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### Table 1: **Fully Implemented** Recommendations from the 116th and 117th Congress

#	Recommendation Title	Last Action
<u>6</u>	Create a one-stop shop Human Resources HUB dedicated to Member, committee, and leadership (MCL) staff.	House HR Hub launched online on August 12, 2021 for staff use.
<u>7</u>	Make permanent the Office of Diversity and Inclusion.	The 117th Congress Rules Package established a permanent Office of Diversity and Inclusion.
<u>10</u>	Regularly surveying staff on improving pay and benefits.	The office of the Chief Administrative Officer executed staff surveys on pay and benefits in 2019 and 2021.



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<p><u>11</u></p>	<p>Allowing newly-elected members to hire and pay one transition staff member.</p>	<p>The FY2021 Legislative Appropriations Bill implemented a process in the 117th Congress by which newly-elected members can hire and pay a transition staff member.</p>
<p><u>12</u></p>	<p>Offering new-Member orientation in a nonpartisan way.</p>	<p>The 117th Congress offered more than 20 briefings and events during New Member Orientation (NMO) for members-elect and staff. All offerings were provided in a bipartisan setting, with the exception of leadership and conference offerings. NMO information is available to members-elect on a continuing basis via videos and other program resources on the Committee on House Administration (CHA) NMO website.</p>
<p><u>13</u></p>	<p>Making new-Member orientation more comprehensive.</p>	<p>The most recent NMO was one of the longest and most comprehensive of its kind in House history. The orientation was held in two phases spanning 17 days. The program included briefings provided by current members, senior staff, House Officers, institutional staff, and others on a range of issues including House rules, decorum, and civility. Members-elect can now access "on-demand" orientation training services with NMO videos and resources available via the CHA NMO website.</p>
<p><u>14</u></p>	<p>Promoting civility during new-Member orientation.</p>	<p>The 117th Congress NMO offered programming on decorum and bipartisanship in addition to multiple bipartisan briefings and events. The decorum and bipartisanship session was facilitated by Representatives Kilmer, Graves, and others.</p>



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<p><u>15</u></p>	<p>Creating a Congressional Leadership Academy to offer training for Members.</p>	<p>Chief Administrative Officer (CAO) shared that it was rolling out a pilot of the Member Leadership Development Program in February 2022, with the pilot to commence in March 2022.</p>
<p><u>27</u></p>	<p>Improving access to congressional websites for individuals with disabilities.</p>	<p>CAO developed a comprehensive plan to implement accessibility tools to ensure disabled Americans can make full use of all House websites.</p> <p>CAO submitted a formal plan to the Committee on House Administration outlining its implementation process. New members of the 117th Congress entered office with accessible website features.</p>
<p><u>32</u></p>	<p>Update committee policies to increase bipartisan learning opportunities for staff.</p>	<p>The House Committee on Administration advised members on opportunities to do this within the framework of the Member and Committee Handbook travel policies.</p>



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<p><b><u>38</u></b></p>	<p>Update travel expenditure policies to improve efficiencies, and boost accountability and transparency.</p>	<p>The House Office Finances instituted a new process for submitting vouchers and payment of reimbursements.</p>
<p><b><u>39</u></b></p>	<p>Consolidate the regulations governing Member office communications, including digital communications, into one easy to find place.</p>	<p>A revised communications standards manual was created in 2020 and made available for House office use.</p>
<p><b><u>40</u></b></p>	<p>Rename the House Commission on Mailing Standards, also known as the Franking Commission, the House Communications Standards Commission to reflect 21st Century communications.</p>	<p>The House Commission on Mailing Standards (HCMS) name change came as a result of the COMMS Act (H.R. 7512), which was incorporated into the Consolidated Appropriations Act of 2021. The legislation was signed into law in December 2020. The Commission's branding and materials reflect the name change.</p>



<p><u>41</u></p>	<p>Increase opportunities for constituents to communicate with their Representatives.</p>	<p>The revised and updated communications standards manual includes the ability for constituents to subscribe to all forms of Member communications, provided that the Member office notifies subscribers how they may unsubscribe.</p>
<p><u>43</u></p>	<p>Allow for faster correspondence between Representatives and their constituents.</p>	<p>Several actions were taken to allow for faster correspondence, including:</p> <ul style="list-style-type: none"><li>A) Disclosure of mass unsolicited emails (not waiting for HCMS approval)</li><li>B) Digital advertisements that cost \$499 or less without approval</li><li>C) Federal Action Follow-Up (expanded 1-to-1 rule).</li></ul>
<p><u>45</u></p>	<p>Allow the public to better access and view the types of communication sent by members of Congress to their constituents.</p>	<p>A public-facing website is now available. Anyone who accesses the website can search approved communications and disclosed mass emails by any House Member at any point in time.</p>
<p><u>49</u></p>	<p>Crisis communications guidelines for constituent communication, including outreach plans for extended telework periods, should be approved and shared with all Member offices.</p>	<p>The HCMS submitted a report to the Committee on House Administration detailing Member use of the Frank during the COVID-19 pandemic. As a result, the manual was revised, easing rules during disasters and surrounding fast communications without prior HCMS approval.</p>



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<p><b><u>51</u></b></p>	<p>The House should prioritize the approval of platforms that staff need for effective telework, and each individual staff member should have licensed access to the approved technology.</p>	<p>The House purchased and provided Member offices with enterprise licenses for Office 365, Teams, Cisco, WebEx, and Zoom.</p>
<p><b><u>53</u></b></p>	<p>The House should make permanent the option to electronically submit committee reports.</p>	<p>The 117th Congress Rules Package established the permanent option allowing the electronic submission of committee reports.</p>
<p><b><u>64</u></b></p>	<p>Provide institution-wide, standard onboarding training for new employees, including required training.</p>	<p>The Congressional Staff Academy began making all-day, comprehensive training available to all new staff in February 2022.</p>
<p><b><u>67</u></b></p>	<p>Establish a nonbinding, voluntary pay band system for House staff that includes a salary floor and average salary for each position in Member offices. Regular services should be done to ensure the most up-to-date salary information.</p>	<p>The Chief Administrative Officer developed job profiles with salary ranges as an HR Hub feature. The Select Committee on Modernization will continue to act on access to staff salary information through subsequent recommendations in the 117th Congress.</p>



<p><b><u>69</u></b></p>	<p>Provide more financial stability for congressional staff enrolled in the federal student loan program.</p>	<p>The CARES Act Provision that allowed student loan borrowers enrolled in the federal student loan program to avoid taxes on the benefits they receive was extended in the 2020 Omnibus to 2025.</p>
<p><b><u>70</u></b></p>	<p>Staff pay should be delinked from Member pay and a new cap specific to staff should be established.</p>	<p>On August 12, 2021, Speaker Pelosi announced the Speaker's New Pay Order, which delinked staff pay from Member pay and established a new cap of \$199,300.</p>
<p><b><u>81</u></b></p>	<p>Identify how increased regulatory and legal resources could help strengthen the role of the legislative branch.</p>	<p>In December 2021, GAO agreed to review this subject.</p>
<p><b><u>83</u></b></p>	<p>Establish a district exchange program to allow Members to use the Members' Representational Allowance for traveling to other Members' districts.</p>	<p>The House Committees on Administration and Office Finances provided guidance to Committee staff on existing authorities to do this with documented justification.</p>



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<p><b>85</b></p>	<p>Reduce dysfunction in the annual budgeting process through the establishment of a congressionally directed program that calls for transparency and accountability, and that supports meaningful and transformative investments in local communities across the United States. The program will harness the authority of Congress under Article I of the Constitution to appropriate federal dollars.</p>	<p>The House Committee on Appropriations accepted Community Project Funding requests for the first time in FY22.</p>
<p><b>95</b></p>	<p>Establish a Congressional Digital Services Task Force to examine the need for and role of a specialized group of technologists, designers, and others to support the House’s internal and public facing operations.</p>	<p>CAO is standing up a House Digital Services Team.</p>



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Personalized Job Training & Management Skills: Supervisors should receive formal management training that includes management skills, cultural competency, and how to support an inclusive work environment.

Congressional Staff Academy provides classroom, online and virtual training courses in management and leadership, among other topics.



**Table 2: Partially Implemented Recommendations from the 116th and 117th Congress**

#	Recommendation Title
<u>1</u>	Streamline the bill-writing process to save time and reduce mistakes.
<u>2</u>	Finalize a new system that allows the American people to easily track how amendments change legislation and the impact of proposed legislation to current law.
<u>19</u>	Requiring House Information Resources (HIR) to prioritize certain technological improvements.
<u>21</u>	Requiring House Information Resources (HIR) to allow Member offices to test new technologies.
<u>24</u>	Leveraging bulk purchasing of the House by removing technology costs out of Member offices' budgets and moving into a centralized account.
<u>29</u>	Requiring a review of the Capitol complex to determine accessibility challenges for individuals with disabilities.



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<u>31</u>	Institute biennial bipartisan retreats for members and their families at the start of each Congress.
<u>34</u>	Update House procedures to allow members to electronically add or remove their name as a bill cosponsor.
<u>46</u>	Each office should have a continuity of operations plan, including minimum safety requirements and an emergency communications plan, that is made available to all staff so offices continue functioning for the public.
<u>54</u>	Expand the use of digital signatures for a majority of House business, including constituent communications.
<u>57</u>	Continuity, telework and cybersecurity training should be given to all new Members of Congress.
<u>63</u>	Offer staff certifications, in additions to trainings, through the nonpartisan Congressional Staff Academy.
<u>71</u>	



	Allow Congressional Member Organizations to access benefits, and hire one intern to help support their work.
<u>86</u>	Require an annual Fiscal State of the Nation.
<u>97</u>	Identify changes made to House operations due to the COVID 19 pandemic and determine what – if any – additional changes should be made.
<u>103</u>	Onboarding Information: The Chief Administrative Officer should provide offices with an expanded standard onboarding packet that includes comprehensive information on available resources and benefits for staff.
<u>107</u>	Talent Acquisition Software: The Chief Administrative Officer should provide access to industry-leading talent acquisition software to assist House offices in managing their recruitment and hiring processes
<u>117</u>	Accessible Websites: The House should promote awareness of accessibility requirements for Member and committee websites and provide training and tools for staff to help them properly maintain and update those sites.