 2014, the last Congressional election year.

In addition to answering general questions and booking events, the team helps obtain passports and processes mailing lists to help offices save money by using up-to-date and verified constituent address lists.

3,252,909

OUTDATED ADDRESS RECORDS
REMOVED BY CAO FIRST CALL

July – December 2016

1,129

PASSPORT APPLICATIONS
PROCESSED BY CAO FIRST CALL

July – December 2016

PHOTOGRAPHY

The Office of Photography serves Members and the House with coverage of special events and constituent visits. In 2016, the Office of Photography worked to improve its delivery of pictures to offices for their use online and with social media.

To promote its services, the office has created an Instagram account to showcase the work of its photographers. The account can be found on Instagram [@USHousePhoto](#).

4,076
IMAGES SHOT AND PROVIDED TO
HOUSE OFFICES
July – December 2016

4,459
PHOTOGRAPHS PRINTED
July – December 2016

Photography staff worked diligently to capture various moments during the 115th Transition and the 58th Presidential Inauguration.



HOUSE FLOOR UPHOLSTERY PROJECT

CAO workers completed the House Floor upholstery project in October 2016. More than 30 years of patching and one-off repairs to the 446 chairs led to varying shades of brown in the House Chamber. CAO staff completely dismantled then rebuilt the chairs with new frames, webbing, springs, ties, padding, and leather.

The project required precise coordination and planning to ensure that all chairs were available to Members while the House was in session.

CAO Furniture Shop staff work on reupholstering the chairs for the House Chamber.

1,109

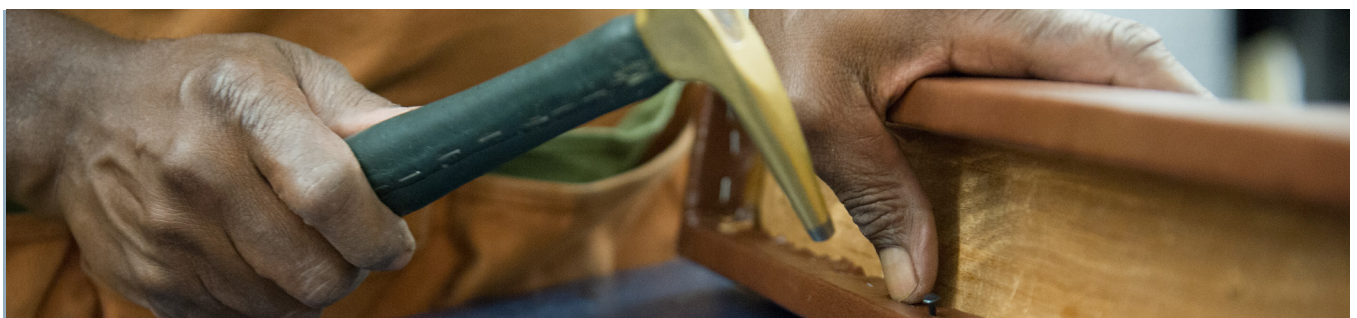
GRAPHIC DESIGN PROJECTS
PRODUCED BY HOUSE GRAPHICS

July – December 2016

852

POSTERS AND COMMEMORATIVE
DOCUMENTS PRINTED

July – December 2016



FINANCE

The CAO Office of Finance provides financial management services to Leadership, Members, Committees, Officers and offices of the U.S. House of Representatives. As part of the CAO, Finance serves as a key strategic business partner.

FINANCE SERVICES

- Accounting
- Budget, Policy & Planning
- Financial Counseling
- Member Services
- Payroll & Benefits

ORGANIZATIONAL ASSESSMENT

The Office of Finance is working to make sure it is better positioned for the future. Although the organization earned its 18th consecutive clean audit earlier in 2016, it is working to improve its operations to better serve the House community. Leadership in Finance is working with an outside consultant to conduct an organizational assessment with the goal of building a business model that can adapt to the needs and expectations of its customers.

The assessment examines the Office of Finance's organizational structure, policies, procedures, and business processes. It will also examine its customer engagement and service delivery model, workforce planning and staffing, performance metrics, and use of technology. It will establish a baseline for these areas, compare this data to public and private sector industry standards and best practices, and develop recommendations to improve the quality of operations within the Office of Finance. The assessment is expected to be completed in the third quarter of 2017.

VOUCHER DOCUMENTATION STANDARDS

The CAO Office of Finance implemented new voucher documentation standards for House offices in October 2016. The updated



CAO Office of Finance strives to keep all stakeholders informed about the business of the House through informational courses and fairs.

standards were adopted by the Committee on House Administration (CHA) to reflect current practices and remove outdated terminology while incorporating existing regulations. Prior to implementation of the standards, the CAO assisted CHA in hosting a series of briefings and webinars to increase awareness, emphasize the importance of the new requirements, and prepare Financial Administrators for the changes.

ACQUISITIONS

House offices work closely with Acquisitions Managements to purchase products and services, and to write and administer contracts. Acquisitions works to acquire goods and services at the best possible value for the House while providing a fair process for vendors.

ACQUISITIONS SERVICES

- Contract Administration
- Contracts
- Purchasing

LONGWORTH CAFETERIA RENOVATION

A major renovation of the Longworth Cafeteria was completed in late 2016 to provide better service to the thousands of Members, staff, and visitors who use it each day. The renovations allowed the House food services vendor, Sodexo, to develop a new hot food bar and expand the salad bar. Sodexo also added a new Asian concept, Pacific Traders.

Renovations included new serving line equipment, cashier stands, tables and chairs, carpeting, electronic menu boards, and a soda station. Behind-the-scenes renovations included new electrical and data service for the facility.

In 2017, as a result of a customer survey conducted during the last quarter of 2016, Sodexo will revise the menu in the Capitol Market to provide more hot foods and an expanded deli.

The newly-renovated Longworth Cafeteria.



SMALL PURCHASE PROCUREMENT

To help House offices purchase goods and services at a low cost, the Office of Acquisitions met with House staffers representing 100 House offices to explain how their services can assist them and save money. The staffers were trained in the purchase process, payments options, and which forms are needed to complete the process.



13,086

PIECES OF FRESH FRUIT SOLD
IN THE CAFETERIAS

July – December 2016

100,164

CUPS OF COFFEE SOLD
IN THE CAFETERIAS

July – December 2016

HUMAN RESOURCES

The Human Resources (HR) department provides a full array of support services to the CAO and House Community. In addition to providing HR services to the CAO, House staffers can receive support from the employee assistance team and the House Learning Center. HR oversees the House Wounded Warrior Fellowship Program and runs the Offices of Safety and Privacy.

HR SERVICES

Office of Employee Assistance
Personnel Security & CAO Safety
Privacy
Training & Development
House Wounded Warrior Program

WOUNDED WARRIOR PROGRAM

The House Wounded Warrior program's founding director, Patricia Orsini, retired in September 2016. Charged with setting up the program in 2008, Orsini oversaw the successful launch and development of the program.

Since its inception, the program has provided nearly 200 paid fellowships for disabled veterans to serve in House offices, with most of the fellowships based in a Members' District Offices. Through their efforts, the House Wounded Warriors have an immensely positive and direct impact, often helping their fellow service men and women by conducting casework, and serving as liaisons to the Department of Veterans Affairs.

In December, John McIntyre Tolar was hired as the program's new director. As a Lieutenant Colonel (Ret.) of the United States Marine Corps Reserve, Mr. Tolar brings a wealth of military and professional experience to the position.

HOUSE LEARNING CENTER

The CAO has an ongoing commitment to continuing educational development opportunities for House staff through the House Learning Center. Many of the House Learning Center's course offerings are designed with busy House staffers in mind, available through online webinars or live in the classroom.

183

VETERANS RECEIVED FELLOWSHIPS SINCE FEBRUARY 2008, 79% HAVE ACCEPTED FULL-TIME POSITIONS OR RETURNED TO SCHOOL AFTER COMPLETING THEIR FELLOWSHIP

10,000

EMPLOYEES REGISTERED TO TAKE MORE THAN 650 COURSES OFFERED THE HOUSE LEARNING CENTER

July – December 2016

OFFICE OF EMPLOYEE ASSISTANCE (OEA)

The Office of Employee Assistance provided outreach to both the DC and District Office staff of Members departing the House at the end of the 114th Congress.

OEA counselors provided support to staffers who worked for departing Members of the House.



Two examples of the various lock-out, tag-out devices used on House equipment.

SAFETY AND PERSONNEL SECURITY

The CAO Safety team evaluated and improved procedures and training to ensure the safe handling of equipment that is powered by electricity, pneumatics, and gravity. Most of this equipment is in the CAO workshops and requires specific safety instructions. The Lock-out, Tag-out Program provides detailed procedures ensuring a safe environment for anyone using or near the equipment—even while it is turned off.

PRIVACY

The CAO Office of Privacy works to ensure that only the minimum amount of personally identifiable information (PII) is gathered by the organization, and information is kept as secure as possible. As vital as it is to secure the information, it is important to let people know the CAO is collecting PII. Working with CAO organizations, the Office of Privacy has added Privacy Statements to the CAO's forms and documents used to collect PII. The addition of the statements explains how the CAO will use and retain PII.

5

WORKSHOPS CONDUCTED ON RESUME WRITING, JOB INTERVIEWING, AND CAREER NETWORKING.

July – December 2016

39

39 TRANSITION JOINT BRIEFINGS BETWEEN JULY AND DECEMBER 2016 BY OEA AND PAYROLL AND BENEFITS FOR DC AND DISTRICT STAFFS.

July – December 2016

2016 CAO EMPLOYEE OF THE YEAR

The 2016 recipient of the CAO Employee Excellence Award was Liz McBride from the Office of Employee Assistance.

Senior Employee Assistance Counselor Liz McBride has worked in the CAO's Office of Employee Assistance for 25 years. Through her years of service, she has shown extraordinary compassion; care; professionalism; and commitment to the well-being, performance, and productivity of the House community.

Liz's commitment to her clients and to her fellow CAO employees has earned her the 2016 CAO Employee Excellence Award.

"Liz brings a calming presence and a clear path for moving forward through stressful situations by helping individuals identify solutions that are responsive, enduring, and results-oriented," said Bern Beidel, Director of the Office of Employee Assistance. "Liz does not mince words in her recommendations, nor does she hesitate to go to whatever length it takes to execute her recommendations on behalf of her clients."

In a fast-paced working environment like the House of Representatives, it can be a challenge to find the time



to seek assistance or to meet with a counselor, but Liz goes out of her way to make herself available for clients. She routinely meets with clients before the start of business hours, and late into the night when needed.

"Every day is rewarding," said McBride. "Whether it involves helping an individual find a path to recovery or a solution to personal or workplace stress, or helping a manager create a solution to an employee performance issue or helping a work team heal after a traumatic incident, it is all rewarding."



TEAM PLAYER OF THE YEAR

Senior Contract Specialist Toni Bridgeforth's daughter says that at home, her mom is a great team player who encourages collaboration. It's this team spirit that has won Toni the Office of the Inspector General's (OIG) Team Player Award.

Over years of work with the OIG, Toni has been an invaluable team player, showing deep commitment to bettering House operations and achieving her team's objectives.

"Toni is a great listener," said Susan Kozubski, the OIG's assistant director of Finance and Administration. "We view her as our subject matter expert for contracting and place high value on her opinion and advice."

LENGTH OF SERVICE AWARDS



Phil Kiko congratulating Michelle Jones for 25 years of service.

25 YEARS

Bern Beidel
 Sherleen Boyde
 Tom Coyne
 Jon Forgione
 Michelle Jones
 Liz McBride
 Chris Martin
 Jim Muncy
 Patricia Rouse
 Clayton Williams
 DeShun
 Wimberly
 Fareen Wu
 James Yerge

30 YEARS

Gretchen Ewers
 Kevin Harris
 Craig Pence
 Dean Phan
 Deborah
 Robertson
 Paul Rossiter
 Airlie
 Shoemaker
 David Sparling

35 YEARS

Keith Harrington

COMMUNICATIONS



LexisNexis, one of the research subscription vendors at the 2016 Social Media Expo, provides a demo of their services.

SOCIAL MEDIA & NEWS RESEARCH EXPO

Staffers were able to connect with representatives from several news, research, and subscription services at the 2016 Social Media & News Research Expo in the Capitol. Staffers from more than 100 Member and Committee offices were able to speak with representatives from 25 vendors and organizations offering paid and free services.

In addition to outside vendors such as Facebook, CQ/Roll Call, and the National Journal, representatives from the Office of the Clerk, the Library of Congress, and the CAO were on hand to speak with House staffers about the services they make available to House offices.

CHARTS

FY 2017 STAFFING CHART (AS OF 12/31/16)

| | Current FTEs | Vacancies | Total FTEs |
|------------------------------------|--------------|-----------|------------|
| Acquisitions | 16 | 5 | 21 |
| CAO Immediate Office and Galleries | 36 | 6 | 42 |
| Finance | 87 | 12 | 99 |
| House Information Resources | 260 | 34 | 294 |
| House Recording Studio | 45 | 20 | 65 |
| Human Resources | 24 | 5 | 29 |
| Logistics and Support | 152 | 12 | 164 |
| TOTAL CAO | 620 | 94 | 714 |

Notes:

1. Personnel Data is as of December 31, 2016.

CHARTS

FY 2017 BUDGET TO ACTUAL REPORT (AS OF 12/31/16)

| | Adjusted FY'17 Budget | YTD Actuals | Available Balance | % of Budget Remaining |
|-------------------------------------|--------------------------|----------------------|----------------------|--------------------------|
| Chief Administrative Officer | | | | |
| Single Year Funds | | | | |
| Personnel | \$ 41,000,000 | \$ 14,809,283 | \$ 26,190,717 | 63.9% |
| Non-Personnel | \$ 26,280,809 | \$ 9,412,345 | \$ 16,868,464 | 64.2% |
| Total Single Year Funds | \$ 67,280,809 | \$ 24,221,627 | \$ 43,059,182 | 64.0% |
| No Year Funds | \$ 876,116 | \$ 168,300 | \$ 707,816 | 80.8% |
| Total CAO Budget | \$ 68,156,925 | \$ 24,389,927 | \$ 43,766,998 | 64.2% |
| BC/DR | | | | |
| Single Year Funds | \$ 6,453,621 | \$ 1,394,910 | \$ 5,058,711 | 78.4% |
| No Year Funds | \$ 2,858,976 | \$ - | \$ 2,858,976 | 100.0% |
| Total BC/DR Budget | \$ 9,312,597 | \$ 1,394,910 | \$ 7,917,687 | 85.0% |

Notes:

1. FY 2017 Adjusted Budget includes funding provided under the Further Continuing and Security Assistance Appropriations Act, 2017 per P.L. 114-254 and any IPACs received as of 12.31.16.

2. YTD Actuals includes expenses, encumbrances and pre-encumbrances as of 12.31.16.

FY 2016 BUDGET TO ACTUAL REPORT (AS OF 12/31/16)

| | Adjusted FY'16 Budget | YTD Actuals | Available Balance | % of Budget Remaining |
|-------------------------------------|--------------------------|-----------------------|----------------------|--------------------------|
| Chief Administrative Officer | | | | |
| Single Year Funds | | | | |
| Personnel | \$ 57,801,538 | \$ 57,782,051 | \$ 19,488 | 0.0% |
| Non-Personnel | \$ 61,193,111 | \$ 59,732,312 | \$ 1,460,800 | 2.4% |
| Total Single Year Funds | \$ 118,994,650 | \$ 117,514,362 | \$ 1,480,288 | 1.2% |
| No Year Funds | \$ 1,882,135 | \$ 353,635 | \$ 1,528,500 | 81.2% |
| Total CAO Budget | \$ 120,876,785 | \$ 117,867,997 | \$ 3,008,788 | 2.5% |
| BC/DR | | | | |
| Single Year Funds | \$ 11,217,008 | \$ 11,012,996 | \$ 204,012 | 1.8% |
| No Year Funds | \$ 5,000,000 | \$ 703,450 | \$ 4,296,550 | 85.9% |
| Total BC/DR Budget | \$ 16,217,008 | \$ 11,716,446 | \$ 4,500,562 | 27.8% |

Notes:

1. FY 2016 Adjusted Budget includes funding provided under the FY16 Consolidated Appropriations per P.L. 114-113 and any IPACs received as of 12.31.16.

2. YTD Actuals includes expenses, encumbrances and pre-encumbrances as of 12.31.16.



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