

# CAO CONNECTION

Volume One, Number Four

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## A NOTE FROM SCOT FAULKNER

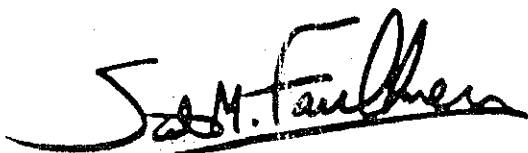
We all attend meetings. In the blur of a normal busy day, many meetings just meld into the general flow. Two weeks ago, one meeting stood out. It was not a major issue, just a group of people from the CAO and the Architect's Office reviewing fabric and carpet samples. However, what was being discussed and how it was discussed resonates with importance.

The group was considering future purchasing options for stock items for drapery and carpeting in the House. The discussion ranged over how different fabrics wear, how much it costs to clean each type, how different dyes and thicknesses of carpet pile can look better longer, and how sun light can bleach out certain colors. It is the kind of discussion that would occur in any major private facilities company. It was knowledgeable people, committed to serving diverse customers, looking for cost-effective solutions which also met demanding requirements.

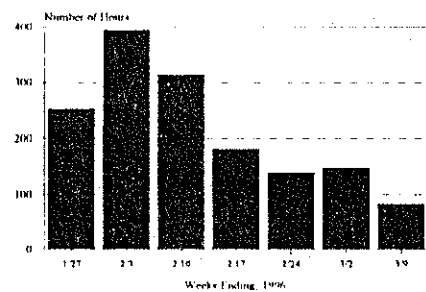
This meeting is one more example of the kind of culture which is evolving within the CAO. There is a growing sense of how each service decision contributes to the excellence of this institution. There is a sense that it is "our" money which is being spent. The result is savings, creativity, and a sense of purpose.

While the large-scale "re-engineering" initiatives are featured in hearings and headlines, it is the daily efforts of professionals working together which are the life blood of a world-class service culture. Our achieving sustainable excellence is being built one purchase order at a time.

Sincerely,



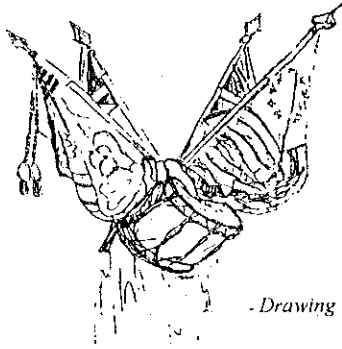
CAO Overtime Totals



A new feature of *CAO Connection* will be charts presenting measurements that focus on key issues within the CAO. See the article on page three.

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*-Drawing by Scott O'Donnell*

## BRAILLE AND TACTILE SERVICES PROVIDED

The CAO Office of Printing and Mailing services has the hardware and software required for the production of braille and other tactile aids for persons who are blind or visually impaired. Since 1993, these services have been provided on an as-needed basis for the benefit of Members and staff, or for citizens who communicate with the House of Representatives.

Many applications of braille and tactile services are available. These include translations of legislative materials, Members' responses to constituent correspondence, and official non-legislative House information, as well as production of tactile maps of each floor of the Capitol, the Capitol complex and its environs.

The translation of text to braille is the most common application of this technology. Generally, text previously keyed into WordPerfect is transported to Duxbury Braille Translator software for translation and then sent to a Bookmaker embosser which produces the braille output. The Scan Jet IIc loaded with Omni Page Professional software facilitates the handling of larger hard copy documents which have not been previously keyed to WordPerfect. Tactile map production is done on a Maxi Form Thermoform. This equipment can print copies of a set of five 14" x 19" tactile plastic maps from pre-existing molds manufactured by the University of Maryland Department of Geography.

If you would like you see these processes in action, or if you would like to arrange for these services, call the Office of Printing and Mailing Services at extension 5-1908. □

## A TASTE OF THE HILL

Many Capitol Hill staff may not know that anyone whose I.D. has a red background may be admitted, with their guests, to the Members' Dining Room, H-118, in the Capitol Building. This is a special treat for visiting family and friends, and as a "thank you" to departing interns. Naturally, Members have preference when space is at a premium. That means that staffers can generally use the restaurant any time from 8:00 A.M. to 2:30 P.M. on Monday and Friday. On those midweek days when the House is in session, you probably will not be admitted until after 1:30 P.M. for lunch. Call ahead to check on space at extension 5-6300.

The Members' Dining Room kitchen is under the direction of Robert Remsburg, Certified Executive Chef. Chef Remsburg particularly recommends the Cold Mediterranean Vegetable Plate with couscous or the Chicken Pesto Sandwich served with roasted tomatoes and fresh mozzarella cheese on the daily menu. The chef frequently adds specials to the daily menu.

Although some license is taken with the Cobb Salad, the dish was attractively served on a bed of exotic green and red salad greens, and recommended by this column. The Reuben Sandwich, one of the more popular items served in the Members' Dining Room, substitutes pastrami for corned beef and is grilled on deli style rye bread with the required Swiss cheese and Thousand Island dressing.

The dining room is one of the many splendid rooms in the U.S. Capitol with warm wood paneling, deep royal blue wall coverings and massive paintings of U.S. history. You won't regret finding the Members Dining Room. □

## OEA IS THERE TO HELP

From time to time, all of us struggle with personal or work-related problems. The Office of Employee Assistance (OEA) was initiated by the House to provide Members, staff, and their families with help for a wide range of problems that can affect us all. The mission of the Office is to provide confidential and professional assessment, referral, and follow-up services to employees before these difficulties begin to affect work performance and work relationships. For more information, or to schedule a confidential appointment, call extension 5-2400. □

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## HIR CREATES WEB SITES FOR THE HOUSE

Congressional offices are increasingly calling upon HIR to request assistance in creating a presence on the Internet, which at the same time provides a point of contact for the office. Services are provided at no cost to the office, unless special features outside of HIR's scope, such as audio and video, are desired. When the office has to seek outside assistance, a cost may be involved.

The Technical Service Representative for the office will contact the staffer whose name was provided as the point of contact to set up a time to begin the process of designing the World Wide Web (WWW) site. This process includes surfing the Internet to review other WWW sites, gathering information on backgrounds, icons, bars, bullets, and links to other WWW sites of interest to the office.

The WWW site can include a counter, a guestbook, survey forms, clickable maps, and specially made graphics such as a banner to identify the site or a congressional district map. Text information provided by Members' offices includes a biography, information on how to contact the office, constituent services, district information (such as demographics, zip codes and tourism), press releases, issue positions, and Washington, DC visitor information.

Offices are responsible for any changes to their WWW site once it is released to the public, and they will have the ability to update their own WWW site once it has been released. HIR will provide training to the offices in surfing the Internet and in basic HTML. Contact the Learning Center at x63800 for a class schedule. □

Welcome to February's New CAO Employees!

Ronald Baklarz, Jr., HIR Immediate Office  
Randy Bellinger, HIR Client Services  
Julianna Carroll, HIR Communications Group  
Alan Deluca, HIR Client Services  
John G. Erickson, HIR Communications Group  
Martha Pridgen, HIR Client Services  
Michelle Rago, HIR Integration Group

## OVERTIME LEVELS

Under the Fair Labor Standards Act, employees designated as "non-exempt" from the overtime provisions are entitled to compensation for additional hours worked more than 40 hours per week. Since the implementation of the Congressional Accountability Act, the CAO has been tracking weekly the overtime hours accumulated by each division. The chart on page one shows the total number of overtime hours worked each week by non-exempt employees in the CAO organization. These additional hours worked will be compensated by either time-and-one-half off within the same pay period or time-and-one-half pay.

In a recent presentation to senior managers, CAO Scot M. Faulkner explained that the goal was to utilize resources effectively so as to reduce the need for overtime. "At the end of the year, the cost of overtime may mean a computer that can't be bought, a training program that can't be attended, or another staff person that can't be hired." □

Congratulations and best wishes to John Hodges of the Office Supply Service and Jennifer Combs of the Office of Finance, who are newly engaged. John surprised Jennifer with an engagement ring at her desk on February 14, Valentine's Day! The couple met about three years ago at a Christmas party in the Capitol, and began dating a few months later. When asked about his choice of location for the proposal, John responded "What better place? We're all family here."

## A REVOLUTION IN THE MAKING

If you have been around the Office of Finance and the Office of Human Resources in the Cannon building lately, you have been witnessing a revolution in the making: complete information technology upgrades for both offices. Once completed, the foundation will be in place to allow these offices to enter the next century with an information infrastructure capable of handling anything the offices want to throw at it.

The upgrade began several months ago with the complete rewiring of Cannon rooms 263, 141, and B72 to the new Category 5 cabling being installed throughout the House. It continued with the deployment of a new, very robust Compaq ProLiant Novell NetWare file server, which provides the two offices something they didn't have before — access to GroupWise e-mail, and hard disk space for the large amounts of data the two offices generate and use.

The next step has been the deployment of new Pentium-class workstations for all Finance and Human Resources personnel in Cannon 263 and 141, along with the addition of some sorely needed printer capability. Transition to this new environment was enhanced by a customized training program made available to all staff. The most exciting part of the workstation installation has been the successful test (and deployment) of mainframe access to FMS and FFS without any hard-wired coaxial mainframe cabling.

HIR is presently replacing the old FileNet imaging system with a new, state-of-the-art FileNet imaging system. The Office of Human Resources uses this system to store three million personnel-related files. The new system is faster, more stable, will provide capacity for the growing volume of records and will last for many years.

This project has involved every group in HIR: Client Services, Communications, Integration, and Enterprise Computing, who have all pulled together to build a quality information infrastructure for these two offices. Upon completion of this project the Finance and Human Resources offices can be viewed as "models" as the information infrastructure modernization of each CAO office takes place. □

## TRAINING CORNER

Do you ever have times when you have trouble understanding why others act the way they do? Sometimes we feel misunderstood ourselves. Without the ability to understand our own or others' behavior we become frustrated over communication with others. Learning about differences in personality types and how to deal with them can help us overcome many obstacles to communication and working with others.

The Myers-Briggs Type Indicator (MBTI) is a powerful tool for providing insight into how people differ. *Team Building With the Myers-Briggs Type Indicator* is a workshop to help people understand themselves and their behaviors, as well as appreciate others in order to make constructive use of individual differences.

The workshop includes:

- An individual report on MBTI type
- Basic understanding of MBTI
- How to communicate with different types
- How to improve relationships
- Improving work group effectiveness

Workshops are four hours in length and will be offered on a monthly basis. Watch for the Organization and Employee Development Center Training Schedule for dates and times. In addition to scheduled workshops, managers can make arrangements for scheduling special sessions for their teams and work groups by contacting Wendy Younk, Director, Office of Training at extension 6-0526. Each course can be tailored to the types in the group in order to better meet individual needs. □

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