

CAO Semiannual Report

July – December 2013



Submitted February 14, 2014

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LETTER FROM RETIRING CHIEF ADMINISTRATIVE OFFICER DAN STRODEL

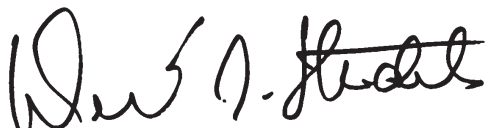
During the second half of 2013, the Chief Administrative Office continued to improve House business practices in a fiscally restrained environment. With a cost sensitive focus on our core mission, we worked with vendors to ensure House staff continue to have the tools they need. We also upgraded several systems and programs to increase office efficiency.

In addition, our office provided support to Members and staff designated by the Patient Protection and Affordable Care Act to obtain health insurance through the District of Columbia's insurance exchange, DC Health Link.

On a personal note, I retired as Chief Administrative Officer on January 6, 2014. During my 28 years serving the U.S. House of Representatives, I've developed a deep respect and reverence for the institution and in particular to the Members and staff who make it an exciting, vibrant, and interactive community. I'm proud of my CAO colleagues for their relentless support of this institution, and I ask them to ensure a smooth transition for my successor.

I want to thank the new CAO, Ed Cassidy, for his leadership, direction, and support as Director of House Operations in the Office of the Speaker. He has done a tremendous job instilling and fostering a culture of collaboration and coordination within and among the entities that support the House. Finally, I want to thank my colleagues in the office of the CAO and in the other institutional offices whose nonpartisan professionalism serves as a model of excellence for other legislative bodies.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Strodel". The signature is fluid and cursive, with a prominent initial "D" and "S".

Dan Strodel

Chief Administrative Officer (retired)

EXECUTIVE SUMMARY

The Chief Administrative Office continued to reduce operating costs and streamline business processes during the second half of 2013. It also provided guidance to Members and staff through a period of ambitious change.

The CAO continued to execute its core mission of ensuring that the business of the House operates efficiently and effectively in a challenging fiscal environment. Highlights of this work include:

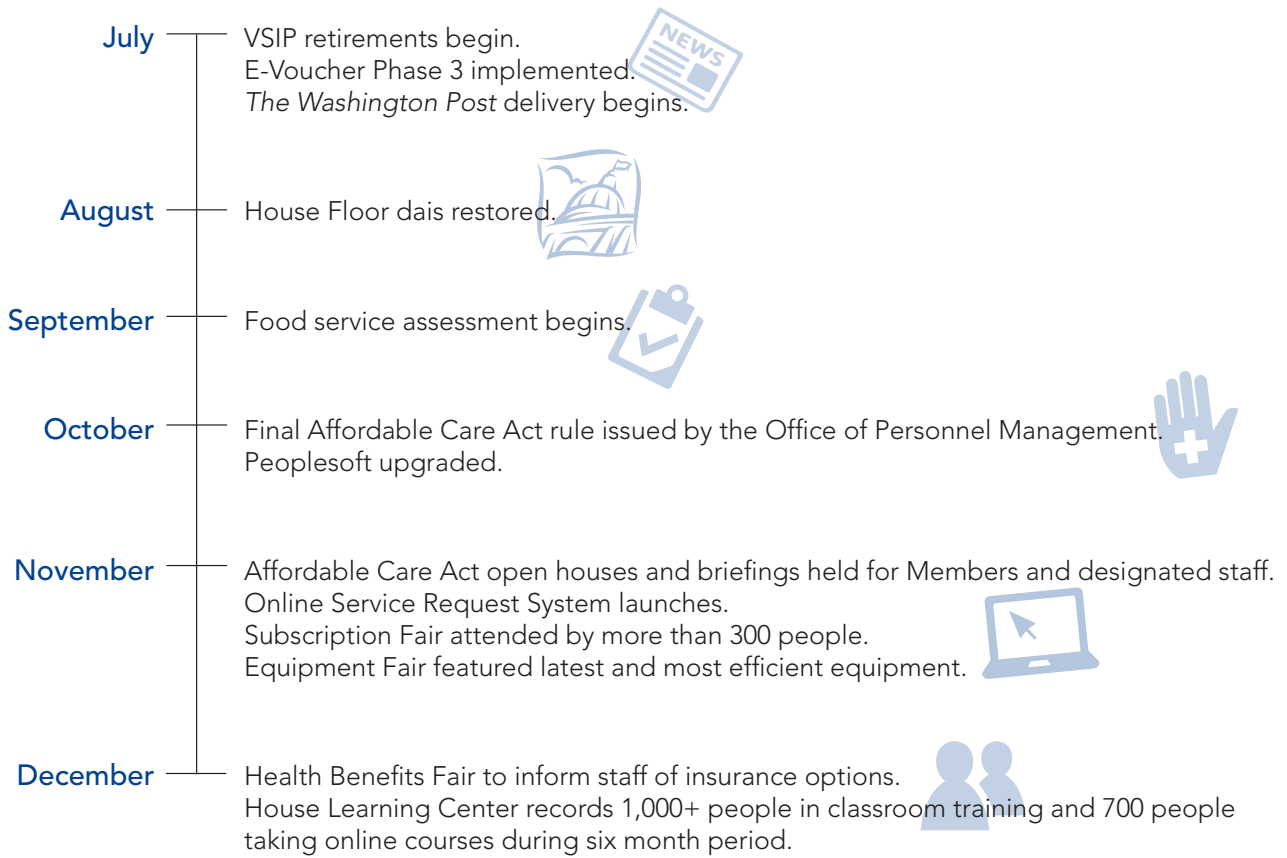
- ◆ A new and restructured contract to store, manage, and track furniture that will result in substantial savings for the House.
- ◆ A new online system enabling staff to initiate and track CAO service requests.
- ◆ An upgrade to a new email management system for House issued iOS, Windows 8, and Android mobile devices.
- ◆ A new service that delivers the print edition of *The Washington Post* to House offices at no cost to the U.S. House.
- ◆ A subscription fair providing House offices the opportunity to get the best deals on their news and information resource subscriptions.
- ◆ An equipment fair displaying the latest products and technology available to help Members and staff carry out their important responsibilities.

These initiatives involved joint efforts among several CAO business units and the other House officers, and all were aimed at improving service to the House community.

Finally, on October 2, 2013, the Office of Personnel Management (OPM) published its final rule on section 1312(d)(3)(D) of the Patient Protection and Affordable Care Act (ACA). This rule limits the health care plans the federal government may make available to Members of Congress and certain congressional staff.

In response to this rule the CAO, in conjunction with the Committee on House Administration, conducted a series of town hall meetings, extended office hours, and dedicated briefings to help Members and designated staff obtain health insurance through Washington D.C.'s health insurance exchange.

CAO TIMELINE



HIGHLIGHTS

Affordable Care Act



The Patient Protection and Affordable Care Act (ACA) contains a provision that changes what type of employer-provided healthcare plans may be offered to Members and certain congressional staff.

Under final regulations issued by the Office of Personnel Management (OPM) in October, Members and their designated staff are eligible for employer-provided health plans offered through the District of Columbia's DC Health Link exchange. They are no longer eligible for the Federal Employees Health Benefit Program (FEHBP).

To support Members and staff through this transition, the CAO provided detailed resources and hosted multiple live briefings throughout November and December on the healthcare plans available to Washington D.C. and District office congressional staff.

These briefings, which were broadcast live online and on the House cable network, included presentations by the Office of Personnel Management (OPM), DC Health Link, and the insurance carriers offering plans through DC Health Link. In addition, the carriers and the DC Health Link assisted staffers at several CAO sponsored open houses and at the annual Health Benefits Fair.

CAO Payroll and Benefits counselors worked evenings, weekends, and through the holidays to assist Members and staff with answers to their questions. Thousands of staffers took advantage of these opportunities to connect with the insurance carriers and DC Health Link.

Behind the scenes, the CAO's Advanced Business Solutions (CABS), in partnership with Payroll and Benefits, developed technical solutions to implement the enrollment processes.

House Equipment Fair

The annual House Equipment Fair featured latest equipment and technology available to help increase office efficiency. Employees saw product demonstrations of software, wireless devices, photocopiers, printers, scanners, and teleconferencing equipment. Hundreds of staff met with representatives from more than 30 participating companies.





Food Service Assessment

Each day thousands of Members, staff, and visitors purchase food from one of the ten food service facilities and dozens of vending machines on the House campus. In the second half of 2013, the CAO formally assessed those dining services and customer satisfaction in preparation for re-bidding House food service contracts later this year. More than 1,000 people participated in a House-wide

online survey and small focus groups to give feedback. A local market study and the use of secret shoppers provided additional perspective.

Franking Services

Thirty Member offices are now testing a pilot program for the Commission on Congressional Mail Standards Franked Mail self-service site. Part of the CAO's Self-Service Management Systems, the program allows staff to submit and track Advisory Opinion mailing requests electronically. This site is scheduled to launch to all Member offices in mid-2014.

Furniture Warehousing

A restructured contract to store and manage inventory of furniture will save \$3 million dollars over five years. Acquisitions Management rebid the contract, which now includes a real-time inventory control management system.

Health Benefits Fair

The CAO held a Health Benefits Fair on Thursday, December 5. The fair provided employees with information on House benefits, including life and health insurance, retirement, and the Thrift Savings Plan. The fair included representatives from DC Health Link and provided Members and designated staff assistance with signup and questions about the Affordable Care Act.

House Chamber Furnishings

Restoration work needed on the House Chamber rostrum was completed during the August District work period. For the first time in more than 30-years, the rostrum was stripped, sanded, repaired, and refinished to its natural tone. Craftsmen in Logistics and Support also repaired and reupholstered the Clerk's chairs on the rostrum.



Mail Operations

Negotiations with the mail vendor and realignment of usage costs with the Library of Congress enabled the Acquisitions Management team to obtain \$789,000 in cost savings. An increase in fees paid to deliver items to House offices brought in \$42,000 during the year, an increase from \$14,000.

Mobile Device Email Management

The CAO prepared to replace the current tool that manages email on mobile devices. The application will apply to iPhone / iPad (iOS), Windows 8 phone, and supported Android devices. The tool provides users with enhanced functionality, such as:

- ◆ iOS calendar and email.
- ◆ Easy password management.

Users will switch to the new management tool in early 2014.

Online Service Request System

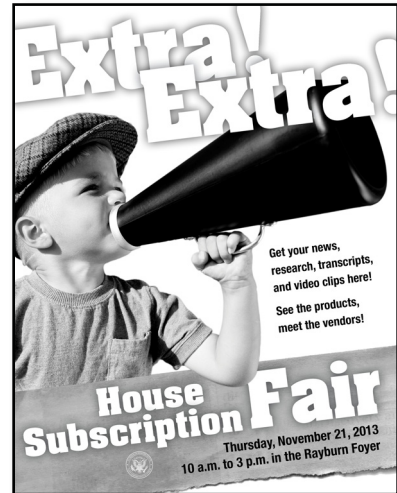
House Information Resources' Enterprise Applications Remedy Team successfully launched an online CAO service request system in November 2013. The new system – Service Request Management (SRM) – lets users submit and track service requests online. The requests are routed directly to CAO service providers, and the status of those requests can be viewed at any time. SRM's initial CAO service offerings cover information technology, office furniture, telephones, and equipment requests.

PeopleSoft Upgrade

In order to support and improve House business operations, the CAO upgraded its PeopleSoft Financial System. The upgrade continued the integration of PeopleSoft with the E-Voucher and office content management systems. This project requires Member, committee, and leadership offices, along with external vendors, to adhere to a strict schedule of financial reporting dates. In support of the upgrade, CAO Offices of Financial Counseling and Acquisitions Management manually processed requests and payments for emergency supplies, equipment, and services.

Subscription Services Fair / Survey

Preceding the annual Subscription Services Fair, the CAO conducted a House wide survey to identify the most heavily used types and sources of news and research tools. The results helped with the organization of this year's fair, which provides House offices with information and pricing on subscriptions. Representatives from popular news and research services were on hand to demonstrate their products, explain pricing, and answer questions. The annual fair also provides important information on services offered by Office of the Clerk, the House Library, the Library of Congress, the House Inspector General, and the Government Printing Office. This year's fair featured almost 20 vendors, and more than 300 staff attended.



Voluntary Separation Incentive Program

In a continued effort to control expenses, the CAO offered its eligible employees a voluntary Separation Incentive Program (VSIP). During the second half of 2013, almost 40 employees took advantage of the program which allowed them to voluntarily retire or resign with an incentive payment.

Washington Post Delivery

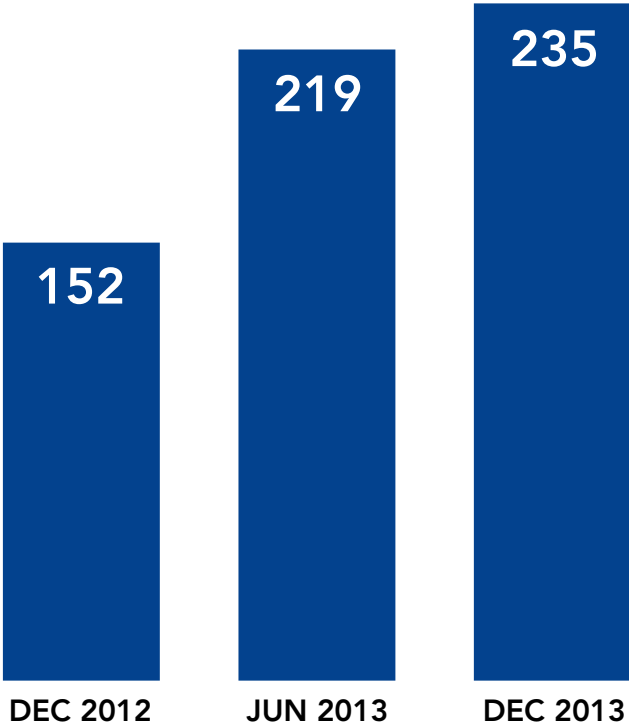
The CAO and The Washington Post Company arranged for all D.C. House offices to receive Monday through Friday editions of *The Washington Post* at no cost to the House. The Graham Holdings Company (formerly The Washington Post Company) also provides free, unlimited WashingtonPost.com access to persons with a federal government (.gov) email address. The enterprise agreement with the Post joins agreements with the National Journal and Roll Call as services provided House-wide at no cost to individual offices.

UPDATES

Digital Mail Program

All freshman Members of the 113th Congress were enrolled in the digital mail program, which expedites constituent correspondence delivery to Member offices. The digital mail system scans mail and delivers electronic images directly to each Member’s correspondence management system. In addition to faster delivery to Member offices, the digital mail program improves the safety of mail handling. During the past six months, total participation in the program has grown to 235 Member offices. The program is open to all offices using an automated correspondence management system.

Digital Mail Participation



E-Voucher

E-Voucher, the House’s online voucher submission and document management solution, reduces waste and administrative costs, increases efficiency, and provides additional services for House offices to manage their accounts payable.

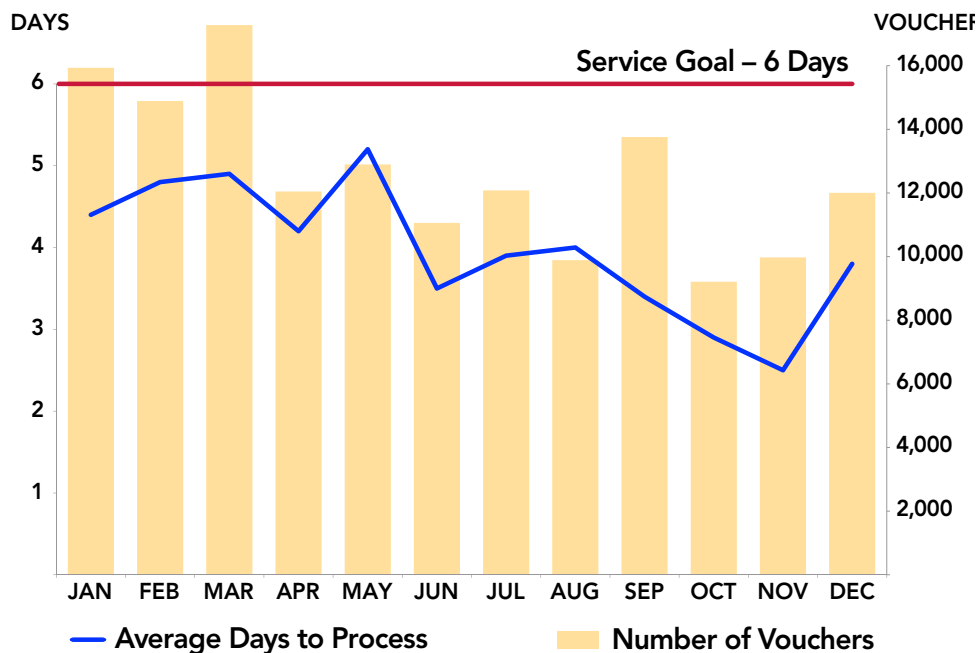
The third and final phase of the E-Voucher project – online entry – went live in July 2013. This feature lets authorized administrators enter vouchers directly into PeopleSoft. Benefits of this function include:

- ◆ Faster processing time.
- ◆ Delegation of authority to approve purchases.
- ◆ Electronic routing and approval.
- ◆ Elimination of signed paper vouchers.
- ◆ Real time information on the status of all vouchers.

E-Voucher staff training was offered to the House community through the CAO’s House Learning Center. The implementation of the E-Voucher system has enabled the Office of Financial Counseling to reduce the time it takes to process vouchers and to decrease the number of contractor positions needed.

During the second half of 2013, the CAO processed more than 65,000 vouchers for Member, leadership, committee, and other House offices. On average, the office processed these vouchers in just under three business days, which exceeds the service goal of processing in six business days.

Voucher Processing



First Call

First Call assists Members and staff with services provided by the CAO. During the last six months, First Call:

- ◆ Served 6,110 walk-in customers in the First Call Customer Solutions Center.
- ◆ Scheduled 2,126 events in CAO managed rooms.
- ◆ Processed more than 1,600 passports.
- ◆ Provided Notary service for 289 staff and Members of Congress, a 10% increase from the previous six months.
- ◆ Matched more than 68-million addresses to constituent names and households to ensure accuracy on mass mailings, saving Members money on paper, printing, and postage costs.

Funding Lapse

The partial shutdown of the federal government during the October funding lapse curtailed all but critical CAO operations necessary to allow Members to carry out their Constitutional duties. Minimal CAO staff worked to maintain essential operations.

House Cloud

438 House offices have joined the House Cloud, which keeps House data safer and more secure. It also eliminates the need for individual offices to buy and maintain servers; this reduces taxpayer costs and improves energy efficiency.

House Flag Program

The new flag purchasing system is working successfully with 279 offices participating in the first year. Launched to the entire House in the spring of 2013 by the Office of Finance and CAO Advanced Business Solutions (CABS), the system enables constituents of participating Members to purchase American flags flown over the U.S. Capitol via an online Treasury service called PAY.gov.

Purchase Card

The House Purchase Card program launched in 2012 has now reached 223 offices. Thousands of transactions each month are conducted with the cards which are valid for in-store, Internet, and phone purchases of goods and services.

Training and Development

More than 1,000 staffers attended classroom courses offered by the House Learning Center and 700 more took online classes from July through December. In addition, the House Learning Center partnered with the Clerk's Digital Librarians in developing and conducting the ProQuest legislative webinar for District staff.

Web Services

CAO Web Systems supported more than 300 House offices with hosting, development, design, and support services for their public websites. The Web assistance hotline handled more than 3,000 requests for help. Designers refreshed more than 90 House websites with new and customized visual designs. Producers built and published more than 30 new Member and Committee sites.

Wounded Warriors

The Wounded Warrior Program provides two year fellowships for disabled veterans, usually in Members' District offices, which can lead to full-time employment with the Member.

Since July 2013, 18 Wounded Warriors were hired into fellowships bringing the total number hired since the program's inception to 119. Of the 82 fellows who have transitioned through the program, 15 have been retained in Congressional staff positions while the others have moved on to opportunities with the federal government, veterans' advocacy groups, and law enforcement.

The Wounded Warrior Program continues to accomplish the goal of providing employment and transition opportunities to wounded and disabled veterans who have served our country honorably.



CAO STAFFING CHART

FY 2014 Staffing Chart (as of 12/31/2013)

	Current FTEs	Vacancies	Total FTEs
Acquisitions	17	5	22
CAO Immediate Office and Galleries	38	9	47
Finance	91	9	100
House Information Resources	252	43	295
House Recording Studio	42	23	65
Human Resources	18	4	22
Logistics and Support	137	26	163
TOTAL CAO	595	119	714

COMPARISON OF BUDGET TO ACTUAL

FY 2013 Budget to Actual Report (as of 12/31/2013)

	Adjusted FY 2013 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Chief Administrative Officer				
Single-Year Funds				
Personnel	\$ 59,849,198	\$ 59,849,135	\$ 63	0.0%
Non-Personnel				
Total Operations	\$ 50,301,074	\$ 50,085,526	\$ 215,548	0.4%
CAO-Wide Resources	\$ -	\$ -	\$ -	0.0%
Total Non-Personnel	\$ 50,301,074	\$ 50,085,526	\$ 215,548	0.4%
Total Single-Year Funds	\$ 110,150,272	\$ 109,934,661	\$ 215,611	0.2%
No-Year Funds				
CAO-Wide Resources	\$ 11,731,072	\$ 3,125,754	\$ 8,605,318	73.4%
Total No-Year Funds	\$ 11,731,072	\$ 3,125,754	\$ 8,605,318	73.4%
Total CAO Budget	\$ 121,881,344	\$ 113,060,414	\$ 8,820,929	7.2%
BCDR				
Single Year Funds	\$ 11,448,538	\$ 10,757,472	\$ 691,066	6.0%
No Year Funds	\$ 4,738,470	\$ 2,413,380	\$ 2,325,090	49.1%
Total BCDR Budget	\$ 16,187,008	\$ 13,170,852	\$ 3,016,156	18.6%

COMPARISON OF BUDGET TO ACTUAL

FY 2014 Budget to Actual Report (as of 12/31/2013)

	Adjusted FY 2014 Budget	YTD Actuals	Available Balance	% of Budget Remaining
Chief Administrative Officer				
Single-Year Funds				
Personnel	\$ 16,880,001	\$ 13,645,403	\$ 3,234,598	19.2%
Non-Personnel				
Total Operations	\$ 13,167,999	\$ 7,365,369	\$ 5,802,630	44.1%
CAO-Wide Resources	\$ 2,242,859	\$ -	\$ 2,242,859	0.0%
Total Non-Personnel	\$ 15,410,858	\$ 7,365,369	\$ 8,045,489	52.2%
Total Single-Year Funds	\$ 32,290,859	\$ 21,010,772	\$ 11,280,087	34.9%
No-Year Funds				
CAO-Wide Resources	\$ 1,093,766	\$ 758,072	\$ 335,694	30.7%
Total No-Year Funds	\$ 1,093,766	\$ 758,072	\$ 335,694	30.7%
Total CAO Budget	\$ 33,384,625	\$ 21,768,844	\$ 11,615,781	34.8%
BCDR				
Single Year Funds	\$ 3,361,941	\$ 1,490,885	\$ 1,871,056	55.7%
No Year Funds	\$ 1,389,085	\$ 388,507	\$ 1,000,578	72.0%
Total BCDR Budget	\$ 4,751,026	\$ 1,879,392	\$ 2,871,634	60.4%

NOTE: As of December 31, 2013, the CAO was operating under a Continuing Resolution per P.L. 113-46.

