

# Semiannual Report

January -  
June 2025



U.S. House of Representatives

**CAO**

CHIEF ADMINISTRATIVE OFFICER







### **House Rule II 4(b)** 118th Congress

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



### **Mission**

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

### **Vision**

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

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# Executive Summary

**With the 119th Congress well underway, our CAO departments spent the past six months continuing their efforts to support our 435 House Members, Committees, and other operations.**

One of the most ambitious efforts the CAO undertook in the past six months was the 2025 House food service recompute, ahead of the current 10-year food service contract expiration with Sodexo in August 2025. The Office of Acquisitions Management took a new, innovative approach to the recompute, contracting eight new food vendors, which represent small startups, minority, and family-owned businesses and will deliver delicious food and great service to the House community.

*Whether ensuring freshman Members' offices are up and running, supporting the Presidential Inauguration ceremonies and other historic congressional events, or providing day-to-day support to allow Members and their staff to focus entirely on their constituents, each CAO department has exemplified our "One CAO" mission.*

To ensure a successful start to the 119th Congress, departments across House Information Resources (HIR) worked together to provide electronic voting support for Leadership elections and made institutional data updates for HouseCal and FlagTrack. After a successful pilot, Legidex was released to the entire House.

The Technology Partner+ Program facilitated the enrollment of 43 freshmen Member offices. Our Technology Service Desk team fulfilled and resolved more than 13,000 customer support requests, while our TechSOS desk had more than 880 staff drop in for support.

Our Logistics and Support teams were hard at work assisting a wide array of Member office needs. From the Furnishings team managing House Leadership office adjustments and Member office relocations to the Drapery and Upholstery Shop supporting the Presidential Inauguration and the lying in state of the late President Jimmy Carter, all our Logistics and Support teams have worked around the clock to meet the needs of the House.

Our House Creative Services team was busier than ever providing video, photography, murals, and other high-priority creative projects across campus. Together, the team supported 17 major events, including the 119th swearing-in and the Presidential Inauguration, while capturing more than 1,000 photos of new and returning Members.

Our CAO Coaches hit a new milestone with more than 900 consultations, encompassing 53 percent of all congressional districts, during this reporting period. Not to mention, the team achieved continued success of their highly popular CAO House Staff Conferences, with 648 staff attending the conferences during this reporting period. After a successful launch of the new HouseNet intranet website last year, the CAO Customer Experience team saw 1.4 million page views and more than 1.2 million searches over the past six months.

I could not be prouder of the more than 90 CAO teams that make our mission to support the People's House possible. **As you will see in this semiannual report, the CAO continues to exemplify the best of public service and as we expand our efforts to ensure the U.S. House is operating at its best on behalf of the American people.**



*Catherine L. Szpindor*

**Catherine L. Szpindor**  
Chief Administrative Officer

# Transition

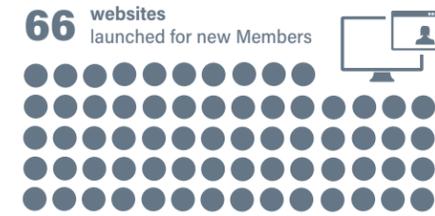
The persistence and dedication of the CAO staff made the 119th Transition a huge success. The Transition is a great example of the massive undertakings of many CAO teams working together as One CAO.



CAO staff who worked on the Congressional Transition came together for a commemorative photo on the Capitol Steps.



## CONSTITUENT ENGAGEMENT SERVICES



**13,061,876**

Communicating With Congress (CWC) messages to Member offices were delivered



**194** web consultations received by new staff

**48** redistricted Member and **59** Committee and Leadership websites were provided web support and updates

**1,548** web-related service requests completed

## OFFICE SUPPORT SERVICES



**110** safety inspections and reinspections performed in **10** days



**DEPARTING MEMBERS**

**65** D.C. office move-outs

**2** Departing Member Service Centers for **547** Members and staff

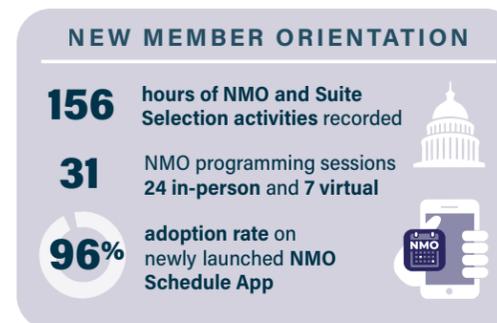


**192** seated/new Member moves in only **20** days

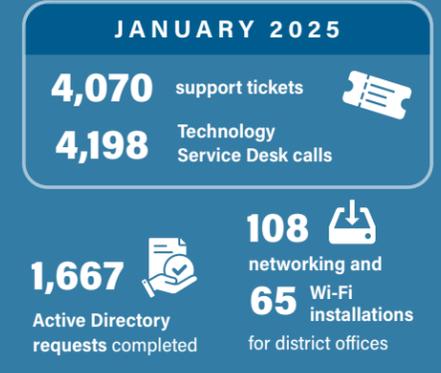
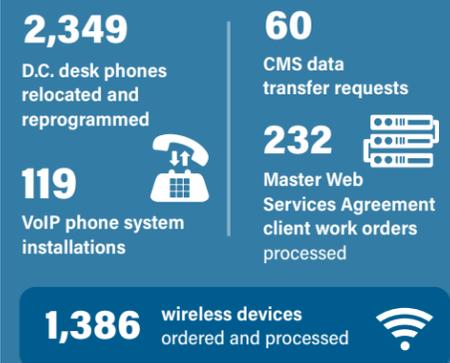
**753** new district office leases set up for recurring payments

**7,450** yards of carpet installed in **48** offices

## MEMBER AND STAFF SUPPORT SERVICES



## TECHNOLOGY SUPPORT SERVICES



# Congressional Excellence Program Office

**The Congressional Excellence Program – designed to support Members in becoming visionary, strategic leaders – continued to grow in both scale and impact.**

To meet rising demand, the program further built out its robust team of expert leadership coaches, strategists, and educators – known as “Partners” – and hired its first full-time, in-House Partner.

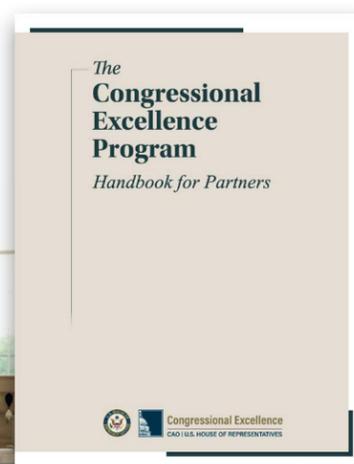
**This year alone, the program expanded its reach across the House, partnering with approximately two new offices each month.**

Partners collaborated with Members and Chiefs of Staff to design and facilitate nearly a dozen bespoke retreats, each shaped around a

team’s unique goals, challenges, and aspirations. Having dedicated more than 900 hours working closely with House offices, its Partners also developed customized leadership roadmaps for continuous impact. **Since its launch in 2022, the program has more than doubled in size.**



*The Congressional Excellence Program Office helps Members make their vision of service into reality.*



# House Child Care Center

**The House Child Care Center continued to provide exceptional quality care and developmentally appropriate learning experiences to the 200 enrolled children and their families across 18 infant, toddler, and preschool classrooms in the O’Neill Child Care facility.**

Over the past six months, the House Child Care Center maintained staffing at 90 percent for all teacher positions and classroom spaces. Overall average enrollment is 210 childcare spaces filled out of 232.

In January, the Child Care administration team collaborated with other CAO departments to improve its operations and support to the House community. The team initiated weekly meetings with CAO Acquisitions to improve and acquire new contracted support. This included a contract with the organization, “Kids Included Together,” to provide teacher training on inclusion practices and behavioral planning for students that need accommodation. The first training commenced in June, and provided teachers with access to a catalogue of over 300

credible units of training. The organization connects teachers with inclusion specialists to create individual student support plans. The House Child Care Center is also working with CAO Acquisitions to procure toys and materials through GSA-approved vendors. This effort will decrease overall costs for daily use materials and allow the Center to obtain quotes for staff uniforms.

**With the assistance of CAO Human Resources, the Child Care Center also created a new Facility Support Worker position that will liaise with the Architect of the Capitol (AOC) for the successful completion of work orders.** This individual will help further improve overall inspection processes of the program with the addition of a playground opening checklist and deep cleaning and sanitization efforts.

*The Center opened enrollment in January for its “Capitol Experience Summer Enrichment Program” to ensure families had ample time to make their summer plans. 50 children and their families signed up to take advantage of this unique opportunity.*



A family of ducks provided delight to both the children and educators at the House Child Care Center.



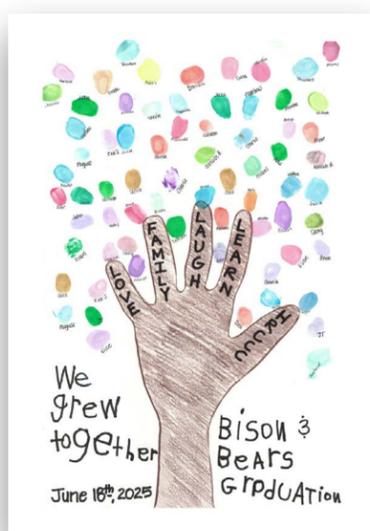
The Program provides children ages 6 through 13 with the chance to see where members of their family work and helps them understand the significance of Washington, D.C. as the seat of the federal government. **For the first time in this Program's history, the participants will also get to experience a tour of the White House.**

To further support the Program, the Administration team developed several new initiatives, including a Parent and Family Orientation, three training days for Capitol Enrichment staff, and a day for staff to tour facilities prior to field trips to improve risk assessment measures. Three new junior counselors were also added to the Program to help enhance their leadership and communication skills, develop their rapport with children, and provide experience with planning and instructing activities.

In April, the House Child Care Center was presented

with a unique chance to supplement its curriculum through a coordinated effort with the AOC grounds team. A pair of bonded ducks took refuge in the surrounding landscaping of the Infant and Toddler playground and built a nest with nine eggs. To keep the family safe while the children learned about them, the Center and AOC grounds team fenced off the area, where at the end of May, all nine ducklings successfully hatched. The House Child Care Center then quickly worked with a wildlife organization to safely move the family to the Capitol Pond.

*In June, families joined the House Child Care Center for another special moment: preschool graduation. The staff celebrated the milestones of 36 graduating preschoolers, some of whom have been with the program since birth.*



# House Recording Studio

## The House Recording Studio provides an array of video production and audiovisual services to House Members and Committees.

These services include professional television and radio studios, broadcast production of House Floor proceedings, audiovisual coverage and livestreaming of committee proceedings, and support of audiovisual conference rooms throughout the House campus.

Over the past six months, the House Recording Studio's transparent coverage of 300 hours of all gavel-to-gavel House Chamber proceedings included the first session of the 119th U.S. Congress, the ratification of Electoral College votes, and a Presidential Address to a Joint Session of Congress.

Additionally, the House Recording Studio was also called upon to light, capture, livestream, and record a variety of high-profile special events hosted on the

House campus, including the:

- Ceremonial swearing-in for Members of the 119th Congress
- Ceremony and lying in state of former President Jimmy Carter
- Friends of Ireland Luncheon
- Holocaust Days of Remembrance Ceremony
- Congressional Gold Medal Ceremony of the Six Triple Eight of WWII
- Congressional Gold Medal Ceremony of the U.S. Army Rangers of WWII



The House Recording Studio's professional equipment is always ready to serve House Members and committees.

*The House Recording Studio has produced, livestreamed, and archived all 460 House proceedings.*

Many of these events in the first session of the 119th Congress were in direct support of the reconciliation package for H.R. 1. Additionally, a new streaming solution enabled committee staff to instantly share livestreams to Members' social media channels in real time. SnapStream, the live video-clipping application, remained popular with Member and committee staff, rendering 13,230 clips of proceedings. The House Recording Studio team also facilitated the implementation of electronic voting systems for 12 individual committees, which considerably reduced the hours spent administering roll call votes at markups.

**13,230**  
CLIPS OF  
PROCEEDINGS  
*rendered*

Beyond standard proceedings on campus, committees occasionally assemble in congressional districts

throughout the United States to bring the legislative process directly to the American people. So far this year, the House Recording Studio has traveled with committees to California, Utah, Oklahoma, and Washington, D.C. to support Member events by providing professional audiovisual production services, livestreaming, and recording.

**698**  
AUDIOVISUAL  
EVENTS

Maintaining these services at a pace with exponential technological

development requires a sustained modernization effort.

**The House Recording Studio systematically upgrades committee hearing rooms on a lifecycle schedule to ensure that the technology continuously sustains legislative operations.** The first half of this year included a refresh of the audiovisual network and timer system in the House Judiciary Committee hearing room (Rayburn 2141), with a second phase to be completed later in the year.

The House Recording Studio team is also actively collaborating with the AOC to modernize hearing rooms for the Committee on Oversight and Accountability (Rayburn 2154), Energy and Commerce (Rayburn 2322), and the Speaker-managed hearing room (HVC-210). A feasibility study is being conducted alongside this effort as part of an overarching initiative to consolidate equipment from across the campus into a centralized data center. This will improve maintenance and security while standardizing support.

**An accessibility effort is also underway, with the House Recording Studio receiving approval from the Committee on House Administration's Subcommittee on Modernization and Innovation to begin offering closed captioning on all committee proceedings.** This effort will enable both Members and the public to access captions directly on their personal devices. It also embeds them in the House Recording Studio's video

production and livestream, which the AOC will then pass on to the House cable system.

Between January and June, there was a substantial increase in conference room reservations, with the House Recording Studio team supporting 698 audiovisual events. Common recurring events included weekly Republican Conference meetings and Democratic Caucus meetings in addition to numerous Speaker and Member-sponsored meetings.

Members of Congress also use the House Recording Studio's professionally staffed television and radio studios to reach their constituents with personalized messages, interviews, podcasts, virtual town halls, and more. **Over the past six months, the House Recording Studio supported 687 studio reservations for 220 Members.**



**4**  
FIELD  
HEARINGS

**300**  
HOURS  
OF FLOOR  
COVERAGE

**460**  
COMMITTEE  
PROCEEDINGS

**649**  
TV STUDIO  
*and*

**38**  
RADIO STUDIO  
RESERVATIONS  
*for*

**220**  
MEMBERS

*An open house provided staff a behind-the-scenes look at the House Recording Studio.*

# Office of Strategy, Planning, and Performance Improvement

**The CAO Office of Strategy, Planning, and Performance Improvement enhanced its portfolio management capabilities during the first half of 2025 by instituting a new quarterly backlog review process and a quarterly project portfolio review.**

These formal review processes focus on the prioritization and authorization of projects as well as the entire project portfolio as a whole to ensure projects are on track and properly resourced with staff and a respective budget. **Four high-priority projects were completed and three new high-priority projects are currently being tracked.**

The CAO Office of Strategy, Planning, and Performance Improvement also continued its collaborative efforts with the Budget and Planning Office to identify and prioritize projects for the FY27 budget request in May.

As part of the CAO's commitment to its staff and the House community, our organization periodically reevaluates our values and goals. The CAO Office of Strategy, Planning, and Performance Improvement kicked off the organization's Strategy Refresh in April, which was presented to CAO staff in June.

*This strategy refresh included updated values and strategic goals with a renewed focus in areas such as innovation, modernization, simplification and improved experience, staff empowerment, and streamlined communications.*

The new strategy will rely on "goal teams" made of up CAO staff from across the organization to define and execute the CAO's strategy.

The team's Continuous Improvement Program continued its successful work focused on the mapping, review, and documentation of internal processes. Between January and June, the Program focused its attention on the House Recording Studio and Logistics and Support teams. In May, the first class in a series of continuous improvement trainings was introduced to CAO staff.



*Departments from across the CAO will come together to work on the organization's Strategy Refresh.*

**11**  
ACTIVE  
HIGH-PRIORITY  
PROJECTS  
*including*

**4**  
COMPLETED  
PROJECTS  
*and*

**3**  
NEW PROJECTS

**12**  
AUTHORIZED  
AOC AND CAO  
CLIENT PROJECTS

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



# Capitol Service Center



Even with the freezing weather, the Capitol Service team was ready to support the Presidential Inauguration.

**827**  
EVENT SET-UP  
*and* RESETS

**9**  
MODULAR  
SERVICE  
REQUESTS

**151**  
MOVING  
FURNITURE  
ORDERS

**4**  
EQUIPMENT  
MOVES

**32**  
CARPET,  
DRAPERY, *and*  
UPHOLSTERY  
ORDERS

**19**  
CABINET  
SHOP *and*  
STRUCTURAL  
REPAIRS

# Office of Employee Advocacy

**In the first half of 2025, the Office of Employee Advocacy assisted a high volume of House employees with comprehensive legal services. Their services are focused on employment-related issues covered by the over 15 laws under the Congressional Accountability Act of 1995 and its 2018 Reform Act.**

These laws grant workplace benefits and protections, including issues such as:

- Leave related to health needs of employees or their family members
- Disability and pregnancy-related reasonable accommodations
- Union representation
- Discrimination and harassment concerns related to protected categories (e.g., age, gender, race, military service, sexual orientation, gender identity, disability status)

- Retaliation concerns
- Military leave
- Overtime compensation
- Safety
- Equity in pay

**In January, the team hosted a “Fireside Chat” webinar for the new 119th Congress. The webinar educated new House staff about available office services and the Congressional Accountability Act.**

Employee Advocacy also worked alongside the House’s Workplace Rights and Responsibilities Training team as a subject matter expert. Joined by attorneys in the Office of House Employment Counsel (OHEC), Employee Advocacy provided input and feedback on the articulation of CAA laws, employee rights under those laws, and how supervisors should address workplace issues and conflicts.

In addition to these efforts, Employee Advocacy collaborated with other CAO departments and House partners, including CAO Human Resources and the AOC, to discuss how they can continue to best support House staff.

*The team developed several new guides for employees and expanded their outreach at numerous House events, including the CAO Staff Association Fair, CAO House Staff Conference for District Staff, the District Directors Resource Fair sponsored by Assistant Democratic Leader Joe Neguse, the Capitol Intern Summit, and the CAO All-Staff Meeting.*



*The Office of Employee Advocacy attends regularly attends in-person events to meet with House staff.*

# Human Resources

**Human Resources supports the CAO workforce by providing services across the full employee lifecycle — from recruitment and onboarding to development, workforce planning, and engagement.**

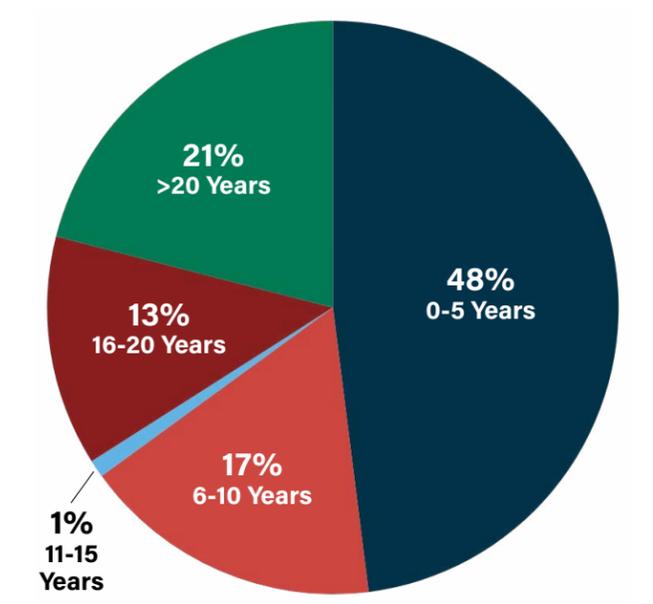
Human Resources' commitment to fostering a healthy workplace culture and empowering staff to embrace and play a role in our commitment to each other: One CAO.

Part of the One CAO commitment includes strengthening our internal communication efforts. The refreshed version of CAOnline, the CAO's internal website, was launched last summer and has since helped provide greater visibility into CAO projects, priorities, and the CAO's refreshed strategy, ensuring all employees are in alignment with our goals and

Guided by people-focused strategies aligned with the CAO's mission, CAO HR fosters a professional and agile workforce through programs that empower employees, strengthen collaboration, and enhance service delivery, helping to attract, develop, secure, and retain top talent.

The CAO's Professional Enrichment Program pairs experienced employees — PEP Partners — with new hires to help them feel welcomed, connected, and confident as they navigate their first year at the CAO. During the first half of 2025, the Program hosted 111 new hires and their PEP Partners during six CAO activities which included eight separate events. The Program also conducted several New Supervisor Orientations and events that help strengthen employee engagement. These opportunities continue to be invaluable experiences for both parties, and exemplify

**CAO Tenure Statistics**



are collaboratively working together to provide exceptional services to the House community.

CAO Safety serves as the lead entity in the effort to achieve the health and safety goals of the CAO and ensure organizational compliance with the Congressional Accountability Act of 1995. This team provides expert guidance, specialized resources, incident response and investigation, organizational policy and training, and program support, while constantly evaluating program effectiveness.

As a result of their efforts, members of the CAO Safety team and its working group received special recognition and several individual employee awards from the Office of Congressional Workplace Rights and the National Safety Council for ensuring the safety of legislative branch employees and visitors during the 118th Congress. **The CAO had nine high-hazard workspaces that demonstrated an exemplary level of safety during the 118th Occupational Safety and Health inspection.**

Tangential to ensuring the safety of House and CAO employees is the management of congressional IDs. Each Congress, all staff and contractor House IDs are exchanged for new iterations. The CAO exchanged 2,216 of its House IDs — 1,300 of which belonged to contractors and 916 of which belonged to full-time House staff.

**64**  
JOBS  
POSTED

**7,319**  
RESUMES  
RECEIVED

**42**  
JOBS FILLED  
*through  
recruitment*

**46**  
NEW HIRES  
ONBOARDED

**43**  
NEW GREEN  
AND GOLD  
AIDES *onboarded*

**20**  
INTERNS  
*onboarded*

# House Human Capital Office

**In January 2025, the Chief Administrative Officer established the House Human Capital Office to further support all House staff in any stage of their career through a variety of programs and services.**

This newly formed business unit includes the new Office of Talent and Development, Office of Employee Assistance, House Center for Well-Being, House Intern Resource Office, and Green and Gold Congressional Aide Program.



*New materials were created to help spread awareness about the services provided by the House Human Capital Office.*

# Office of Talent and Development

**The Office of Talent and Development provides best practices, tools, tips, training, and outreach to help Member, Committee, and Leadership offices recruit, develop, and retain talent.**

From January to June, the Office of Talent and Development designed and deployed several programs for staff and conducted outreach to other key stakeholders to raise awareness and build interest in the exciting job opportunities available across the House. This included a partnership with Congressional Staff Associations through panel discussions, job fairs, and other outreach events along with

tailored training and career consultations to support the professional development goals of staff associations.

**The Office of Talent and Development is also responsible for managing the House Talent Marketplace — a one-stop-shop of resume services for offices and job seekers.** During the first half of 2025, the House Talent Marketplace continued to have an impact on House offices. For example, 15,262 resumes were submitted to the Resume Bank from applicants who were seeking employment opportunities at the House. Additionally, the Office of Talent and Development responded to 97 requests for resumes from Member, Committee, and Leadership offices, providing 1,593 resumes in response.

**104**  
CAREER FAIRS,  
CONFERENCES, and  
MEETINGS  
**3,082**  
ATTENDEES REACHED

**290**  
ONE-ON-ONE CONSULTATIONS  
CONDUCTED for House staff and  
job seekers through resume reviews,  
mock-interviews, LinkedIn reviews,  
and general career guidance



The House Human Capital Office attends job fairs, career expos, and more to speak with job seekers.

The LinkedIn Recruiter program also received strong interest from House offices and applicants. Over the past six months, the Office of Talent and Development received 79 requests for support from Member, Committee, and Leadership offices and provided 1,693 candidates for consideration in response to those requests.

The team is currently building the capacity to measure the overall return on investment of the House Talent Marketplace services. **During this reporting period, 62 of the candidates hired by the House also submitted resumes to the House Resume Bank or applied to a specific**

**job through the LinkedIn Recruiter program.**

During the 119th Congressional Transition, the Office of Talent and Development launched the New Member Resource page on the House Human Resources Hub (HR Hub), which contains tools, tips, and templates to help Members-elect with their recruiting and hiring activities. The HR Hub continues to be a go-to resource for House offices and individual staff.



The Office of Talent and Development team works with House offices and job seekers alike to find the best talent for Capitol Hill.

**15,262**  
RESUMES  
SUBMITTED  
to the Resume Bank

**97**  
REQUESTS FOR  
RESUMES  
from Member,  
Committee, and  
Leadership offices  
with

**1,593**  
RESUMES  
PROVIDED  
in response

**2,740**  
UNIQUE HR  
HUB VISITS

**6,335**  
DOCUMENT  
DOWNLOADS by  
**1,347**  
UNIQUE USERS

# House Intern Resource Office

**The House Intern Resource Office provides consultations, professional development training, networking events, and educational resources for both Interns and Intern Coordinators to ensure offices can run impactful Intern programs while also giving Interns a strong foundation for future careers.**

In the spring of 2025, the House Intern Resource Office added one new staff member to the office allowing the team to grow its reach and enhance its resources. Staff from the House Intern Resource Office regularly meet with Interns and Intern Coordinators to provide one-on-one

consultative support. In response to identified needs, the House Intern Resource Office introduced a professional etiquette course and is actively developing

**1,763**  
CONNECTIONS  
MADE with interns,  
intern coordinators,  
and potential interns

**1,500+**  
VIEWS OF INTERN  
RESOURCES PAGE  
on the HR Hub



*The Capitol Intern Summit has become a can't-miss event for House interns.*

materials and programming tailored specifically for district offices. A comprehensive outreach plan aimed at engaging district office Intern Coordinators is slated for imminent implementation.

**Over the past six months, the House Intern Resource Office made more than**

**1,763 connections with Interns, Intern Coordinators, and potential internship candidates through office-specific and legislative branch partner programming, outreach events, and one-on-one consultations.**

Additionally, it's newsletters for each respective role reached over 1,270 Interns and Intern Coordinators in Washington, D.C. and in district offices. To further assess its reach and impact, the House Intern Resource Office also conducted a survey on Intern satisfaction of services, which yielded positive results regarding both satisfaction and awareness of programming. Regular surveying will be implemented to inform future initiatives.

In addition to the aforementioned avenues, the Intern Resources page of the HR Hub is another major resource for Interns and Intern

Coordinators, garnering over 7,000 hits since its creation – with over 1,500 of them occurring between January and June 2025. The House Intern Resource Office will continue to expand, refine, and offer new content and programs designed to foster the development of Interns' skills and assist Intern Coordinators with hiring, developing, and retaining Interns.



*House Interns come together at the Capitol Intern Summit to learn tips, strategies, and hear advice about taking the next step in their professional careers.*



# Office of Employee Assistance

**Throughout the first half of 2025, the Office of Employee Assistance (OEA) team provided essential mental health-focused support services to the House community in consistently high volumes relative to recent reporting periods.**

OEA counselors conducted 3,026 individual counseling and coaching sessions during the performance period and opened 357 new client cases within that time while also serving hundreds of established clients.

The OEA's event provision continued to expand with 78 training and outreach events facilitated by OEA counselors which were attended by 2,097 employees, serving over 25 percent more employees in this capacity than in the prior performance period. **41 of these training sessions were presented to a House-wide audience, up from 31 such offerings during the previous period.**

**The team also facilitated programs at 30 team retreats during this period, serving 486 staff.**

Through the OEA's ever-expanding website – which released a mobile version in early 2025 – the office can reach more employees to provide support and resources in multiple ways. OEA launched a comprehensively updated suite of online mental health screening tools this period, which thoroughly safeguards users' privacy while offering helpful insights into the nature of concerns they may be experiencing.

The OEA's "Mental Health Minute" brief video series now boasts more than 20 episodes

**357  
NEW CLIENTS**

**3,026  
COUNSELING  
AND COACHING  
SESSIONS**

with new content released monthly; OEA's collaborative podcast with the Center for Well-Being, "Healthy on the Hill," began its fourth season in January. The "Mindful Movement at Work" series of brief innovative stress management videos continues to grow, with the latest offerings geared toward expecting parents in the House workforce.

*For the remainder of 2025, the OEA will further its focus on tools for the organization's managers, including promoting our retreat self-facilitation guide and offering our acclaimed GROW Coaching workshop in a more condensed format.*



*The Office of Employee Assistance offers a wide array of mental health support and resources for House staff.*

**78  
TRAININGS AND  
OUTREACH  
EVENTS with  
2,097  
ATTENDEES**

Start your mental wellness journey with resources available to all House staff.

**OEA.house.gov**

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

# House Center for Well-Being

**The House Center for Well-Being remains an invaluable resource to the U.S. House of Representatives community, supporting employees who serve our constituents and communities while fostering a workplace culture that enables employees to thrive both personally and professionally.**

During the first half of 2025, the Center hosted 61 webinars, briefings, and events attended by 4,357 staffers, including the Center's seventh annual Well-Being Fair campaign. **These opportunities are strategically coordinated based on Hill happenings and the House climate to ensure employees have the best probability of improving overall well-being at home and in the workplace.**

The House Center for Well-Being's ecosystem of apps continued to be one of their most requested and frequently used resources. The apps support employees in the most popular aspects of well-being, including health literacy, nutrition, exercise, mental fitness, financial wellness, and work-life harmony. Available via

computer or mobile device, these apps offer accessible and convenient tools, ensuring employees have the well-being resources they need when they need them. Nearly 11,000 total user accounts exist, with 1,300 new registrants during this reporting period alone.

Over 825 employees participated in both House-wide and custom Member, Committee,



*The House Center for Well-Being's in-person events provide staff an opportunity to network and learn more about the resources available to them.*

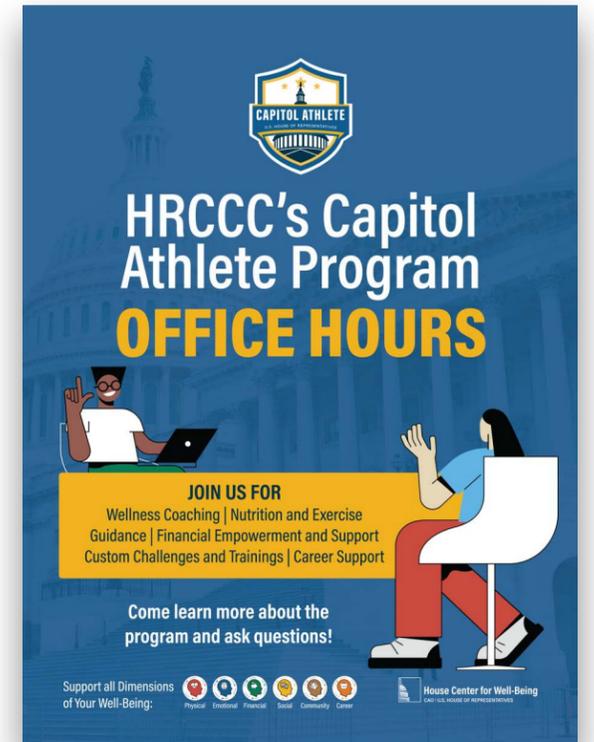
**1,300**  
NEW WELL-BEING  
APP USERS

Officer, and eligible-agency well-being challenges between January and June. The popular challenges and competitions are proven ways to improve staff health and well-being outcomes while increasing employee engagement and positive interactions between Washington, D.C. and district staff.

The House Center for Well-Being's office in Longworth continues to serve as a hub for employees while offering exceptional well-being support. **During this reporting period, there were 4,206 storefront interactions with staffers and 320 wellness coaching sessions.**



*The theme for this year's 2025 Well-Being Fair was the "Great American Road Trip."*



*The newly created "Capitol Athlete Program" offered nine well-received, unique well-being opportunities for specific populations of the House community. This initiative was created to deliver tailored well-being resources and services to critical and essential employees who are instrumental to ensuring the smooth operations of the House.*

**31**  
WELL-BEING  
FAIR EVENTS *with*  
**3,517**  
ATTENDEES

# Green and Gold Congressional Aide Program

**The Green and Gold Congressional Aide Program provides employment opportunities for veterans, Gold Star family members, and active-duty spouses to work for the U.S. House of Representatives.**

In early 2025, the Program collaborated with CAO Communications and Marketing to refresh its branding and outreach efforts to reflect the broader inclusion of Gold Star family members and active-duty spouses – an expansion initiated in the recent years.

**In April, the Program launched a new website and social media platforms to increase national awareness and engagement.** These platforms attracted hundreds of users within the first two weeks of their launch and increased the number of Member offices wanting to host an Aide. Concurrently, the team expanded collaboration efforts across the country and increased the

number of hiring events to promote employment opportunities within the Green and Gold Congressional Aide Program.

*By the end of May, the Program achieved a historic milestone – 125 Aides – driven by ongoing recruitment and outreach.*

Building on the success of placing the first Aide on a Committee in 2024, the program welcomed a second Green and Gold Aide to serve with the House Veterans Affairs Committee. **To date, more than 650 Aides have participated in the program.**



*The Green and Gold Congressional Aide Program team attended events across the country to meet with prospective candidates.*

# IT Customer Solutions

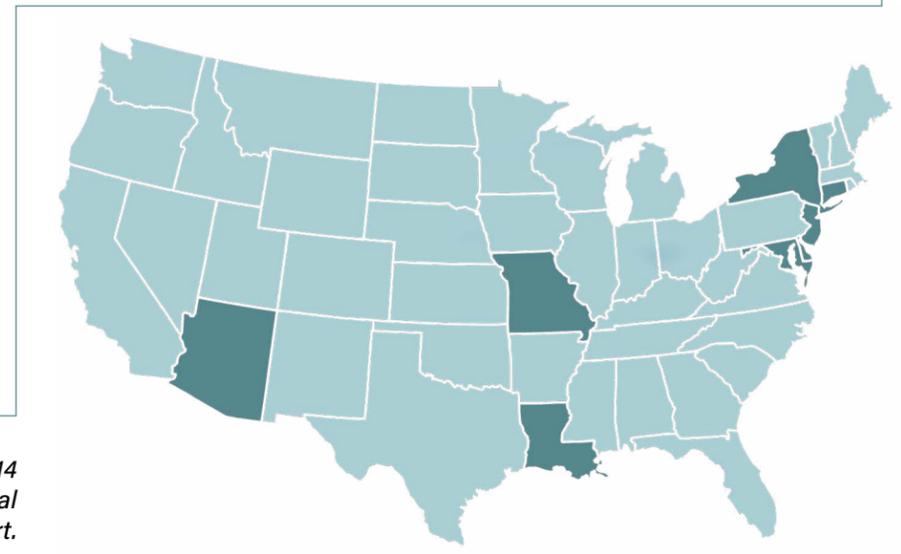
**Since the start of the 119th Congress, IT Customer Solutions added new teams and expanded existing services to better serve the House community.**

The newly formed Unified Endpoint team, became a one-stop-shop for endpoint management as they took on new security, patching, and mobility responsibilities. The Unified Endpoint team also includes a Hardware team responsible for imaging devices in the House Tech Store and deploying and supporting end-user devices across the House.

IT Customer Solutions completed a major Windows 11 and Mac OS upgrade and initiated the Transforming Endpoint Management and Security project to securely manage and streamline all endpoints across the House into a centralized platform. The team has also tested

new Mac and mobile hardware for future use by Members and staff.

The CAO Technology Partner+ Program continued to provide Member offices with a dedicated in-House service provider option for technical support and system administrative services for their Washington, D.C. and district offices. **Since January, the Technology Partners have made 14 visits to district offices to deliver critical on-site support that could not be accomplished remotely.** This includes, but is not limited to, setting up and configuring computers, printers, and mobile devices. These successful trips included visits to Maryland, New Jersey, Delaware, Connecticut,



*IT Customer Solutions visited 14 districts to provide critical on-site support.*

New York, Missouri, Arizona, and Louisiana. **At the start of the 119th Congress, 43 freshman Member offices joined the Technology Partner+ Program, bringing the current total number of offices supported to 138.** Participating Member offices get the benefit of direct technical support from the CAO. Additionally, these offices get to hear about and test new technology and CAO services, participate in pilot rollouts and provide real-time feedback, and can access House technology insights through a subscription-only newsletter.

The Technology Partners also played major roles in the implementation of several key projects and initiatives, including the Windows 11 upgrade and Invote, a new mobile app that allows Members to vote during Committee meetings.

The Technology Service Desk fulfilled and resolved more than 13,696 customer requests for support via phone, live chat, and My ServiceRequests. These requests included processing Active Directory and Exchange Mailbox transfer requests in addition to SecurID and VPN requests. Additionally, the Tech Partners resolved 26,658 customer ticket requests and managed 26,965 customer support requests.

Over the past six months, more than 880 staff dropped in to visit the TechSOS Desk. The top five requests included:

- SecurIDs
- Mobile device setup
- Mac/mobile device decommission and Apple Business Manager (ABM) requests
- Laptop troubleshooting
- General technology questions

The Unified Endpoint Management's Hardware team assists with hardware consultation and the imaging of all equipment purchased for the House Tech Store. Between January and June, the team imaged more than 1,155 devices, which includes approximately:

- 140 Macs
- 496 desktops
- 519 laptops

**1,155**  
DEVICES IMAGED

**880**  
STAFF DROP-INS  
AT TECHSOS DESK

**13,696**  
SUPPORT REQUESTS  
RESOLVED *by*  
*phone, live chat, or*  
*MyServiceRequest*

**26,658**  
CUSTOMER  
TICKET REQUESTS  
RESOLVED

The HIR Vendor Management team is currently tracking 12 vendors and 218 contractors providing CMS, web, systems administration, and computer hardware break/fix maintenance services. House offices have signed 668 Client Work Orders under the Technology Services Contract to receive CMS, systems administration, and computer maintenance services worth an approximate value of \$18 million annually.

An additional 234 House offices have signed Client Work Orders for web development, maintenance, and hosting services under the Master Web Services Agreement, yielding 225 invoices worth an approximate total value of \$812,000 year-to-date.

The HIR Vendor Management team also facilitated and processed eight new cloud product requests for final approval under the HISPOL 17 Cloud Review Process. This included the tracking of requests through the approval process, the preparation of abstracts and communications, the facilitation of progress meetings, and the management of stakeholder issues.

**668**  
CLIENT WORK  
ORDERS PLACED  
*under the Technology  
Services Contract  
for services worth  
approximately*

**\$18m**  
ANNUALLY

**234**  
CLIENT WORK  
ORDERS PLACED  
*under the Master  
Web Services  
Agreement for  
services worth  
approximately*

**\$812k**  
YEAR-TO-DATE

# House Digital Service

**To ensure the successful start of the 119th Congress, the House Digital Service team provided electronic voting support for Leadership elections, made institutional data updates for its legislative tools (HouseCal and FlagTrack), and onboarded new Members to services such as SocialStats and Quill.**

The team also continued to make progress on two major modernization initiatives:

- **LegiDex:** The House's new official staff directory
- **CaseCompass:** A tool that aggregates and analyzes casework data

After a successful pilot, LegiDex was released to the entire House in June. Feedback from pilot testers was overwhelmingly positive.



*Staff lauded the ability to both easily find individual contacts and create lists of staff filtered by legislative issue, office role, party, and other fields in LegiDex.*

This release of LegiDex includes staff data from Members, Committee, and Leadership offices in addition to institutional support groups, including the Chief Administrative Office, the Clerk of the House, the House Sergeant at Arms, and the Library of Congress. Staff can also easily update their data and their office colleagues to keep the system current. Analytics tracking revealed heavy usage, with users averaging over three visits per week with over eight pages viewed per visit. Development work continues to enhance the product with more user-requested features, ingest data from more legislative branch organizations, and allow LegiDex data to be consumed by other applications.

**The dashboard now includes a feedback tool that allows Caseworkers to organize cases used to train a model to categorize data in real time.** The categorization process leverages a retrieval-augmented generation (RAG) method to improve matching. So far, the team has built an index of more than 20,000 labeled cases, and using this process, has successfully categorized about 80 percent of real cases at a 90 percent or higher confidence level.

# Enterprise Applications

**Working with the Office of Finance, Enterprise Applications launched the W-9 Vendor Self Registration pilot, which provides a more modern, secure, online process for vendors doing business with the House to submit their W-9 information electronically.**

In May, the production pilot went live to all eForms pilot participants and the Office of Vendor Maintenance.

**In March, the House's Student Loan Repayment Program (SLRP) was updated to expand the types of tuition payments and educational expenses eligible beyond the currently authorized federal student loans. The program was renamed the "House Retention Through Educational Advancement Program" (REAP) to reflect the broader mission of enhancing staff recruitment and retention.**

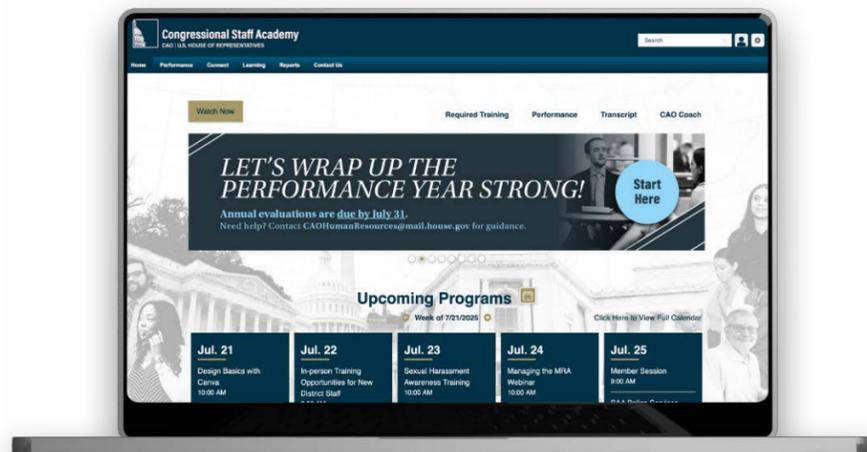
REAP allows employing offices and employees to repay student loan payments (federal and certain private student loans) on behalf of the employee directly to the loan servicer(s).

Additionally, it reimburses the employee directly for educational or professional development expenses as well as for the cost of credentialing and professional accreditation, licensure, and certification expenses.

In coordination with the Office of Payroll and Benefits, Enterprise Applications made multiple updates to both Human Resources Information Systems and eForms to allow staff and offices to create REAP agreements and enable the Office of Finance to enforce the new rules and deliver the updated service.

Its Support Systems team released additional Cornerstone OnDemand functionality, enhancing efficiency and delivering greater value to staff who use the Congressional Staff Academy website and CAO staff interface.

*In January, the team supported the Congressional Staff Academy in rolling out a new welcome page as well as custom content pages, improving access for House staff.*



The refreshed Congressional Staff Academy website is a hub for on-demand classes, mandatory trainings, and more.

The interactive weekly Upcoming Programs calendar and quick links to My Training are now featured on the welcome page. YouTube and specialty content are also now available on the new Watch and OnDemand pages. In May, the team deployed Applicant Tracking for the Office of Inspector General to include a new career site.

The Helix team partnered with the PeopleSoft Team, Web Systems, and the Office of Logistics to deploy My Delivery, which provides a fully automated digital solution for Member, Committee, and Leadership purchase orders. Any kind of purchase order can now flow through the My Delivery process (i.e., hardware, office equipment, consumables).

The Helix team also partnered with the House Recording Studio to implement a fully automated Asset Management solution that has improved the Recording Studio's ability to track and manage all House audio visual assets.

*The Digital Automations team partnered with House Digital Service and the U.S. Capitol Visitor Center to develop the Speaker's Room Reservations Portal, offering a streamlined, mobile-friendly solution to request event space across the Capitol and House Office buildings.*

Replacing a legacy Microsoft Outlook system, the portal integrates the workflows of the Speaker's Office and the CAO, enabling real-time coordination and improving fulfillment of special event requests.

# House Web Services

**House Web Services processed over 23 million messages in the Communicating with Congress platform over the past six months. The platform enables Members of Congress to respond to bulk emails from vendors.**

The platform reached its 10-year anniversary in April, processing more than 222 million messages since its inception. The team is currently collaborating with Advocacy and CMS vendors, along with other key stakeholders, to identify ways to strengthen how the platform can best deliver value to Members, constituents, and the advocacy community.

*In partnership with Enterprise Applications, House Web Services rolled out My Delivery to the House community, following a successful 15-month pilot program that involved 44 Member offices and more than 119 completed transactions from 12 unique vendors.*

**My Delivery was developed to address the need for a more efficient, transparent, and paperless process for managing Equipment Installation and Acceptance Notices and purchase orders across Member, Committee, and Leadership offices.** Feedback from pilot

participants highlighted the need for enhanced functionality, including the ability for vendors to upload supporting documents such as invoices directly into the system. In response, House Web Services collaborated with CAO stakeholders to test and implement this feature successfully.

## Placing an Equipment Purchase Order?



Use **My Delivery** to:

- Streamline and track the purchase order process
- Acknowledge receipt of purchase
- Authorize payments in one click
- Get your pre-tagged equipment

Visit [HouseNet.house.gov/go/MyDelivery](https://HouseNet.house.gov/go/MyDelivery) to learn more.

In preparation for the annual Appropriations request cycle, House Web Services implemented minor interface updates to help provide staff with accurate and efficient data based on previous years' questions and feedback. During the "go-live" period, House Web Services also coordinated with other HIR teams to closely monitor the application infrastructure, concluding the request cycle with no disruptions in service despite periods of heavy user load.

**87,000**  
**APPROPRIATIONS**  
**REQUESTS** from  
*April to May*

The request cycle was successfully conducted between April and May, with Member offices submitting more

than 87,000 appropriations requests over a six-week period. **Its success was the direct result of close collaboration with the Enterprise Applications Database, Enterprise Data Storage, and Virtual Machines teams.** The implementation of the Kubernetes containerized environment for flexibility and scalability in response to user activity also played a key role.

**To help close any training gaps in a time-effective manner, House Web Services also worked closely with the Congressional Staff Academy to create a short training video highlighting the application's key features.**

House Web Services also launched the new Digital Whistleblower Intake Form in April.

This application, requested by the Office of the Whistleblower Ombuds, provides an encrypted form for a user to securely submit a

*This launch marks a major milestone for the Ombuds' office as they work to achieve their stated mission of assisting the House in protecting its sources and constituents while conducting oversight.*

whistleblower complaint to a House Member. The team also defined and developed multiple enhancements across Member, Committee, and Leadership websites that augmented stability and performance. To enhance security and user verification, ReCaptcha v3, the tool that verifies human user activity, was replaced on all websites. Furthermore, real-time release and maintenance alerts were activated to keep content editors informed about upcoming updates, scheduled maintenance, new features, and bug fixes. House Web Services is currently upgrading the design framework to ensure continued platform modernization and improved functionality.

**During the first half of 2025, the House Web Services team continued to customize freshmen Member, Committee, and Leadership websites to meet Section 508 compliance standards.** By the end of May,

the team had enhanced and maintained the accessibility of more than 340 House office websites, achieving an average compliance score exceeding 90 percent. **To support the**

**340**  
**HOUSE OFFICE**  
**WEBSITES**  
*with enhanced accessibility*

**ongoing accessibility of modernized sites, the team expanded its continuous monitoring program to cover over 580 House websites, incorporating the use of the House's third-party accessibility checker.**

Additionally, a user forum session was conducted for Committee offices to explore ways to improve both accessibility and usability of their websites. The team also activated a Content Accessibility Checker across all websites to alert editors of any accessibility issues in their content in real time. Several frequently visited webpages, such as the Accessibility page and web forms, were updated

*In partnership with Business Continuity/ Disaster Recovery (BC/DR) and Emergency Management Division teams, House Web Services spent the first half of the year defining the redevelopment of the House Alert Modernization Project – which enables users to receive campus-wide alerts on desktop computers and mobile devices – from the concept and discovery stage to building actionable requirements.*

to enhance accessibility disclaimers, promoting greater clarity and compliance for all users. During the reporting period, House Web Services designed the architecture for a proof-of-concept for the Ziplook Application Programming Interface project that is cost-conscious and easy to validate. This project will streamline how congressional state and district level data is served to current House apps and Member, Committee, and Leadership sites. The proof of concept is expected to be completed and validated in the next reporting period.

# Network Engineering and Operations

## In a coordinated and technically challenging operation, several teams from Network Engineering and Operations successfully replaced 15 wireless access points located beneath the House Chamber Floor.

These access points are critical to ensuring robust and high-speed wireless connectivity for Members during sessions.

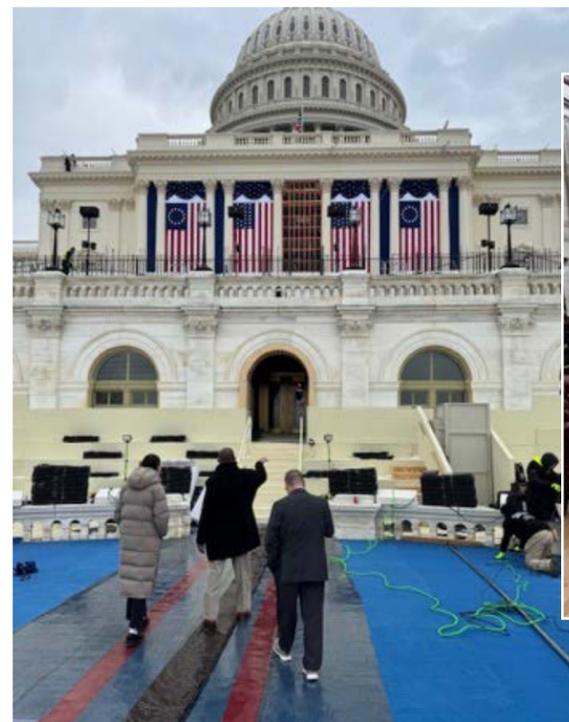
Due to the confined space and strict height restrictions under the Chamber Floor, the team had to use mechanical dollies to safely and effectively navigate and access the hard-to-reach locations. Support from the Architect of the Capitol was also instrumental. Their Carpenter Shop fabricated custom wooden backing plates that allowed the team to strategically mount the antennas for optimal signal distribution and coverage.

Following the physical replacement, multiple

wireless surveys and performance tests were conducted to validate the deployment. The newly installed access points now deliver Wi-Fi 6E capabilities, enhancing both speed and reliability for those in the House Chamber. This successful upgrade marks another step forward in delivering cutting-edge, high-availability network infrastructure to support the critical work conducted on the House Floor.

*In support of the 2025 Presidential Inauguration, multiple teams across Network Engineering and Operations came together to deliver a robust and resilient communications infrastructure for this high-profile national event.*

**These teams collaborated to build out temporary network infrastructure on the**



*The technical expertise of the Network Engineering and Operations team was on full display at the Presidential Inauguration.*

**west front of the Capitol, providing reliable cabling, WiFi, and network connectivity for key stakeholders. When inclement weather prompted a last-minute relocation of the ceremony indoors, the teams quickly mobilized and worked tirelessly through the weekend to reconfigure and redeploy the setup — ensuring uninterrupted network access and secure communications for White House personnel and other dignitaries.** This coordinated effort also showcased the technical expertise, adaptability, and behind-the-scenes dedication that are essential to supporting critical government functions at the highest level.

**Over the past six months, Network Engineering and Operations also migrated all House offices to the new Aruba Access Points for the campus Wi-Fi infrastructure.** This has enhanced the House's Wi-Fi

infrastructure while supporting increased traffic loads and better facilitating media coverage capabilities. The team also migrated and replaced over 2,100 wireless access points to date throughout the House campus.

Additionally, the team also permanently wall-mounted wireless access points in more than 140 Member and Committee offices. This effort not only improved network coverage and stability but also helps safeguard equipment during office transitions. **By securing access points in fixed locations, the team helped to prevent device loss during moves — which is particularly common during Transition — and reduces the time and resources spent locating misplaced units.** This proactive approach will allow the IT teams to focus on higher-value tasks rather than tracking down missing devices.

**The Cabling and Infrastructure team completed 211 voice and data cabling requests and installed more than 60,000 feet of cable across the Capitol campus.** Their work has supported a wide range of technology initiatives, playing a key role in enhancing infrastructure reliability and performance.

*In less than 30 days, the Campus Data Network team and the Network Installation and Maintenance technicians, completed 192 freshman moves for the 119th Congressional Transition.*

**The Wide Area Network team completed the installation of more than 800 Cisco routers in district offices.** These devices allow Members and their staff to securely transfer data between their district offices and the House. The Wide Area Network and District Office Connect teams, along with other Network Engineering and Operations teams, completed 67 new freshman installations and 35 incumbent installations during the Transition. These devices provide backup for most offices when the primary router is experiencing an outage.

**The Campus Data Network team and Identity Service Engine engineers continued their work to ensure that non-compliant devices cannot access House resources and are only enabled for public internet access.**

The Campus Data Network team implemented port security on over 1,000 switches campus wide and manages and supports 15,000 to 19,000 users daily. The team will continue to enforce compliancy and prevent bad actors from accessing the House network.

**The Secure Email Routing Gateway/ Cloud Fax team continued their engineering efforts to migrate email filtering to a new cloud-based service.**

The migration will result in a highly sustainable, modern inbound mail filtering platform that will protect the House from a variety of email-borne threats.

The team also continued revising the draft email

**198m**  
INBOUND  
MESSAGES

**627m**  
OUTBOUND  
MESSAGES

**88m**  
BLOCKED  
MESSAGES

**30k**  
MALICIOUS  
MESSAGES  
PULLED  
*post-delivery*

**15.5k**  
USER-SUBMITTED  
SUSPICIOUS  
EMAILS

**174k**  
FAXES RECEIVED

**174k**  
MEETINGS

**94k**  
CALLS

**13.2m**  
PRIVATE CHATS

filtering policy and tested an upgrade to the system that pulls email messages identified as malicious post-delivery. Fax engineers completed the effort to optimize fax call quality and reduce costs at some district offices.

**The O365/Exchange team continued its work to advance the M365 Sharing and Collaboration Project.** The goal of this initiative is to allow House and legislative branch office colleagues to collaborate and share files using Microsoft Teams, OneDrive, and SharePoint.

As part of the project, the team is currently evaluating the use of Microsoft Sensitivity Labels, which help organizations classify, label, and protect data based on its sensitivity. The Staff Academy is developing training videos and CAO Admin Counsel is currently assisting with the drafting and review of a Data Sharing Agreement to be approved by all legislative branch offices.

**The O365/Exchange team also made progress in facilitating and conducting outreach for the SharePoint Site Migration Project, which aims to migrate data from "Classic" to "Modern" SharePoint sites.** Additionally, the team also initiated the Exchange On-Prem Mailbox Cleanup Project, which aims to proactively reduce the number of legacy on-premises mailboxes, which is currently around 800 mailboxes. Leadership has identified this ongoing effort as a key priority to improve system performance and optimize infrastructure.

**66k**  
TEAMS CHANNEL  
MESSAGES

**3k**  
HOUSE  
SHAREPOINT  
SITES

**3.5m**  
SHAREPOINT  
FILES

**18TB**  
USED  
SHAREPOINT  
STORAGE

**38.7m**  
HOUSE ONEDRIVE  
FILES

**133TB**  
USED ONEDRIVE  
STORAGE

# Office of Cybersecurity

**Protecting House information and information systems involves the continuous modernization of cybersecurity staff, technologies, and processes to successfully combat emerging cyber threats.**

The Office of Cybersecurity serves as partners, collaborators, and security advisors to the House community to ensure a secure operating environment as they help the House reach its modernization goals. Cybersecurity also supports digital investigations and co-leads the House's Artificial Intelligence (AI) initiatives.

Cybersecurity Engineering and Architecture focuses primarily on incorporating "Security First" principles into new and existing technologies throughout the House. Their teams continued to enhance and mature the House's overall cybersecurity posture to ensure the CAO has secure

*The Office of Cybersecurity hosts monthly pop-ups, in addition to attending in-person events, so they can meet with House staff.*

access to services. For example, **the team expanded their controls and services within the cloud and on-premises House security architectures to add more service offering capabilities to staff.** Cybersecurity Engineering and Architecture also improved customer service by implementing process and technology advancements that increase customer satisfaction with their core security technology solution.

**As new systems were introduced to the House environment, the team implemented new and effective security measures with timely delivery.**



# Information Assurance

**Cybersecurity training and communication efforts are increasing awareness across the House, resulting in a greater understanding of each staffer's role in protecting the House's data.**

**Information Assurance provided tailored white glove cybersecurity services to nine Member offices, including cybersecurity awareness trainings, phishing awareness campaigns, and office briefings.**

As international travel increases for Members and Committees, the team collaborated across HIR to develop an information technology travel briefing to educate staffers on security best practices before traveling. The presentation was successfully presented to Committee on House Administration staffers in preparation for international travel.

**Information Assurance also successfully developed and implemented a new international travel process to assist staff with communicating the business needs for House travel.** This initiative has increased self-reporting of international travel, strengthening

the protection of House data against security threats while abroad.

*To educate users on cybersecurity best practices and risks, Information Assurance hosted six webinars attended by more than 150 participants, conducted six cybersecurity outreach events, and participated in the Services Fair at the CAO House Staff Conference for Communications Staff in May.*

To keep pace with emerging technologies, the 2025 annual Cybersecurity Awareness Training includes a new AI module to educate users on the security risks posed by AI.

The team also updated the House Information Security Policies (HISPOLs) and House Information Security Publications (HISPUBs) to include current cybersecurity best practices and technologies. The Committee on House Administration approved sixty percent of the HISPOLs, and that information is now on

# Information Security

HouseNet. Two HISPUBs, which were focused on international travel and an approved remote monitoring software list, were also updated and published on HouseNet.

**Working to help Members, Committees, and Leadership make informed risk-based decisions, the Information Assurance team conducted evaluations of 16 cloud and AI products in addition to seven desktop applications.**



*The Office of Cybersecurity shared cybersecurity best practices with staff at the CAO House Staff Conference for Communications staff.*

**Information Security maintains the Security Operations Center and provides 24/7 operational support to the House.**

**During the first half of 2025, the Security Operations Center responded to multiple, simultaneously occurring investigations while also striving to improve House security by proactively identifying vulnerabilities and secure mitigations.**

The team focused on improving the collective defense against cyber threats by actively strengthening collaboration on both technical

and operational levels. This focus on continual improvement has led to effectively resolving security incidents in a manner that mitigates risks without impacting day-to-day House IT operations. This has also been demonstrated through improved collaboration with House web vendors in partnership with Information Assurance.

As part of this effort, Information Security routinely collaborates with internal and external partners. **The team is currently planning a joint training event expected to be attended by approximately 35 individuals representing multiple partner organizations.**

# Identity Governance and Administration

**Identity Governance and Administration continued enrolling mobile devices into the House's new phishing-resistant, multifactor authentication solution, which provides increased security for access to mobile applications.**

Over 1,000 users have been enrolled to date. This multifactor authentication solution is scheduled to be used House-wide later this year.

Identity Governance and Administration also began testing and evaluating the latest release of the House's network account management solution. Enhancements in this release will provide further automation for actions taken by office system administrators.

**The team continued to expand the House public key infrastructure (PKI). Their internal Certificate Authority issued over 37,000 device, application, and user certificates,**

**enabling secure authentication and connections.**

From their commercial certificate partners, the team issued more than 400 user and SSL certificates.

**For individual logins to House computers, the team issued more than 200 hardware multifactor keys to system administrators for multifactor authentication.** Their team provided staff that access executive branch solutions with trusted certificates and multifactor authentication solutions that support daily operations.

Additionally, Identity Governance and Administration completed upgrades to components of the CAO Server Farm, bringing servers hosting House file shares in line with the latest security requirements.

**1,000**  
USERS ENROLLED  
TO DATE *in new authentication system*

# Enterprise Operations

**Enterprise Data Storage Systems replaced the Data Center Network Manager administration tool with a modern storage fabric controller to better manage storage area network switches.**

This is a comprehensive and automated solution for all multi-layer distributed switching platforms that manage Cisco NX-OS-enabled deployments, fabric architectures, data storage networks, and IP Fabrics for Media. It provides automation, visibility, control, monitoring, and maintenance capabilities for data center operations.

To continually support data growth demands, **the Enterprise Data Storage Systems team upgraded the high-speed storage area network system with faster processors and expanded data storage capacity to support the performance and capacity needs of critical enterprise applications.**

In addition, the Enterprise Data Storage Systems team fortified enterprise data file storage systems to protect data and enhance security by using encryption, immutable snapshots for

data recovery, and leveraging ransomware protection features.

The Enterprise Data Protection and Recovery team decommissioned all legacy data protection system equipment from data centers. Additionally, this team integrated backups for Microsoft Teams data into bigger broader M365 backup capabilities. Over the past six months, **the Enterprise Data Protection and Recovery team updated all data protection systems to a new platform version, and expanded restoration capabilities to 180 days from the previous 120 days.** The team successfully installed observability and monitoring platform agents on Data Protection Team managed servers, and executed container backup configuration.

**A new infrastructure management dashboard solution was also deployed,** allowing for a single pane of glass administration of data protection servers. Additionally, the team added tertiary physical systems to improve disaster recovery capabilities.

**23PB**  
PROTECTED  
DATA

# Enterprise Technology Systems

**Enterprise Technology Systems, the server arm of HIR, spent the last six months focused on several key initiatives aimed at modernizing infrastructure and processes.**

The Open Systems, Server Management, and Monitoring and Virtual Systems branches built a new server infrastructure designed to be agile and responsive to the evolving needs of the business. The teams are actively deploying this hardware and are working through key systems configurations.

The team also implemented a new on-premises multi-tenant container infrastructure. This strategic move, which is part of the CAO's containerization program, will provide a new platform for innovation. The project officially kicked off in May and was presented to the Architecture Review Board. HIR team members and staff leveraging container infrastructure are currently taking advantage of the flexibility and increased productivity of Kubernetes container orchestration. More than 2,000 containers have

been initiated over the past six months. This figure represents active work while app owners fine tune application feature sets and security hardening of the underlying application code. **The new on-premises multi-tenant container infrastructure will improve efficiency and service delivery speed, providing support for CMS products and the annual Appropriations submissions process.**

Adding to the modernization portfolio, the Open Systems, Server Management, and Monitoring teams played key roles in supporting the rollout of a privileged access management solution, which will further bolster the House's security posture. **This solution integrates with existing systems and makes changes on 950 Windows and Linux servers.**

The Enterprise Technology Systems teams supported the deployment and configuration of the required infrastructure for the House's observability and monitoring solution. **Rolled out to the House community in May, the monitoring agent was deployed to more than 850 servers.**

# Information Technology Disaster Recovery

**The Information Technology and Disaster Recovery team facilitated the completion and approval of 40 Information System Contingency Plans with five pending approvals, and 15 pending annual update completions; one full-scale functional failover exercises, encompassing five business support and public web applications; 31 scenario-based tabletop exercises with system owners; and participated in two business impact analysis interviews.**

**40**  
INFORMATION SYSTEM CONTINGENCY PLANS

**31**  
SCENARIO-BASED TABLETOP EXERCISES

**15**  
PENDING ANNUAL UPDATE COMPLETIONS

# Enterprise Architecture and Cloud

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

All new CAO applications and services are reviewed by the Architecture Review Board prior to being enabled. **During the first half of 2025, the Enterprise Architecture team achieved several significant milestones to support Member, Committee, and Leadership offices.**

**The team continued extending service capabilities into the cloud, including web services, database services, and application container hosting.** Part of this process is to

ensure that architectural standards are well defined and established to provide common platform tooling and secure service enablement within House cloud environments. These architectural standards and guidelines support ongoing efforts for hosting vendor workloads within Amazon Web Services and will enable vendors to deploy modern software solutions at the House while ensuring compliance with House IT and cybersecurity policies and standards.

Additionally, **the team also focused on the implementation of a new observability and monitoring tool, which provides automated monitoring, deep insights, and intelligent problem detection to ensure optimal performance and availability of applications and IT environments.** The integration of this tool within CAO systems is underway.

# Enterprise Infrastructure and Telecommunications

**The Telecom Engineering team was able to complete a full cleanup of one of their voice systems and convert it into a true hybrid voice solution.**

This system now supports analog, digital, and two types of Voice over Internet Protocol (VoIP) endpoints, as well as digital and IP trunking.

Additionally, 16 aging Media Gateways were replaced with two modernized Media Gateways, reducing rack space, and 18 old digital trunks were replaced with one IP-based trunk, which reduced overall circuit costs. An enhanced soft phone client is currently being tested by the Technology Service Desk team for future deployment. This cleanup and modernization effort will expand to the remaining voice systems in the coming months.

**16**  
AGING  
MEDIA  
GATEWAYS  
REPLACED

**18**  
OLD  
DIGITAL  
TRUNKS  
REPLACED

# Telecom Operations

**During the first half of 2025, the Washington, D.C. Telecommunications Operations team provided daily support to over 12,000 House telecommunications service users.**

This included personal visits to all the 119th freshman Member offices within the first few weeks of the new Congress.

The team completed over 250 requests from offices for moves, additions, and changes to existing office phone setups. **The team also added or updated 453 voicemail accounts and set up phone trees for more than 50 office main lines.**

In addition, the Telecommunications Operations team completed over 800 requests for programming changes. The team ordered and/or coordinated the configuration of more than 1,500 mobile phones and processed more than

300 international rate plan changes. The team also assisted the U.S. Capitol Police with over 100 threat investigations by providing phone call traces and call logs.

The District Office Telecommunications team provided daily support to over 900 district offices while continuing to migrate offices onto the House Voice over Internet Protocol (VoIP) system. To date, nearly 700 district offices have been added to the House VoIP platform.

**During the first half of 2025, the team coordinated the setup of more than 100 district offices on the House platform and hosted 10 webinar trainings for new offices on the platform, or anyone that needed a refresher.** In addition, the District Office Telecom team completed over 350 programming and voicemail change requests. In March, the team had the opportunity to meet with and hear directly from district staff at the CAO Services Fair for the regional 2025 District Director Conference.

**250**  
COMPLETED  
OFFICE PHONE  
REQUESTS

**1,500**  
MOBILE PHONE  
CONFIGURATIONS

**100**  
THREAT  
INVESTIGATIONS  
SUPPORTED

# Program Management and Policy

**The Program Management and Policy team continued to manage a portfolio of around 70 active projects, 28 of which were initiated this year. HIR staff completed 22 projects so far this year.**

In January, in support of Enterprise Messaging, the team organized a cloud governance workshop, which resulted in the expansion of an existing cloud governance effort to deliver greater value to the CAO through more comprehensive governance.

In regard to outreach, the team provided communications support for two training events. **Additionally, in partnership with the House Recording Studio, the team produced a series of short videos of HIR leaders to better connect CAO staff with the organizational mission and leadership's vision for the strategy.**

Over the past six months, the team also developed eight resources designed to help improve awareness and consistency about the solutions we provide to the House community.

**22**  
COMPLETED  
PROJECTS

# Operations and Quality Assurance

**The Operations and Quality Assurance team initiated its work on the FY27 CAO Budget Formulation and actively worked with each CAO business unit to address their FY27 requirements, to mitigate operational impact, and to ensure continued service to the House.**

In partnership with House Information Resources, the Operations and Quality Assurance team completed the implementation of customer experience enhancements to the purchasing process within the My Delivery tool.

*Now fully available to all House offices, the My Delivery tool streamlines equipment payment authorization and initiates the CAO inventory process with ease, while also reducing reliance on paper-based documentation.*

Transactions made via My Delivery were open on average 29 days: 58 days less than the

average paper-based transaction, which was typically open for 87 days.

The team is continuing its efforts to improve furniture resource allocation through phase two of the Furniture Inventory Management Project and is updating the Antique and Unique Catalog with new designs and pictures as well as condition tracking. The Operations and Quality Assurance team is also working with HIR to explore implementing enhancements to the Framing Services request form, Room Reservations App room setup process, and customer service request management.

**The Operations and Quality Assurance team is building a centralized digital document library for all Logistics and Support directorates,** working with each directorate to create, update, and maintain all policies, procedures, and job aids. These efforts will improve the experience for staff by providing personalized, accurate, and timely information, and facilitate the collection and analysis of critical data. This data will empower the Logistics and Support team to make informed, strategic decisions that drive operational efficiency and customer satisfaction.

# Asset Operations

**6,728**  
PIECES OF EQUIPMENT PROCURED through the Office Supply Store

**2,010**  
PIECES OF EQUIPMENT RECEIVED FOR RESALE in the Office Supply Store

**\$2.6m**  
SALES GENERATED through the new House Tech website

**304**  
D.C. EQUIPMENT REMOVALS

**2,263**  
PIECES OF EQUIPMENT DISPOSED OF

Through their collaboration with the Office Supply Store, the CAO Equipment Program team has helped staff procure 6,728 pieces of equipment. The team continues to ensure all equipment (including desktops, laptops, tablets, printers, and monitors) meet House Technical Standards. The program also leverages the bulk purchasing power of the U.S. House to maximize taxpayer dollars.

The House TV Program was started in October 2020 to reduce the number of TV moves that happen during Transition and reduce the possibility of breakages. During the Member office moves, many TVs are moved from office to office. During this reporting period, the House TV Program team installed or moved 67 TVs.

# Furnishings

**Over the past six months, the Furnishings team supported House Leadership office adjustments, prepared Committee spaces, and assisted with Member relocations.**

The Furnishings team responded promptly to requests from retiring Members and new Committee assignments, ensuring all spaces remained fully functional and prepared for legislative operations. At the same time, Furnishings staff remained ready to assist with urgent needs related to high-profile and time-sensitive events.

Additionally, the Furnishings team provided direct support for several high-profile ceremonies and official events, including:

- Hawaii Day
- Ceremonial sash for the portrait of the late Congressman Charles Rangel
- Bring Your Child to Work Day
- GOP Member portraits
- Lying in state for President Jimmy Carter

*After moving inside, the Carpet Shop quickly installed a new carpeted entryway in the Capitol for the Presidential Inauguration.*



The Drapery and Upholstery Shop installed a wide range of new window treatments, blackout shades, and doorway drapery in Cannon, Rayburn, Ford, and Longworth. The team removed and reinstalled draperies in numerous offices to support painting projects and completed deep cleaning and upholstery work on more than 60 ergonomic chairs for inventory. They also refurbished ceremonial and office furniture, including sofas, wingback chairs, pillows, and antique pieces. **Drapery and Upholstery staff provided key support during several special events, most notably the Presidential Inauguration and the lying in state of the late President Jimmy Carter.**

In June, upholstery operations were suspended to accommodate abatement work and the



*New Members could request special office decor, like this embroidered pillow.*



*The Drapery and Upholstery Shop provided a pall for the lying in state for President Jimmy Carter.*

beginning of the spray booth construction project, with full operations scheduled to resume in July.

The Carpet Shop performed scheduled biannual maintenance in a wide variety of locations, including Committee rooms, cafeterias, the Speaker's offices, Capitol hallways, and childcare areas. The team installed new carpet and provided maintenance in multiple Member offices, ceremonial rooms such as the Lindy Boggs Room and Cannon Caucus Room, and other high-traffic spaces like the House of Reps Staff Fitness Center and public corridors.

*The Office of Congressional Workplace Rights and the National Safety Council presented Safety Recognition Awards to Asset Operations, Carpet, Drapery, Upholstery, Finishing, and Locksmith shops for achieving an exemplary level of safety during the 118th Congress.*

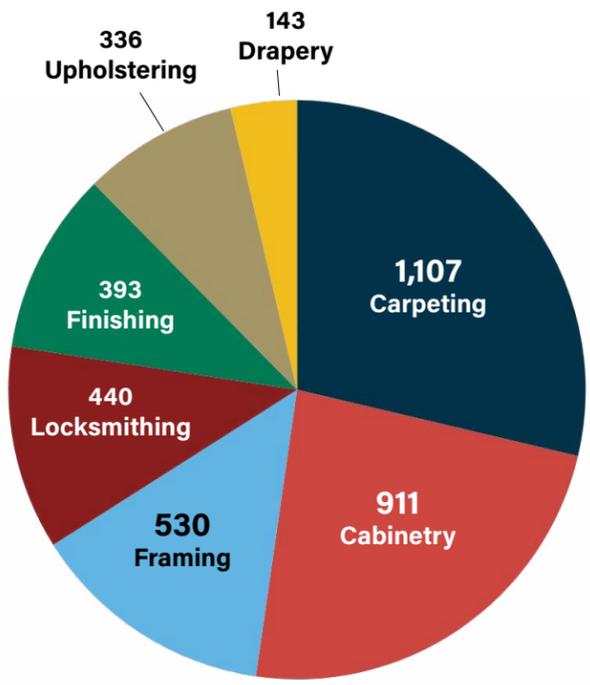
The shop responded quickly to water-related emergencies and managed several recycling and live load pickups. Staff continued routine carpet maintenance in Member offices and began updating safety policies and planning for the Fiscal Year 2027 budget.

**After completing the outdoor platform for the Presidential Inauguration, the team was quickly able to switch gears and transition from the original plan and move inside due to the potential of severe weather.** As a result of moving the ceremony indoors, there was a request for a significant increase in the size of the indoor platform. The team was able to accommodate this installation request with an all-hands-on-deck approach and working around the clock to ensure timely completion.

The Cabinet and Finishing Shops maintained a steady pace of custom furniture production, expedited framing, and office repairs. **Staff provided critical support for events such as the High School Art Competition, Member office transitions, and commemorative framing requests.** The team completed



**3,860** TOTAL NUMBER OF TICKETS CLOSED



**Closed Ticket Distribution**

complex framing for district maps, repaired equipment including the CNC machine, and contributed to the planning and storage of a major dais for the Oversight Committee Room.

The Cabinet and Finishing Shops helped advance modernization projects by participating in consultations for the spray booth, preparing future-year budget submissions, and identifying equipment needs. Employees engaged in training programs to strengthen leadership and technical skills, including project management certification.

Staff also took part in rehearsals for large events and collaborated with internal partners to improve coordination, customer service, and workflow processes. These efforts supported a culture of preparedness, professional growth, and operational excellence across the team.



*After inclement weather forced the Presidential Inauguration inside the Capitol, our CAO teams quickly came together to execute a flawless event.*

# Furniture Resources Management

**The new Member Design Center, located in Rayburn, made its debut in January. The new space features a showroom with an interconnected warehouse where Members can preview pieces from the House collection of antique and unique furniture.**

Now, Members will be able to see furniture configurations to help them visualize their proposed set-up and test pieces for comfort. Having completed 13 meetings, the Member Design Center is already proving to be a much-needed asset for the House community.

**The Furniture Inventory Team saw vast improvement in their physical operations with the establishment of a secure storage**

*Members will now be able to preview potential office set ups at the new Member Design Center.*



**area for antique and unique furniture in the West House Underground Garage.**

It also includes a new ramp system that connects directly to the re-opened WA-hallway security doors, allowing safer, more efficient movement of furniture between House buildings. The team worked diligently to streamline and organize inventory to ensure safe navigation between aisles and provide clearance for the spray booth construction project. Concurrently, the Inventory team completed a physical inventory of nearly 75 percent of Member offices, documenting post-transition updates to core, modular, and antique and unique furniture.



Members choose from a selection of fabrics and paint colors to design their new House office spaces.

**127**  
**ANTIQU**  
**AND UNIQUE**  
**CONSULTATION**  
**REQUESTS**  
**COMPLETED**  
*154 requests received*

**4**  
**FINISHING**  
**SCHEDULE**  
**PROJECTS**  
**COMPLETED**  
*14 requests received*

**13**  
**MEMBER DESIGN**  
**CENTER VISITS**

**154**  
**ANTIQU**  
**AND UNIQUE**  
**FURNITURE**  
**DELIVERIES**

**325**  
**MEMBER**  
**OFFICES**  
**INVENTORIED**  
*435 requests received*

# Logistics and Warehousing

**The Warehouse and Receiving team have been instrumental in dismantling, rebuilding, and rearranging internal storage locations to accommodate the needs of the spray booth project.**

The Logistics team has supported many high-visibility initiatives in the Capitol and House office buildings including:

- The Presidential Inauguration
- The President's Joint Address to Congress
- The Committee on Appropriations hearing room remodel
- The Speaker of the House paint renovation

The months following Congressional Transition provide the best opportunity to refurbish furniture from departing Member offices and returning Member offices that have moved. **To capitalize on this opportunity, the Warehousing team started a program to handle light furniture touchups without the need to use CAO Furnishing Shops or outside vendors.**

An outside vendor also restored 1,097 furniture items. Together, these refurbishment efforts have provided significant cost savings to the House.

ITEMS	REFURB COST	REPLACE COST
158 Credenzas	\$86,692	\$369,934
355 Desks	\$219,810	\$716,035
584 Tables	\$87,135	\$131,811
<b>1,097 Items</b>	<b>\$393,637</b>	<b>\$1,217,780</b>

**38k**  
**PIECES OF**  
**FURNITURE**  
**MOVED**

**1,650**  
**PIECES OF**  
**FURNITURE**  
**RESTORED**

**2,448**  
**SPECIAL**  
**EVENTS**  
**SUPPORTED**

**121**  
**PIECES OF**  
**FURNITURE**  
**REUPHOLSTERED**

**180**  
**REPAIRED AND**  
**REFINISHED ITEMS**  
*including mirrors, intern desks, coat trees, etc.*

**60**  
**CHAIRS**  
**CLEANED**

# Office Design and Move Services

Between January and June 2025, Office Design and Move Services advanced efforts to modernize the House campus by implementing innovative design standards and ADA-compliant practices that ensure continuity of House operations.

Key accomplishments include office design consultations for Member, Committee, Leadership, and support offices, as well as the transformation of workspaces and communal areas such as conference rooms, cafeterias, and open floor plans. **Office Design and Move Services also oversaw major initiatives, including Transition, the Cannon Renewal**



project, spray booth project, modular upgrades, and space assignment requests.

The Project Specialist resolved 472 office service requests, which included furniture reconfigurations, special election setups, carpet and paint updates, office remodels, and staff relocations. The team also supported the post-transition 119th Speaker's Office space assignment project, managing 60 space relocations in partnership with the Architect of the Capitol. Project Services collaborated with Office Design and Move Service Designers to plan and implement the successful relocation of the Logistics and Support Asset Operations Department during the pre-phase of the spray booth project.

The Designers delivered in-person and virtual consultations to provide offices customized design layouts, which use traditional and modern modular furniture solutions, and completed 265 new office designs and 50 redesigns during the first half of 2025. Design Services also contributed to several special projects, for House Members, committees, and Leadership, including the redesign and renovation of the Committee on Intelligence, the layout for the Cannon Renewal

*Office Design and Move Services worked quickly to facilitate office moves across the campus.*

**10.5k**  
CUSTOMER  
REQUESTS  
TRIAGED

**19k**  
FURNITURE  
ITEMS DELIVERED  
AND SET UP

**611**  
FRAMING  
CONSULTATIONS  
PROVIDED

Amenity Suite, and the design of the Departing and New Member Center. **As part of post-transition efforts, the team addressed 74 modular service requests, coordinating more than 40 Member office furniture condition inspections through the Modular Services Unit.**

The Modular Services Unit managed all aspects of warehousing, receiving, staging, scheduling, delivery, and installation of modular caseloads and systems furniture. The unit resolved 983 service requests and provided sustainment services, including updates, repairs, reconfigurations, and replacements, to 334 Member offices and more than 100 Committee, Leadership, and support offices. The Modular Services Unit also coordinated CAO services in support of the Rayburn Window Project, launched a fabric tile cleaning service to promote modular sustainability, and provided support during emergency responses, including flood mitigation efforts.

The Office Design and Move Services Workflow Management Department triaged 10,586 customer requests across the Logistics and Support teams.



# CAO Advocates

**CAO Advocates, formerly known as the CAO Customer Advocates, prioritized supporting both new and returning Members throughout the beginning of the 119th Congress.**

The CAO Advocates worked across the organization, including with CAO Technology Partners and Asset Management, to ensure House offices had the support and information they needed to continue their work on behalf of the American people.



*The CAO Advocates provided an overview of House services at the CAO House Staff Conferences.*

**CAO ADVOCATES**

Connecting you to the CAO services you need.

Whether it's navigating roadblocks or tools and services available through the Chief Administrative Officer (CAO), every Member, Committee, and Leadership office has a designated CAO Advocate that's ready to assist.

**WE CAN HELP**

- Provide personalized support for both your D.C. and district office staff.
- Save time and connect you with new and exciting CAO services.
- Offer tailored solutions to meet your office's needs.

**MEET YOUR ADVOCATE**

To get started, visit [HouseNet.house.gov/go/CAOAdvocates](https://HouseNet.house.gov/go/CAOAdvocates). Find your state, then your CAO Advocate. We're also conveniently located in Longworth B227.

You can also reach out at 202-225-8000 or by email at [CAOAdvocates@mail.house.gov](mailto:CAOAdvocates@mail.house.gov).

CAO Advocates

**40**  
MEMBER OFFICES VISITED

**40**  
DISTRICT OFFICES VISITED including 132 DISTRICT STAFF

**64**  
FRESHMAN OFFICES SUPPORTED

**4,000**  
STAFF REACHED BY NEWSLETTER

**2,249**  
CASES CLOSED

**339**  
QUARTERLY AND CAO SERVICE MEETINGS CONDUCTED

**2**  
SPECIAL ELECTION BRIEFINGS CONDUCTED

# First Call

**First Call continued its focus on accessible, convenient service delivery, especially for passport support.**

In February, the team again partnered with the U.S. Department of State to host Passport Day on the Hill, processing over 300 applications from congressional staff and their families.

In early June, First Call hosted a special Passport Day for U.S. Capitol Police and their families,

accepting more than 65 applications and welcoming over 80 visitors. This event, a gesture of appreciation for the Capitol Police's continued partnership, highlights First Call's commitment to providing positive customer experiences.

**From January to June 30, the First Call storefront accepted more than 1,417 passports, including 654 official and 783 tourist passports.** This includes over 430 official passports processed on behalf of Members and their spouses.

**First Call**  
CAO | U.S. HOUSE OF REPRESENTATIVES

Have Questions?  
**First Call has Answers.**

We're the go-to for campus service inquiries for House Members and staff.\*

**IN-HOUSE SERVICES**

- Room Reservations
- Passports
- Basic Notary
- Mailing Services

\*A House ID is required.

Monday - Friday  
8:30 a.m. to 5:30 p.m. ET

Longworth B227  
202-225-8000

**16k**  
CALLS ANSWERED

**1,094**  
FIRST CALL EMAIL INQUIRIES

**4,770**  
ROOM RESERVATION REQUESTS

**261**  
NOTARY APPOINTMENTS

**2,636**  
REMEDY TICKETS ENTERED

# House Creative Services

**House Creative Services has undertaken several significant projects and events during the six-month reporting period.**

**Within the first six months of the 119th Congress, House Creative Services supported 17 major events, including two significant historical events: the swearing in of the 119th Congress and the 60th Presidential Inauguration.**

The photography team provided Members access to more than 1,600 images in under three days documenting every moment of the Inauguration and showcasing the event's significance. From sweeping shots of the Capitol grounds to intimate behind-the-scenes moments, the collection offers a comprehensive visual record of a pivotal day in American history.

*During the swearing in of the 119th Congress, the House Creative Services photography team captured more than 1,000 photos of new and returning Members and the election of the Speaker.*



*House Creative Services photographed several high-profile events, including remarks from President Trump, the Congressional Baseball Game, and the lying in state of President Jimmy Carter.*

**House Creative Services design and print production teams continue to complete a vast range of projects for the House community, the most notable of which was the redesign of the 41 panel mural in Longworth, first installed in 2023.** The refreshed design theme centered on the institution's history, key elements, and landmarks within the House of Representatives and the Capitol. House Creative Services partnered with the AOC to ensure the panels were printed and installed before Members returned to the House.

In June, the team spent over six hours preparing the House Chamber to capture Members and floor support staff for the 119th Official Photo.

Supporting the needs of Member offices in Washington, D.C. and the district, House Creative Services works with staff to help boost communications to constituents, including live-streaming various events.



## Major Event Coverage Timeline

- **January 3**  
*Congressional Opening Prayer  
Swearing in the 119th Congress*
- **January 7**  
*Former President Carter Lying in State*
- **January 20**  
*60th Presidential Inauguration*
- **February 4**  
*U.S. Capitol Historical Society Biennial  
Event Honoring the 119th Congress*
- **February 6**  
*National Prayer Breakfast*
- **March 4**  
*Joint Session of Congress*
- **March 12**  
*Friends of Ireland Luncheon*
- **March 25**  
*Congressional Hockey Challenge*
- **April 23**  
*National Commemoration  
of the Days of Remembrance*
- **April 29**  
*"Six Triple Eight" Congressional  
Gold Medal Ceremony*
- **May 15**  
*Peace Officer Memorial*
- **May 22**  
*Wreath Laying at Arlington Cemetery*
- **June 10**  
*119th Official Members Photo*
- **June 11**  
*Military Women's Memorial  
Wreath Laying Ceremony  
Congressional Baseball Game*
- **June 26**  
*U.S. Army Rangers Veterans of World War II*

The team has provided coverage in 21 districts, including Puerto Rico, capturing over 375 full-production and stock videos and providing 4,127 event and stock photos specifically in the district.

For both new and returning Member offices, House Creative Services continues to provide educational outreach through the Congressional Staff Academy by teaching technical courses in design and photography. During the reporting period, House Creative Services hosted two Canva Basics and Photography courses, respectively. In the coming months, the team will help expand the CAO's educational offerings by providing a livestreaming panel and developing other technical courses to meet the growing need for visual communications education.



House Creative Services provides photography support for Member events across the country.

**4,198**  
ORDERS  
PROCESSED

**84**  
LIVESTREAMS  
PRODUCED

**288**  
VIDEO AND  
MULTIMEDIA  
PROJECTS  
COMPLETED

**54**  
LOGO DESIGNS  
CREATED

**806**  
PHOTOGRAPHY  
APPOINTMENTS  
COMPLETED

**485**  
DESIGN AND  
PRODUCTION  
RUSH  
REQUESTS  
FULFILLED

**21**  
DISTRICT OFFICE  
TRIPS *including*

**40**  
BANNERS  
PRINTED AND  
ASSEMBLED

**65k**  
MATERIALS  
PRINTED

**26k**  
FILES  
DOWNLOADED  
FROM THE  
HOUSE MEDIA  
BROWSER

**11**  
OFFICES THAT  
REQUESTED  
BOTH  
PHOTOGRAPHY  
AND  
VIDEOGRAPHY

**13**  
LONG FORMAT  
REPORTS  
WRITTEN

# Congressional Staff Academy

The Congressional Staff Academy continues to provide professional development to assist Member, Committee, and Leadership office staff in the performance of their constitutional duties as well as hosts and develops mandatory training for Congressional Ethics, Workplace Rights and Responsibilities, Financial Administration, and Cybersecurity Awareness.

The Congressional Staff Academy also continued to expand its umbrella of education through the Learning Committee, which is led by the Dean and attended by all organizations in the House that provide teaching. The Staff Academy has continued to focus on the development and revision of its core initiatives: annual training and professional leadership development.

*Over the past six months, 60 percent of House staff have accessed non-required training.*

Through these implementations, the team's goal is to improve standardization of training for common staff positions in the House and to aid in the retention of talent by providing training for career advancement within the congressional setting.

**In support of the latter, the Staff Academy team led two programs during the reporting period: Leading Self and Leadership Foundations.**

Leading Self, which included one cohort for Washington, D.C. and another for district staff, was hosted in early 2025 and reached 53 total participants, 30 of whom graduated after completing their capstone projects. Leadership Foundations was a five-part series open to non-managers and CAO staff that combined the most successful



components of the Leading Teams and the previously taught Leadership Foundations curriculum. Whether they attended individual sessions or the full curriculum, staff enrolled in the course participated in an online community where they were encouraged to share insights, challenges, and results. The facilitators provided additional learning opportunities such as supplemental LinkedIn Learning modules, private sector resources, and professional development book recommendations. To date, more than 900 staff have enrolled in the course.

The Instructional Design team continues to work on the development of Staff Academy professional development shorts with five published videos on their "Watch Now" channel, three videos in post-production editing, and an additional three scripts in development.

**In support of the CAO House Staff Conferences, the Staff Academy team developed and delivered a new training,**



**Effective Leadership: Less Drama More Results, for the District Directors Conference. This training was revised and turned into two new trainings for the Caseworkers Conference.** In addition, the Staff Academy team customized and presented two multi-hour Writing Workshops at staff retreats of Members from the Oregon 6 and Texas 7 Congressional districts.

**Top Courses:**

- 1. **Grants Galore Inaugural Meeting**
- 2. **Best Practices for Working with Whistleblowers**
- 3. **Leading with Confidence**

The Curriculum Development Team continued its work to support the training initiatives of other CAO and non-CAO organizational units:

**CAO Departmental Projects**

- Office of Financial Counseling**
- Revision of the Budget and Planning Tool Training, transitioning from a lengthy, two-part web-based module to a seven-part series of instructional microlearning videos
  - Continuation of the eForms series concluded with the development of the REAP agreement video, with 14 videos developed in total



*On-demand Congressional Staff Academy videos and in-person classes allow staff to learn on their schedule.*

**CAO Immediate Office**

- Office 365 series: a four-part video series to cover external file-sharing, Teams and channels ("Teams Unlocked"), and sensitivity labels
- SIPOC training initiative

**House Digital Service**

- LegiDex series: promotional video announcing the release of LegiDex, accompanied by a microlearning tutorial for profile editing
- Appropriations Portal: overview/walkthrough video introducing the new Member Appropriations Portal

**Intern Resource Office**

- Development and delivery of "Leveraging LinkedIn Learning for Intern Coordinators," a live session introducing intern coordinators to the House HR Hub and LinkedIn Learning developmental modules

**Office of the Whistleblower Ombuds**

- Protecting Whistleblower Information
  - A Deep Dive: completed a long-running project to convert content into an interactive, web-based training

**Office of the Clerk**

- eHopper: updated content for 119th Congress

Advances in the implementation of Google Analytics following the site redesign now include campaign tracking, search query information, and the ability to track traffic between partner sites, primarily the CAO Coach program.

This data is reviewed regularly with a focus on improving the staff experience and maintaining a fresh presentation of available, topically relevant training. New reporting permissions processes have been tested and are being implemented. **These new processes will reduce the likelihood of new Chiefs of Staff experiencing a delay in gaining access to reports and reduce the turnaround time on delegation requests for those reports.**

Workplace Rights and Responsibilities education is expected to launch mid-July 2025. Both new employee supervisory and non-supervisory

**15**  
AVERAGE  
CLASS SIZE

**331**  
IN-PERSON  
SESSIONS

**5,039**  
TOTAL  
ATTENDANCE

**3,834**  
COMPLETED  
ON-DEMAND  
COURSES

**50.8k**  
COMPLETED  
REQUIRED  
TRAININGS

training will remain largely the same as previous years with the addition of applicable legislation or policy updates, as well as an updated scenario to keep the training stimulating and relevant for personnel who have completed it in previous years. Some important concepts that will be addressed in these scenarios include, but are not limited to, harassment, religious and cultural discrimination, and LGBTQ+ discrimination.

The Workplace Rights and Responsibilities live, online webinars for Members will continue to be developed and facilitated by the Office of House Employment Counsel, with administrative planning, execution, and technical partnership by the Congressional Staff Academy.

**LinkedIn Learning supports House staff reskilling and upskilling in areas beyond internal House topics, providing opportunities to engage and keep up with the ever-changing professional world through skills such as navigating artificial intelligence.**

**2,090**  
ACTIVE  
LINKEDIN  
LEARNING  
HOUSE USERS

**549**  
LINKEDIN  
LEARNING  
COURSE  
COMPLETIONS

Staff across the House have already taken advantage of its thousands of on-demand courses.

LinkedIn Learning offers House staff the opportunity to complete training modules that



qualify for Continuing Education Units. Since January 1, 411 Continuing Education Units have been awarded through LinkedIn Learning.

**Top Continuing Education Units:**

1. Society for Human Resources Management
2. Project Management Institute
3. National Association of State Boards of Accountancy
4. International Institute of Business Analysis
5. Human Resources Certification Institute

# CAO Coach

**Confidential one-on-one consultations with the CAO Coaches continue to be in high demand.**

These meetings serve as opportunities for Coaches to guide and support staff in a private setting to discuss position-specific topics. During this reporting period, Coaches held 912 consultations encompassing 53 percent of all congressional districts. Since the CAO Coach program's inception, there have been 5,747 one-on-one consultations.

The CAO Coaches continued their bipartisan Washington, D.C.-based conferences, which focus on training, relationship building, and services available to House employees. This included the popular regional District Directors Conference, hosted in Nashville, Tennessee. **More than 300 House staff have attended these bipartisan conferences in the 119th Congress so far.**



The CAO House Staff Conferences continue to reach staff across the country.

The Coaches continue to fulfill requests from Member offices, caucuses, committees, delegations, and Congressional Staff Associations to present at staff retreats and office trainings.

**The Coach team continued outreach and engagement with staff outside the classroom, sending 59 educational emails (quick how-to's and resources) to House staff.** These emails were opened 80,885 times, with a cumulative open rate of 53 percent.

**912**  
ONE-ON-ONE  
CONSULTATIONS  
*encompassing*  
**53%**  
OF  
CONGRESSIONAL  
DISTRICTS

**PRESENTATIONS  
MADE AT:**  
**20**  
MEMBER OFFICE  
RETREATS AND  
TRAININGS

**4**  
COMMITTEE,  
CAUCUS,  
DELEGATION,  
AND  
CONFERENCE  
PROGRAMS

**3**  
CONGRESSIONAL  
STAFF  
ASSOCIATION  
PROGRAMS

**6,000**  
NEW COACH  
WEBSITE USERS

**73**  
VIDEOS  
with  
**16k**  
TOTAL  
VIEWS

The CAO Coach website continues to be a go-to for House staff, receiving 71,000 page views and accumulating 9,322 users, 6,000 of whom are new, since the beginning of 2025. The overarching strategy has been to continue creating a comprehensive catalogue of informational, digestible, and sharable

video content focused on specific skills or House-related topics and organizations.

In adherence to this strategy, **the Coaches added 73 new videos to the website during the reporting period. Staff continue to enjoy and learn from videos, having viewed Coach videos 16,059 times since the beginning of January accruing almost 1,300 hours of watch time, collectively.** Additionally, the Coaches have added 32 new documents to the website, including 13 new submissions to the Creative Outreach Ideas page for a total of 145 outreach documents.

**AS YOU HIT THE ROAD THIS SUMMER, RACK UP MILES OF CAREER TIPS WITH CAO COACH PODCASTS.**

**LISTEN ANY TIME, ANYWHERE.**

Ep 02 - CAO Services

Regardless of where you are in your Hill career, there's an episode for you!

Stream all episodes now:

- Chiefs' Chat
- The Comms Conversation
- Dishin' with the District
- LEG EDGE
- Operation Station

CAOCoach.house.gov/Podcasts

*The CAO Coaches have expanded their outreach through their popular podcasts for House staff.*

# CAO Customer Experience

**CAO Customer Experience leads the Customer Experience Strategy by managing the central service hub for the House (HouseNet), governing the Services Portfolio, and advancing the Service Design mission through customer surveys, metrics, journey maps, and improvement programs.**

**Customer feedback drives service design to modify, modernize, and advance CAO's branded services.** Over the past six months, all survey responses were assessed, and "actionable" responses were curated

for inclusion in the Continuous Improvement Program. Actionable replies include any comments with critical input as well as positive suggestions. House Information Resources and Logistics and Support comprise the overwhelming majority of customer surveys sent following service transactions.

**49.6k**  
SURVEYS SENT

**74%**  
OF SURVEYS ARE SENT ON BEHALF OF HOUSE INFORMATION RESOURCES and

**22%**  
SENT ON BEHALF OF LOGISTICS AND SUPPORT



*The revamped HouseNet provides staff with a more streamlined, easy-to-use intranet site.*

Since its launch, the HouseNet Program Office has been working on improving and extending the site via agile development sprints, building the product backlog, engaging with stakeholders, assessing analytics, and scoping out new features. **The Content team collaborates with all CAO and House business units by developing new sections for evolving products and services and by keeping existing content relevant and accurate daily.**

**16.5k**  
HOUSENET  
USERS

**1.4m**  
HOUSENET  
PAGE VIEWS

**1.2m**  
HOUSENET  
SEARCHES

**Most Visited Pages:**

1. My PayLinks
2. Daily Menus
3. Congressional Staff Academy
4. Support Team Lookup
5. Cafeterias & Eateries

The HouseNet Team is currently collaborating with the new House food vendors to completely overhaul cafeteria and eatery content.

# Communications and Marketing

**The CAO Communications and Marketing team continued to ensure that the House community is aware of the services and support offered by the CAO.**

Through the completion of more than 1,700 tasks over this reporting period, including printed materials, digital content, printed products, and more, the team continues to create dynamic, eye-catching campaigns that connect with House staff and visitors.

**1,368**  
EMAILS AND  
NEWSLETTERS

**75**  
POSTERS

**14**  
BROCHURES,  
BOOKLETS,  
GUIDES, AND  
REPORTS

**53**  
HANDOUTS

**279**  
WEB SLIDERS,  
EMAIL BANNERS,  
AND GRAPHICS

**6**  
ROLL CALL  
ADVERTISEMENTS

**34**  
PROMO CARDS  
AND FLYERS

**110**  
DIGITAL MONITOR  
ADVERTISEMENTS

# Acquisitions Management

Over the past six months, the Office of Acquisitions Management continued to process equipment purchases and secure contractor support services to facilitate and improve House operations as well as support Member, Committee, and Leadership offices.

More than 2,500 contracts and purchase orders were processed this reporting period, which totaled more than \$82 million.

Additionally, the Acquisitions Management team continues to manage 45 equipment maintenance agreements for 1,333 pieces of equipment in both Washington, D.C. and district Member offices, CAO offices, and the Clerk's office.

**2,500**  
CONTRACTS  
AND PURCHASE  
ORDERS  
PROCESSED  
*totaling*  
**\$82m**

# Contract Management

One of the biggest efforts the CAO undertook in the past six months is the 2025 House food service recompetes.

With the House's current 10-year food service contract with Sodexo set to expire in August 2025, the Office of Acquisitions Management took a new, innovative approach to the recompetes.

The team set four primary goals:

1. Improve the diversity and popularity of on-campus food offerings
2. Improve customer service and the integration of technology (mobile ordering, self-checkout, etc.)
3. Expand on-campus catering options
4. Obtain multiple, competitive bids

The team recognized several challenges to the recompetes, including:

- Low vendor interest in federal spaces, especially post-COVID
- Lack of flexibility with large, single-vendor models

- Rising costs of food and labor
- Infrastructure preservation requirements that limit upgrade capabilities
- Inconsistent operating hours (i.e., out-of-season operations)

To overcome these obstacles and ensure potential vendors would meet the needs of the House community, the team undertook an aggressive multi-month effort to reach as many potential eateries as possible. Their efforts included:

- Broad vendor outreach (including distributing promotional flyers to local, regional, and national food vendors)
- Multiple webinars to promote the opportunity and explain the basics of House procurement
- Simplifying the Request for Proposal (RFP) for easier consumption by smaller vendors
- Posting of the RFP for 90 days instead of the standard 30 days
- Multiple campus site walks with interested vendors
- Comprehensive evaluations, interviews, and site visits

**2,671**  
BARBERSHOP  
HAIRCUTS

**240**  
SHOES SHINED

**35k**  
GARMENTS  
DRY CLEANED,  
ALTERED, OR  
LAUNDERED

**8,940**  
SWEETGREEN  
SALADS  
ORDERED

The team also deployed a House-wide survey to inform its selection of potential eateries. The survey was extended to employees with the AOC, Capitol Police, Clerk's Office, and Library of Congress.

**service model and, ultimately, will deliver better food service and greater agility to make modifications going forward.**

*Ultimately, the team selected eight new food vendors, which represent small startups, minority- and family-owned businesses, that will deliver delicious food and great service to the House community.*

Construction on the new eateries is scheduled to begin when the House adjourns for its August district work period, and the new facilities will begin operation starting in the fall.

The House of Reps Staff Gym, formerly named the House Staff Fitness Center, saw strong growth and major improvements, including a renovation that enhanced the space, new equipment, and an improvement to the overall experience for staff. Membership has grown more than 10 percent since the beginning of the year, with a total of 982 current members.

The new eateries, which will begin opening in fall 2025, include:

- CHA Street Food
- Java House/PX Tacos
- Jimmy John's
- Starbucks
- Metz Culinary Management
- Trade Center Management Associates (TCMA)
- Freshens
- Panera Bread
- Common Grounds (Operated by Black Crown Collective)
- QDOBA
- Monumental Vending

**Having eight vendors as opposed to one completely transforms the House's food**

*New directional signage for the House of Reps Staff Gym can be found throughout Rayburn.*



# Office Supply Store and House Gift Shop

**The Office Supply Store continues to be the go-to for a wide array of office needs, from stationery to cleaning supplies and equipment.**

Since the beginning of the year, the Office Supply Store sales totaled more than \$1.7 million.

**The House Gift Shop is a popular storefront for both House staff and visitors alike, with more than 19,543 transactions completed during this reporting period.** This is an increase of 26.7 percent compared to the first half of 2024. In total, the Gift Shop sold more than \$861,000 in merchandise over the past six months. Of note, on Inauguration Day, the Gift Shop reported more than \$30,000 in sales.

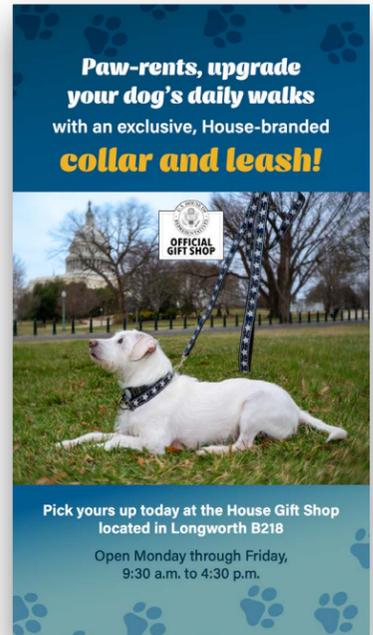
To support their mission to provide high quality customer service, the teams in both the Gift Shop and Office Supply Store researched, developed, and added 69 new products to their shelves. One initiative in

development is to implement a Gift Shop eCommerce site. This website will allow staff to view many of the items available in the Gift Shop and purchase select items. The Gift Shop website will provide district offices and the rest of the House community access to unique items and experiences that reflect their identity as House employees.

**19.5k**  
HOUSE  
GIFT SHOP  
TRANSACTIONS  
*totaling*  
**\$861k**  
IN SALES

**69**  
NEW PRODUCTS  
ADDED

**\$1.7m**  
OFFICE SUPPLY  
STORE SALES



# Accounting

**Between January and June 2025, as part of an ongoing initiative to modernize and automate vendor data submission, the Accounting team developed, tested, and launched an e-form application for vendor W-9 self-registration, which is currently in a pilot testing phase.**

This application is designed to streamline the collection of W-9 information from vendors, improve data accuracy, and enhance communication among all stakeholders. By automating this process, the application is expected to create resource savings with reduced manual data entry and accelerated payment cycles, and ultimately improve overall customer satisfaction.

Accounting added 6,497 new vendors and updated information for another 3,262 existing vendors. **Accounting continues to meet its target metric of adding new vendors to the vendor management system within a day, ensuring payments are efficiently and**

**consistently processed in accordance with Finance Quality Assurance standards.**

Accounting processed 81,650 payments to vendors via electronic funds transfer, which represented 94 percent of the transaction volume and 97 percent of the dollar amount of payments made to vendors during the period.

Accounting issued 1,057 Form 1099 tax statements for calendar year 2024 by January 31, 2025, in accordance with IRS regulations.

**6,497**  
NEW VENDORS  
ADDED

**81.6k**  
ELECTRONIC  
FUNDS TRANSFER  
PAYMENTS

# Asset Management

**Asset Management successfully concluded transition activities for departing Members by the beginning of the year and maintained accurate inventory records of new and returning Member offices for the start of the 119th Congress.**

**The House Tech Store provides a convenient one-stop shop on campus that eliminates the need to order from an outside technology vendor.** The House Tech Store stocks an array of popular laptops, Macs, desktops, tablets, printers, monitors, docking stations, and PC accessories that meet congressional staff's needs.

In the first half of 2025, Asset Management utilized the House Tech Store to help customers procure 3,165 items at a cost totaling \$2.7 million through the Equipment Modernization Program.

Asset Management continues to support the House TV program and successfully added all

freshmen Members to the program at the start of the 119th Congress. Since its inception, the TV program has outfitted 382 suites with 1,432 televisions.

The team continues to focus on providing excellent customer service to its external and internal clients. **Out of 138 surveys received, Asset Management scored an average rating of 4.85 out of 5.**

**3,165**  
ITEMS  
PROCURED  
*totaling*  
**\$2.7m**

**315**  
INVENTORIES  
CONDUCTED  
*including*

**139**  
IN WASHINGTON,  
D.C.

**173**  
DISTRICT OFFICES

**3**  
COMMITTEES

**2,388**  
ASSETS  
DISPOSED

**5,257**  
NEW ASSETS IN  
SERVICE

**4,132**  
RESOLVED  
TICKETS

# Financial Counseling

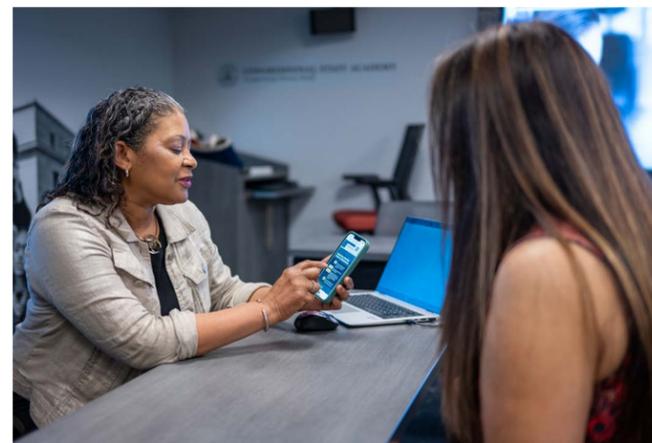
**Between January and June 2025, Financial Counseling processed 69,010 expense payments, representing more than 255,231 transactions, while maintaining its average cycle time to process vouchers in less than four days.**

**Financial Counseling, working in close partnership with Enterprise Applications, continues the CAO's commitment to providing House offices with modern solutions to streamline the expense reimbursement process, a key initiative of which is the ongoing roll out of My Expenses, a travel and expense tool, to Member, Committee, and Leadership offices.** As of June 30, more than 7,000 users across 396 Member, Committee, and Leadership offices, which represents over 82 percent of offices, have successfully submitted at least one expense report in My Expenses since it was introduced in October 2021.

*House Finance Card Program Pop-Ups allowed staff to ask their top-of-mind questions.*

Financial Counseling continues to partner with CAO Enterprise Applications, Payroll and Benefits, and Member Services to successfully administer the Member D.C. Reimbursement Program. The Member D.C. Reimbursement program enables Members of Congress to be reimbursed for expenses incurred for meals, incidentals, and lodging up to the GSA maximum while in Washington, D.C. on official business.

The House Finance Card Program continues to assist offices with obtaining their purchase and travel cards. **Financial Counseling introduced a new monthly pop-up event at different locations across the Hill to allow card holders to meet the House Finance Card**



**team in person to ask questions about the program.**

As of June 30, 251 new accounts, including 105 freshmen Member accounts, have been opened during this reporting period to reach a total of 1,577 open accounts, comprising 1,267 Members and staff of Member, Committee, and Leadership offices.

Financial Counseling continued to work closely with CAO Administrative Counsel to set up and process monthly lease payments for 803 district offices and 41 automobiles.

**Financial Counseling continued their strong commitment to customer outreach with monthly brown bag sessions, newsletters for designated financial points-of-contact, demonstrations and training for My Expenses users, and participation in District Office Staff Conferences.**

**251**  
NEW  
ACCOUNTS  
including  
**105**  
FRESHMAN  
MEMBER  
ACCOUNTS

**803**  
DISTRICT  
OFFICE  
MONTHLY  
LEASE  
PAYMENTS  
SET UP  
and  
**41**  
CAR  
MONTHLY  
LEASE  
PAYMENTS  
SET UP

# Payroll and Benefits

**Payroll and Benefits continued its initiative to modernize system processes, including deployment of e-signatures, a sustainable long-term solution for transaction creation, and the electronic movement and storage of Payroll and Benefit documents.**

The eForms application allows Members, Committees, and Leadership offices to electronically prepare, approve, and submit payroll transactions that have been validated against House rules and regulations for staff in their office.

This initiative improves security as only authorized Payroll and Benefits points of contact designated by the Member, Chair, or Leader can prepare a Payroll Authorization Form (PAF) or approve the PAF transaction(s).

This effort will:

- Reduce paper stock and costs for employing offices
- Provide the ability to post-populate electronically submitted transactions into the payroll system (saves resources in Payroll and Benefits, improves accuracy, and allows Payroll and Benefits staff to focus on quality assurance)

## eForms Received from eForms Application

PAYROLL AUTHORIZATION FORMS	COUNT
Appointment	3,526
Salary Adjustment	3,773
Salary Adjustment w/ Title Change	392
Title Change	216
Lump Sum Payment	1,223
Leave Without Pay	53
Overtime	23
Termination	2,300
OTHER FORMS	
Financial Point-of-Contact Designations	540
REAP Forms	505
<b>2025 TOTALS</b>	<b>12,551</b>

- Improve the BC/DR posture of the CAO and House
- Provide more submission flexibility for employing offices

**In late January, the House's Student Loan Repayment Program (SLRP) was updated to expand the types of eligible tuition payments and educational expenses beyond the authorized federal student loans.** The program was renamed the House Retention through Educational Advancement Program (REAP) to reflect the broader mission of enhancing staff recruitment and retention.

**The REAP forms were developed in the eForms application as the first employee-initiated form and deployed in March in line with the expansion of the program.**

## Freshmen Members: Staff Appointments and Onboarding Staff for 119th Congress

The Office of Payroll and Benefits provided training focused on the eForms application onboarding module so Aides could successfully complete staff appointments. In addition to the eForms application training, the Office of Payroll and Benefits and Office of Financial Counseling hosted sessions focused on the "House Financial Curriculum."



These training courses included:

- An overview of the MRA
- House rules and regulations
- The process of appointing staff
- An overview of the eForms application onboarding module

**As a result of these financial trainings and the new eForms application onboarding module, 1,115 completed appointment packages, effective January 3 (the start of the 119th Congressional session) or later, were received from freshmen Member offices by Friday, February 28.**

**20.8k**  
PAY CHANGES

**7,787**  
BENEFITS

**892**  
RETIREMENTS

**184**  
PAYROLL RECEIVABLES

On average, that is more than 17 staff appointed for each freshman Member of Congress, with 79 percent (881/1,115) of staff appointments completed using the new eForms application onboarding module.

**Pay.gov Collection Process**

In February 2023, the Office of Payroll and Benefits started using Pay.gov, a payment system within the U.S. Treasury used to complete government forms and/or pay a bill to the U.S. government. **This payment system provides a modern, secure online website that former staff can use to submit payments to the House for under-withheld benefit premiums, overpayments of salaries, and REAP disbursements rather than mailing in checks and/or credit card payments.**

Payroll and Benefits collected over \$142,170 from January to June 2025 with the addition of Pay.gov, which is approximately \$27,300/per month, a marked improvement over previous years' lower average collection of only \$6,000 per month.

**2024 W-2 and 1095-C Tax Statements**

All 2024 W-2 Tax Statements (17,187 for staff and 449 for Members of Congress) were mailed to Members' and staff's home addresses of record by January 28, 2025, and loaded into My PayLinks self-service, allowing Members and staff to re-print them prior to receiving the home mailing.

**79% OF STAFF APPOINTMENTS COMPLETED USING THE NEW EFORMS APPLICATION**

**1,115 NEW MEMBER APPOINTMENTS for 119th Congress**

**\$142k COLLECTIONS THROUGH PAY.GOV**

An e-Dear Colleague was sent to all House Staff on February 5, 2025, notifying Members and staff that the 2024 W-2 and Form 1095-C Tax Statements had been mailed to their home address of record and were available in My PayLinks self-service.

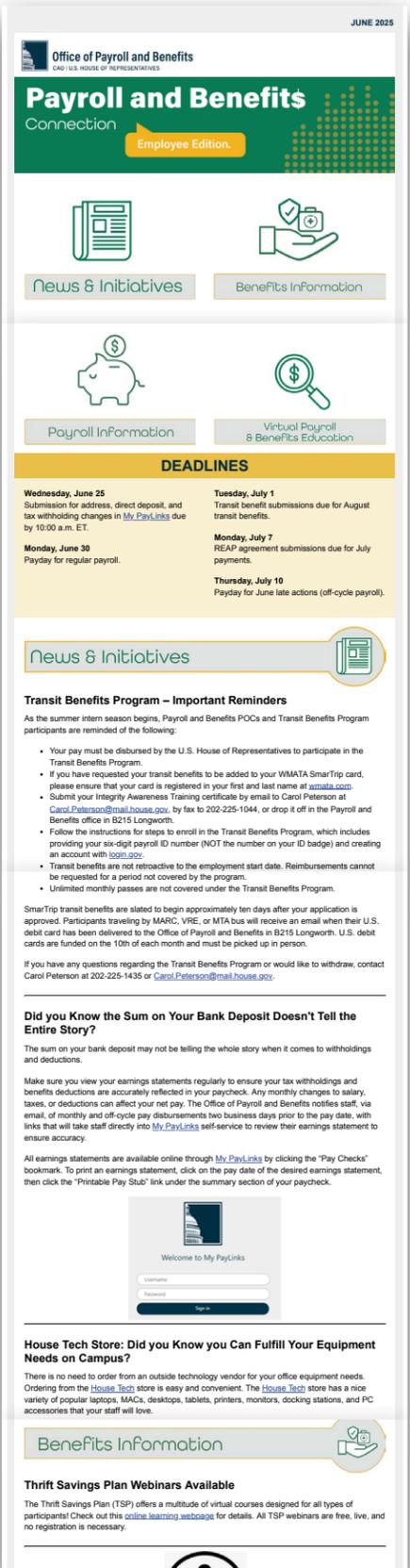
**6,948 MISCELLANEOUS TRANSACTIONS**

**6,326 TERMINATIONS**

**8,512 APPOINTMENTS**



*The Payroll and Benefits office in Longworth provides staff with a convenient location to stop by and ask their questions.*



# Budget, Planning and Analysis

## The Office of Budget, Planning and Analysis successfully formulated and submitted the Fiscal Year 2026 House Budget Justification to the Committee on Appropriations Subcommittee on Legislative Branch.

The FY26 Budget Request of \$2.1 billion for the House, which included the CAO's \$243.2 million request, captured the requirements necessary to fund personnel and benefits changes, price level increases, and program changes. **As part of the formulation process, the team developed a comprehensive FY26 Budget Briefing Book to assist the Chief Administrative Officer in her testimony and completed other FY26 budget deliverables, such as the submittal of the FY26 appropriations language and budget data to the Office of Management and Budget's MAX system for inclusion in the President's Budget.**

During this period, the team also kicked off the internal FY27 Budget Formulation Process for the CAO, which included refresher training for all Budget points of contact to ensure the timely completion of the various deliverables needed to complete the CAO's FY27 Budget Request.

To support the 119th Congress, the Office of Budget, Planning and Analysis loaded the Legislative Year 2025 authorizations, which are necessary for Members, Committees, and Leadership to carry out their constitutional duties. This included \$850 million for the Members' Representational Allowances, \$196.4 million for the Standing Committees (Special and Select), and \$36.6 million for House Leadership. The Office of Budget, Planning and Analysis completed the transfers needed for the 15 eligible Congressional Member Organizations at the beginning of the new Congress.

Additionally, with the enactment of the Full-Year Continuing Appropriations and Extensions Act 2025 (Public Law 119-4), the Office of Budget, Planning and Analysis loaded the remaining \$1.1 billion required for the House to maintain its operations through September 30, 2025. In total, the Office of Budget, Planning and Analysis processed 160 unique budget journals and 4,878 budget lines during this period.

**160**  
UNIQUE  
BUDGET  
JOURNALS  
PROCESSED

**4,878**  
BUDGET LINES  
PROCESSED

Once the budgets were loaded, the Office of Budget, Planning and Analysis conducted a Budget Execution Training to provide budget points of contact comprehensive guidance on managing their appropriations successfully. The training was attended by 39 participants across the House.

**39**  
PARTICIPANTS  
IN BUDGET  
EXECUTION  
TRAINING

As part of the management and oversight of the

House's budget, the Office of Budget, Planning and Analysis closed eight funds and transferred \$13.4 million in cancelled funds to be used for other House priorities.

*Working with the Committee on Appropriations Subcommittee on Legislative Branch, the team secured the funds needed for the Committee Closed Captioning project, a modernization initiative to ensure that all House proceedings provide closed caption services.*

# Business Continuity/ Disaster Recovery

## Transition is a busy time for all CAO business units, and Business Continuity/Disaster Recovery (BC/DR) is no different.

At the start of the 119th Congress, BC/DR distributed new Government Emergency Telecommunications Service (GETS) cards to every Member of Congress. This ensured both incoming and returning Members had GETS cards in hand prior to several key events in January.

January also concluded over five years of negotiations with AT&T and the First Responder Network (FirstNet) Authority, a subdivision of the U.S. Department of Commerce, regarding congressional eligibility for FirstNet. **Following AT&T and FirstNet's acceptance of House**

**eligibility, BC/DR championed a new House IT Policy on Priority Telecommunications Services. This policy is the first of its kind and codifies what types of services are available to Members, Officers, and staff of the U.S. House of Representatives.**

As the cognizant communications security (COMSEC) custodian for national security communications capabilities, BC/DR successfully completed a COMSEC audit conducted by the National Security Agency (NSA).

*The House demonstrated full compliance with all applicable security protocols and accountability standards. This positive outcome reflects the CAO's commitment to safeguarding classified communications and maintaining continuity integrity.*

*The BC/DR team is always ready to support the House campus and Member offices across the country with natural disasters and other emergencies.*

BC/DR coordinates the CAO's continuity posture for large-scale events, such as National Special Security Events (NSSE).



**In January 2025, the National Capital Region saw an unprecedented three NSSEs within 15 days, beginning with the Certification of the Electoral College, the State Funeral for Former President Carter, and culminating with the 60th Presidential Inauguration.**

BC/DR personnel stood up multiple continuity capabilities, contingency communications systems, conducted tabletop exercises, briefings to senior CAO personnel, and staffed several operations centers, communications hubs, and continuity sites throughout all the events.

Despite a large snow storm on January 6, incredibly frigid temperatures surrounding the Inauguration, which required the event to pivot indoors, and limited time for planning state funerals, BC/DR staff worked day and night to ensure the CAO was postured to support all essential functions regardless of the situation.

Following a busy January, BC/DR restarted its cadence of lifecycle upgrades, training, and exercising. **In coordination with the Clerk and Sergeant at Arms, the CAO participated in several continuity exercises and external training events, including a Pro Forma exercise, which demonstrated the team's collective ability to conduct a Pro Forma session with broadcasting capabilities anywhere on campus in the event the Chamber is unavailable.**

BC/DR conducted several internal training sessions for continuity personnel in the CAO, which spanned several disciplines, including contingency communications, satellite connectivity, priority telecommunications services, mobile broadcast, vehicular maintenance, and site setup. BC/DR also supported the Senate Sergeant at Arms with logistics and vehicles for their ongoing staff professional development.



In preparation for a busy hurricane season, BC/DR revamped internal tracking procedures and synthesized several data sources into a single district office contingency support dashboard, which will provide real-time information to multiple business units within the CAO to ensure a unity of information.

The constant innovation by the BC/DR team will allow for quicker identification of districts impacted by natural disasters, more efficient outreach to district office staff, and a more adaptable support capability to lend technical support when requested.

# Budget and Staffing Charts

## CAO AND BC/DR STAFFING

CAO Positions	Current FTEs	Total Vacancies	Total FTEs
Acquisitions Management	29	5	34
CAO Immediate Office	74	5	79
Customer Experience Center	54	3	57
House Human Capital Office	28	2	30
House Information Resources	266	31	297
House Recording Studio	48	5	53
Human Resources	15	5	20
Logistics and Support	107	10	117
Office of Finance	95	13	108
Office of Risk Management	4	-	4
<b>Total CAO Positions</b>	<b>720</b>	<b>79</b>	<b>799</b>
<b>BC/DR Positions</b>	<b>21</b>	<b>-</b>	<b>21</b>
<b>Green &amp; Gold Congressional Aide Program Positions</b>	<b>131</b>	<b>35</b>	<b>166</b>
<b>House Child Care Center Positions</b>	<b>66</b>	<b>5</b>	<b>71</b>
<b>Total Positions</b>	<b>938</b>	<b>119</b>	<b>1,057</b>

Notes:  
1. Personnel data as of June 2025.

## FISCAL YEAR 2024 BUDGET TO ACTUAL REPORT (DATA AS OF 06/30/2025)

	Adjusted FY 2024 Budget	YTD Actuals	Available Balance	% of Budget Remaining
<b>Office of the Chief Administrative Officer</b>				
<b>Annual Funds</b>				
Personnel	\$94,120,848.16	\$94,009,535.60	\$111,312.56	0.12%
Non-Personnel	\$95,501,439.10	\$95,026,024.15	\$475,414.95	0.50%
<b>Total Annual Funds</b>	<b>\$189,622,287.26</b>	<b>\$189,035,559.75</b>	<b>\$586,727.51</b>	<b>0.31%</b>
<b>No Year Funds</b>				
<b>Total No Year Funds</b>	<b>\$26,477,000</b>	<b>\$19,842,821.30</b>	<b>\$6,634,178.70</b>	<b>25.06%</b>
<b>Total CAO Budget</b>	<b>\$216,099,287.26</b>	<b>\$208,878,381.05</b>	<b>\$7,220,906.21</b>	<b>3.34%</b>
<b>BC/DR</b>				
<b>Annual Funds</b>				
Personnel	\$3,143,000.00	\$3,088,041.96	\$54,958.04	1.75%
Non-Personnel	\$18,121,000.00	\$18,055,102.70	\$65,897.30	0.36%
<b>Total Annual Funds</b>	<b>\$21,264,000.00</b>	<b>\$21,143,144.66</b>	<b>\$120,855.34</b>	<b>0.57%</b>
<b>No Year Funds</b>				
<b>Total No Year Funds</b>	<b>\$8,278,571.97</b>	<b>\$3,608,254.62</b>	<b>\$4,598,317.35</b>	<b>55.54%</b>
<b>Total BC/DR Budget</b>	<b>\$29,542,571.97</b>	<b>\$24,823,399.28</b>	<b>\$4,719,172.69</b>	<b>15.97%</b>

Notes:

1. FY24 Adjusted Budget includes funding provided under the Further Consolidated Appropriations Act, 2024 per P.L. 118-47, transfer of cancelled funds to BCDR No Year per 2 U.S.C. 5511 (a), and any IPACs received as of 06/30/2025.
2. YTD Actuals includes expenses, encumbrances and pre-encumbrances as of 06/30/2025.

## FISCAL YEAR 2025 BUDGET TO ACTUAL REPORT (DATA AS OF 06/30/2025)

	Adjusted 2025 Budget	YTD Actuals	Available Balance	% of Budget Remaining
<b>Office of the Chief Administrative Officer</b>				
<b>Annual Funds</b>				
Personnel	\$104,023,805.94	\$73,477,139.54	\$30,546,666.40	29.37%
Non-Personnel	\$85,612,929.99	\$54,070,184.22	\$31,542,745.77	36.84%
<b>Total Annual Funds</b>	<b>\$189,636,735.93</b>	<b>\$127,547,323.76</b>	<b>\$62,089,412.17</b>	<b>32.74%</b>
<b>No Year Funds</b>				
Non-Personnel	<b>\$26,477,000.00</b>	<b>\$7,355,030.77</b>	<b>\$19,121,969.23</b>	<b>72.22%</b>
<b>Total No Year Funds</b>	<b>\$26,477,000.00</b>	<b>\$7,355,030.77</b>	<b>\$19,121,969.23</b>	<b>72.22%</b>
<b>Total CAO Budget</b>	<b>\$216,113,735.93</b>	<b>\$134,902,354.53</b>	<b>\$81,211,381.40</b>	<b>37.58%</b>
<b>BC/DR</b>				
<b>Annual Funds</b>				
Personnel	\$3,230,604.00	\$2,401,729.12	\$828,874.88	25.66%
Non-Personnel	\$18,033,396.00	\$9,413,410.27	\$8,619,985.73	47.80%
<b>Total Annual Funds</b>	<b>\$21,264,000.00</b>	<b>\$11,815,139.39</b>	<b>\$9,448,860.61</b>	<b>44.44%</b>
<b>No Year Funds</b>				
<b>Total No Year Funds</b>	<b>\$23,681,265.21</b>	<b>-</b>	<b>\$23,681,265.21</b>	<b>100.00%</b>
<b>Total BC/DR Budget</b>	<b>\$44,945,265.21</b>	<b>\$11,815,139.39</b>	<b>\$33,130,125.82</b>	<b>73.71%</b>

Notes:

1. FY24 Adjusted Budget includes funding provided under the Further Consolidated Appropriations Act, 2024 per P.L. 118-47, transfer of cancelled funds to BCDR No Year per 2 U.S.C. 5511 (a), and any IPACs received as of 06/30/2025.
2. YTD Actuals includes expenses, encumbrances and pre-encumbrances as of 06/30/2025.

