

USER'S GUIDE for MEMBER & COMMITTEE OFFICES



Committee on House Administration

Chairman Bryan Steil
Ranking Member Joseph D. Morelle

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All citations to the House Rules refer to the Rules of the House of Representatives

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OFFICE OPERATIONS

WASHINGTON, D.C.

Member Office Space

Member office suites in Washington, DC are assigned through a room lottery which takes place in November of each election year and are governed by the rules adopted by the House Office Building Commission (HOBC).

The Architect of the Capitol's House Superintendent's Office is designated by the HOBC to oversee the room lottery and suite selection process.

Parking

Parking in the United States House of Representatives garages, lots, and designated parking areas is a privilege for members, staff, and authorized personnel in support of the House of Representatives. Parking in these areas shall be on a permit-only basis.

House Parking Security is available for assistance between 7:00 a.m. and 6:00 p.m. in Rayburn G2-32 and can be reached at (202) 225-6749. Parking space allocations for each House office are determined by the Committee on House Administration (see [Parking Policy](#)).

All vehicles parked in House permit-only areas must display both valid license plates and a current House parking permit. Current permits must be displayed visibly on motorcycles and on bicycles. All parking permits must be clearly displayed while parked on House premises. In addition to a current permit, all staff may be required to show a valid House ID upon entering House parking areas within the secured perimeter. Staff members, in addition to a current permit, must show a valid House ID when entering all other House parking areas.

The House will not be liable for any damage or theft caused to any motor vehicle, or contents thereof, while parked in a House parking garage or in a House parking lot, whether or not the garage or lot is staffed.

Any situation or circumstance not defined within this parking policy will be decided upon by the Committee on House Administration in consultation with House Parking Security.

Paint

Pursuant to the HOBC rules regarding painting of suites, members suites shall be painted every two years, if desired, and committee suites shall be painted every four years, if desired. Suites shall only be painted by the Architect of the Capitol (AOC). The AOC will provide a palette of standard colors for offices and provide labor and materials to paint offices in these colors. If so desired, offices may deviate from the standard color. Special colors must be purchased using member personal funds and the paint shall be provided to the AOC for application.

All ceiling and wall trim shall be painted white. Cabinets shall remain in natural wood and will not be painted.

Carpet and Draperies

The Chief Administrative Officer (CAO) provides carpet and draperies to member and committee offices at no cost. The life cycle replacement of carpet and draperies is seven years. If an office wants to replace the carpet and draperies prior to the end of the seven-year life cycle, then the office must request Committee on House Administration approval. If the Committee on House Administration approves the request, then the office's funds will be charged.

DISTRICT OFFICES

A Member is authorized to lease office space in the District from which he/she has been elected as the location of his/her congressional District Office(s).

There is no limit to the number and size of district offices a member may establish. No lease may extend beyond the member's elected term. Members must notify the Office of Finance at (202) 225-7474 in writing when a lease is terminated. Please refer to the *Members' Congressional Handbook* for regulations on use of the MRA for district office-related expenses.

District offices may be located in:

1. Federal buildings;
2. Commercial buildings; and
3. State, county, or municipal buildings.

District office space must be located within a member's district unless there is no suitable office space in a federal building in the member's district. In that event, a district office may be located in a federal building serving the member's district. If a member wants to locate an office outside his or her district at any other location, the member must request a waiver from the Committee on House Administration. The waiver request must include a letter of support from the member in whose district the office will be located. With the approval of the Committee on House Administration, two or more members may co-locate a district office within the district of one of the members. Such waivers are only valid for the Congress in which the waiver is approved. A member would need to submit a new waiver request in the next Congress should they want to continue to have an office located outside of their Congressional district.

Members may not accept free office space from private entities. Private office space must be leased at a fair market value as the result of a bona fide, arms-length, marketplace transaction. The Committee on Ethics has ruled that members may accept free office space, located in their district, when such space is provided by a federal, state, or local government agency.

Opening a District Office

General

- Identify suitable district office space(s).

- Submit the draft lease to the CAO's Office of Administrative Counsel (Administrative Counsel) for review.
- Once Administrative Counsel approves the draft, the parties may execute the lease(s)
- Submit the final copy of the lease to Administrative Counsel.
- Submit a [District Office Open Close Relocate Form](#) to facilitate further office setup steps, including notification to the General Services Administration (GSA), the Chief Administrative Officer's (CAO) business units and the House Sergeant at Arms (HSAA). The offices will then reach out to discuss issues related to the office opening.

Key Points

- All leases and GSA Occupancy Agreements must be reviewed by Administrative Counsel *prior to being signed*.
- All leases, Amendments, District Office Lease Attachments, and GSA Occupancy Agreements must be personally signed by the Member/Member-elect. Electronic signatures are acceptable.
- The time period of a lease may not exceed the Member's term.
- Security deposits are not reimbursable from MRAs and, if required under the terms of the lease, must be paid personally by the Member/Member-elect.
- All lease documents should be submitted to Administrative Counsel for review, approval, and processing:

Leases

All leases must include a House lease attachment. Leases and lease attachments must be submitted to the Administrative Counsel (Administrative Counsel) at Leases@mail.house.gov for review and processing. The Committee on House Administration recommends that Members submit such leases for review prior to being signed by the Member and lessor, because the Member is personally liable for payments under any lease not in compliance with House Rules and Committee on House Administration regulations.

****Please note: If a Member/Member-elect executes a lease prior to review by Administrative Counsel and the lease is subsequently determined to be non-compliant, the Member/Member-elect is personally liable for payments due.***

The House will authorize disbursement of funds under the terms of the lease agreement only if the lease agreement complies with House Rules and Committee on House Administration regulations. The House will not authorize disbursement of funds to make payments under the terms of the lease agreement until Administrative Counsel has reviewed the lease agreement and has signed the attachment. Similarly, the Administrative Counsel must review any proposed substantive amendment and sign the attachment for the amendment before the House authorizes any payment pursuant to such an amendment. Any amendment to a lease agreement must be in writing.

Contact the Administrative Counsel at (202) 225-6969 for lease standards.

Closing a District Office

Here are some tasks that will need to be completed before the relocation or closure of a district office. For a printer-friendly version of this checklist, please view [District Office Closure/Relocation Support POCs and Tasks](#).

1. Complete and submit new office lease documentation to the Administrative Counsel for their review and approval (if relocating to another space). Please visit [Open a District Office](#) for more details on forms and requirements. If also closing a district office, it is advised to notify the landlord of your intended move-out date. For questions, please contact Administrative Counsel at (202) 225-6969 or email at leases@mail.house.gov.
2. Submit the [District Office Opening, Closure and Relocation Form](#) **no later than 30 days prior to your district office move**. Once the form is submitted, it will be routed to the appropriate teams in the CAO (District Telecom, Technology Support, Finance, Asset Management, and others) and House support organizations (General Services Administration [GSA], Sergeant at Arms) so they can properly assist with your office closure or relocation efforts. For questions, please contact CAO Asset Management at (202) 225-0090 or HouseInventory@mail.house.gov.
3. If relocating, coordinate the disposition of your equipment and furnishings by completing the [Equipment Transfer Form](#) to move assets to another office and/or the [Equipment Removal Form](#) to remove assets no longer needed. Please submit your request via the Equipment-related Services on [MyServiceRequests](#). If you have questions, contact CAO Asset Management at HouseInventory@mail.house.gov or call (202) 225-0090.
4. Coordinate all district office move out day logistics by contacting your [GSA Representatives](#). If departing, your GSA Representative will also schedule a final inventory with your office.
5. Schedule the termination/transfer of your district office data network, your Cisco router, and your House Wi-Fi access point (if applicable) by contacting the Wide Area Network (WAN) Team at least 30 days prior to your final move-out date at (202) 226-0260 or email at WANTeam@mail.house.gov.
6. Coordinate your telecommunications needs for district office closures/relocations (i.e., moves, disconnects, installs, new services, etc.) by contacting the District Office Telecom Team at (202) 225-6677 or DistrictTelecomTeam@mail.house.gov.
7. Coordinate changes in district office security systems and the location of mail hoods by contacting the Sergeant at Arms District Security Service Center at (202) 225-3380 or HSAA.DSSC@mail.house.gov.
8. Arrange for the de-installation and re-installation of your computer equipment by contacting your Maintenance Provider (if applicable) or your CAO Technology Partner at (202) 225-6002.

9. Arrange for mail forwarding services with the U.S. Postal Service by completing the [USPS Change of Address web form](#).
10. Arrange for the termination/transfer of service vendor accounts and contracts. For questions, contact the Office of Financial Counseling at (202) 225-7474.

Improvements

Contact the Administrative Counsel at (202) 225-6969 to determine if a repair qualifies as a non-capital or capital improvement.

Non-Capital Improvements

Minor office repairs that are the responsibility of the tenant, or cosmetic changes that are requested by the tenant and are not covered in the lease are reimbursable.

Capital Improvements

Capital improvements are not reimbursable. The costs of security enhancements considered capital improvements (e.g., constructing a new doorway or installing bulletproof glass) are not reimbursable and must be borne by the landlord. However, these costs can later be incorporated into the monthly rent of the district office lease.

Insurance

A Member may be asked to provide a certificate of insurance for the purpose of entering into a lease for a district office. The House does not carry a private insurance policy and generally does not permit Members to use the MRA to pay for a private insurance policy unless the House's self-insurance is not considered sufficient.

Under the provisions of the Federal Tort Claims Act, codified at 28 U.S.C. § 2671- 2680, the United States acts as a self-insurer and recognizes liability for the negligent and wrongful acts or omissions of its employees acting within the scope of their official and representational duties. The United States is liable to the same extent an individual would be in like circumstances.

Although the Federal Tort Claims Act is not the equivalent of private liability insurance, it does provide an aggrieved party with administrative recourse, and if that proves unsatisfactory, legal recourse for damage or injury sustained.

Thus, to the extent negligent acts of Members or Congressional staff, while conducting official and representational duties, result in either property damage or bodily injury, such damage or injury may be compensable under the Act in a manner that affords protection similar to private liability insurance.

If the provisions of the Federal Tort Claims Act are not considered adequate, offices may purchase liability insurance to cover these risks, which is reimbursable. When a compensable event occurs, the deductible portion of a policy may be paid from the MRA.

Fire and theft insurance is not reimbursable.

Contact the Office of the General Counsel at (202) 225-9700 for further guidance regarding the Federal Tort Claims Act.

Parking

Parking should be negotiated as part of the district office lease. However, if parking is unavailable or insufficient through the district office lease, the MRA may pay for parking expenses at the district office or Members may negotiate a separate parking space lease and submit it to the Administrative Counsel for review and processing. Contact the Administrative Counsel at (202) 225-6969 for lease standards.

Sharing Offices

A Member may share office space with Members of the United States Senate from the Member's state or with state and local officials, but all expenses (including rent, utilities, etc.) and space must be kept and billed separately.

Members may share a district office with another Member of the U.S. House of Representatives; however, they must submit a district office sharing plan to the Committee on House Administration for approval. Contact the Committee on House Administration for more information. Such waivers are only valid for the Congress in which the waiver is approved. Members would need to submit a new waiver request in the next Congress should they want to continue to share office space.

Contact Administrative Counsel at (202) 225-6969 to submit such leases for review, and the Office of Finance at (202) 225-7474 to establish billing arrangements.

Security

For questions concerning security equipment and services (e.g., Mail Safety Hoods, CCTV and Security Systems) in the district and Member's residence, please call the District Security Service Center maintained by the HSAA (HSAA) at (202) 225-3380.

The HSAA will provide certain security enhancements for district offices. The MRA may be available for additional security enhancements not provided by HSAA. Please refer to the Members' Congressional Handbook or contact the Committee on House Administration with any questions regarding use of the MRA.

Storage

Storage should be negotiated as part of the district office lease. However, if storage space is unavailable or insufficient within the district office space, Members may negotiate a separate storage space lease and submit it to the Administrative Counsel for review and processing.

GSA will provide temporary storage for up to 120 days for district offices at no cost to the Member's MRA.

Contact Administrative Counsel at (202) 225-6969 for lease standards.

Utilities

Utilities are reimbursable expenses and may be integrated into the lease terms and included in the monthly rent, vouchered separately, or processed as an automatic payment to the Government Purchase Card.

Mobile District Offices

A long-term lease for a mobile district office must be reviewed by the Administrative Counsel prior to the Member signing the lease. The House will not disburse funds to pay for a lease for a mobile district office unless it has been reviewed and approved by the Administrative Counsel. The *Members' Congressional Handbook* regulations governing Officially Leased Vehicles apply to mobile district offices.

Mobile district offices must remain in the Member's district unless stored, receiving maintenance and repair, or traveling between points in the district. If signs containing the Member's name are used to identify the mobile district office, they must be removed when the vehicle is in transport.

Officially Leased Vehicles

Ordinary and necessary expenses related to a long-term rental or lease of a vehicle by a Member in the Member's District are reimbursable.

1. A Member has two leasing options:
 - a. The Member may lease a vehicle for a period that does not exceed the Member's congressional term.
 - b. The Member may lease a vehicle for a period that exceeds the current Congressional term but must submit a signed letter that acknowledges personal responsibility to fulfill any outstanding obligation stemming from such a lease in the event the Member's service to the House ends prior to the lease agreement ending. Such letters should be attached to the negotiated lease and submitted to the Administrative Counsel at leases@mail.house.gov.
2. Members must submit leases to the Administrative Counsel for review prior to being signed by the Member and lessor, since the Member is personally liable for payments under any lease not in compliance with House Rules and Committee on House Administration regulations.
3. Termination notices should be forwarded to the Administrative Counsel.
4. Leases may not include a purchase option.
5. Lessor-required insurance may be reimbursed. Security deposits are not reimbursable.
6. The Committee on House Administration recommends that long-term vehicle leases begin on the first day of the month.
7. Monthly payments for a long-term vehicle lease may be made in advance.

General Information

- Members/Members-elect may lease automobiles on a long-term basis to support official and representational duties within the Member's Congressional district.
- Members/Members-elect may lease an automobile in their individual name, or in the name of the Congressional district.
- Members should use the lease form supplied by the dealer. The dealer's lease form must be accompanied by the House Vehicle Lease Attachment which is located on HouseNet.
- The lease form and completed Vehicle Lease Attachment must be reviewed and approved by the Administrative Counsel by emailing leases@mail.house.gov or by fax at (202) 225-0357 before the Member/Member-elect signs.
- Vehicle lease payments in excess of \$1,000 per month cannot be charged against the Members' Representational Allowance (MRA). This limit does not apply to mobile offices.
- For payments to be made from a MRA, federal law requires that a leased vehicle must be selected from the list of vehicles designated by the Environmental Protection Agency (EPA) as "low greenhouse gas emitting vehicles." Please review the [EPA website](#) for a list of vehicles that comply with this requirement. Members can request an exemption from this requirement if there is no low gas emitting vehicle available that meets the functional needs of the office by submitting a letter to the Committee on House Administration. Such waivers are only valid for the Congress in which the waiver is approved. Members would need to submit a new waiver request in the next Congress should they want to lease such a vehicle.

Processing Leases

- The lease and a copy of the Vehicle Lease Attachment, which are located on HouseNet, must be signed by the Member/Member-elect (Lessee) and the dealer (Lessor).
- Both documents should be forwarded to Administrative Counsel by emailing leases@mail.house.gov or by fax at (202) 225-0357 for final approval. Administrative Counsel will forward approved leases to the Office of Finance for processing.
- If you have questions, please call Administrative Counsel at (202) 225-6969.

Lease Payments

The House will authorize disbursement of funds under the terms of the lease agreement only if the lease agreement complies with House Rules and Committee on House Administration regulations. The House will not authorize disbursement of funds to make payments under the terms of the lease agreement until the Administrative Counsel has reviewed the lease and has signed the lease attachment.

The lease must be accompanied by a statement from the lessor clearly identifying the finance company to which the payments shall be submitted. Or the documents from the dealership must have this information.

The House will make automatic monthly payments for Long-Term Vehicle Leases if a lease/contract meeting House regulations is on file with CAO Office of Finance. Please contact

Office of Financial Counseling at (202) 225-7474 with any questions regarding payment for long term vehicle leases.

Damage Due to Negligence of a Member or Employee

In the event of an accident with an officially-leased vehicle, Members or staff may contact the Office of the General Counsel (202) 225-9700 for guidance related to the Federal Tort Claims Act.

EQUIPMENT

Ordinary and necessary expenses related to the acquisition of equipment for use in Member and committee offices are reimbursable.

Equipment may only be acquired as the result of a bona-fide arm's length marketplace transaction (i.e., under the same terms and conditions as are available to the public) and must be for official purposes only and becomes the property of the House. Official equipment may only be used with other official equipment, except where otherwise stated.

To reduce the cost of acquiring replacement equipment, an office is authorized to take advantage of trade-in or exchange/sale programs offered by a vendor. The terms and conditions of the program offered to the office must be the same as those offered to the public at large and the value of the trade-in or exchange must be at the fair market value.

Note: Interest charges on credit card purchase(s) are not reimbursable.

Minimum Technical Standards

The [Minimum Technical Standards](#) is criteria established by the CAO and approved by the Committee on House Administration to prevent the purchase of obsolete items. All applicable technology purchases must meet the standards. The standards ensure computer and computer related equipment and devices will meet optimum requirements to support House standards. Purchasing items that meet the specifications guarantee the ultimate performance of the workstation, laptop, and tablet. Maintenance vendors are not required to provide support for items that do not meet this standard.

Purchasing

It is recommended that offices either purchase equipment online through [House Tech](#) or by submitting an [Equipment Requisition Form](#). These purchase methods ensure that all equipment purchased meets House minimum standards and that all equipment costing \$1,000 or more and high-risk equipment is placed on the office's inventory. Office equipment can also be purchased from a private vendor using a Purchase Card or on a reimbursable basis.

Only official funds can be used to pay for equipment, except for Members' handheld personal devices (phones and tablets only), which may also be purchased using personal or campaign funds.

Equipment can be purchased with a one-time payment. Equipment which costs \$1,000.00 or more may be purchased on a two-year purchase plan (the purchase cost is amortized in 24 equal monthly payments) or a lease plan (term may not extend beyond the Member or Chair's current term).

House Tech: The House's online technology, [House Tech](#), has a selection of laptops, desktop computers, tablets, printers, and other accessories that can be purchased online and picked up at the Supply Store, delivered to the DC office, mailed to a District Office or mailed to a Chair, Member or employee's residence. The [House Tech](#) computer equipment comes pre-imaged. All items sold meet the [House-required Minimum Technical Standards](#) and will automatically be assigned to the Member or Chair's equipment inventory report. The purchase cost (and any other corresponding costs, e.g., an extended warranty) will automatically be charged to the applicable office funds.

Equipment Requisition Form: Can be used to order equipment directly from a vendor. Payment is made directly to the vendor once the equipment has been received and the office has signed an [Equipment Installation/Acceptance Notice](#) verifying receipt of the equipment. Equipment purchased using the form will be validated to ensure it meet the [House-required Minimum Technical Standards](#) prior to execution. Once the [Equipment Installation/Acceptance Notice](#) is submitted, assets will be assigned to the office's equipment inventory report.

Purchase Card: Offices may use the Purchase Card to purchase equipment. If the equipment costs \$1,000 or more or is considered "high-risk" equipment, then Asset Management will be notified by the Finance Office to ensure that the equipment's serial number is placed on the office's inventory.

Equipment Reimbursement Form: If a Member, Chair or employee purchases equipment, reimbursement can be made by submitting an [Equipment Reimbursement Form](#) along with the invoice or receipt. Equipment that costs \$1,000 or more and/or equipment that is considered high-risk (e.g., equipment that presents a cybersecurity risk because it contains official data and/or provides access to the House network), will be added to the office's inventory report. Offices that opt to purchase equipment with personal funds and seek reimbursement are responsible for ensuring the equipment meets the [House-required Minimum Technical Standards](#). Please note that offices submitting equipment reimbursement requests online via My Expenses and/or eVoucher will be contacted for additional detailed information needed to add the item(s) to the office's inventory report.

If you have questions about equipment purchases, contact CAO First Call at (202) 225-8000.

Election Year Restrictions for Member Offices

Effective June 1st of an election year, Members may ONLY acquire equipment with a one-time payment.

- This restriction does not apply to Members who, after their primary election, are unopposed in the general election.
- After the general election, re-elected Members may resume acquisition on the two-year payment plan.

Newly Elected Members

Newly Elected Member Equipment Program

Each new Member office will receive the following:

1. Mobile devices (i.e., laptop and/or tablet and phone) selected by the Member-elect and Transition Aide for use during New Member Orientation, which is transferred to the Member's inventory once they are sworn into office or returned to CAO's Asset Management.
2. An equipment allowance for use on the House Office Supply Store's Equipment website, [House Tech](#), which is separate from the Member's Representational Allowance (MRA). The allowance is available for the 1st Session of the Congress from January 3 through September 30 and can be spent on equipment to outfit the DC and district offices. The cost to ship equipment to district office(s) is charged to the MRA.
3. In the DC office, the CAO will provide each newly elected Member office with a predetermined number of new CAO purchased high-performance laptops, docking stations, and monitors.

Inherited Equipment

In addition, each new member office inherit some equipment from their predecessor including, but not limited to computers, printers, copiers, monitors, laptops, tablets, cameras, etc.

In the district office, each new Member will inherit the district office equipment from their predecessor, provided the equipment meets the [House-required Minimum Technical Standards](#).

If there is an outstanding obligation (i.e., warranty and/or payment plan) on any inherited equipment, that obligation is also transferred to the new Member.

Eligible Congressional Member Organizations (ECMO)

ECMOs may only acquire equipment on a one-time payment plan. ECMOs may not transfer equipment to the inventory of any ECMO Member. During a transition, the succeeding ECMO Chair will inherit all the items assigned to the previous Chair's ECMO inventory. Upon dissolution of the ECMO, the equipment assets of the ECMO will be transferred to the House.

Return Policy

Items may be returned in accordance with the return policy of the vendor. However, regardless of the vendor's policy, if after 60 days from the date of delivery (as indicated on the vendor's delivery ticket) an office has not signed the [Equipment Installation/Acceptance Notice](#), the office will be liable, from the date of delivery, for 4.2% of the original price per month to be paid to the vendor as a rental fee. Vendors are authorized to send invoices for such rental fees directly to the CAO. Such fees will be automatically charged to the applicable office funds.

Trade-In Policy

Offices are authorized to take advantage of trade-in or exchange/sale programs offered by a vendor. The terms and conditions of the program offered to the office must be the same as those offered to the public at large and the value of the trade-in or exchange must be at the fair market value.

Installation

Installation charges included on a purchase order for an item are added to the cost of the item and will be charged to the applicable office funds in accordance with the payment plan chosen for the item. Installation charges should be negotiated in advance and may be charged on an hourly or a piecework rate. If installation charges are incurred, other than at the time of acquisition, they may be paid by the office from its applicable office funds.

Inventory

The CAO maintains an inventory of all Member and Committee office equipment items having an original purchase price of \$1,000 or more and any high-risk equipment (e.g., equipment that presents a cybersecurity risk because it contains official data and/or provides access to the House network) regardless of original costs. Offices are encouraged to maintain an in-office list of all remaining equipment that is not located on the office inventory including copies of receipts showing date and amount of purchase. Should an office be subject to a natural disaster, electrical fire or similar infrastructure deficiency, act of terrorism, etc., the list may be required to document lost or damaged items.

Items purchased through [House Tech](#) are automatically added to the office's inventory. For equipment purchased using an [Equipment Requisition Form](#), the Member or Chair must sign an [Equipment Installation /Acceptance Notice](#) acknowledging receipt of the equipment.

Items on the inventory must remain in the office except for portable items (cell phones, laptops, tablets, etc.) which may be located outside the Member or Committee office, as required to support the conduct of official business.

For DC Member and Committee offices, the CAO will perform a physical inventory:

- Whenever a Member or Committee office relocates;
- Whenever there is a change in office (Member or Chair); or
- At least once every four years.

For District offices, the General Services Administration (GSA) will perform a physical inventory:

- Whenever there is a change in the office holder
- Whenever a Member closes a district office
- At least once every four years

Liability

Members and Chairs are personally responsible for missing, damaged, or stolen equipment on their office inventory. Should an item become missing, damaged, or stolen, the Member/Chair must promptly notify the CAO, in writing, of the circumstances surrounding the disappearance of or damage to the item and attach any supporting documentation, including a police report if the item was stolen. Upon receipt of the letter, the CAO will promptly send the Member/Chair a letter indicating the net book value of the item at the time it was discovered missing or stolen or, if damaged, the extent of the damage and the amount of the Member's/Chair's personal liability. The current value or repair cost shall be considered the amount of the Member's/ Chair's personal liability.

Requests to Waive Liability

Upon receiving a letter of liability from the CAO, a Member/Chair has 30 days to submit an appeal letter to the Committee on House Administration or pay the liability amount. If action is not taken within thirty days, Asset Management will be required to suspend activity on the Office Equipment Account until the matter is resolved.

The Member/Chair may request relief from personal liability by submitting an appeal, in writing, to the Committee on House Administration. The request for relief of personal liability should include the letter of liability from the CAO and, if the item was stolen, a copy of the police report. Decisions regarding the personal liability of a Member/Chair will be based on the facts and circumstances of each case.

1. If the Committee on House Administration relieves a Member/Chair of personal liability, the CAO shall pay any remaining obligation on the item from the appropriate House account and remove the item from the office's inventory.
2. If the Member/Chair is found liable, he or she should reimburse the US Treasury for the current value of the item, and any remaining obligation on the item will be charged to the applicable office funds.
3. In a circumstance beyond a Member's/Chair's control (natural disasters, electrical fires or similar infrastructure deficiencies, terrorism, etc.), the above procedures are waived. In such a circumstance, the Member/Chair should provide a written explanation to the Committee regarding the circumstances and provide a list of missing, damaged, or stolen items. Upon written notification from the Committee on House Administration, the CAO will remove, without penalty to the Member, items that are not economical for the House to repair. Any outstanding obligations on such items will be charged to the applicable office funds. To the extent possible, the CAO will replace such items at no cost to the office.

Removal

All equipment items on a Member's/Chair's inventory may only be removed in consultation with the CAO.

Members and Committees may request that equipment (with no remaining obligations) be

removed by submitting an [Equipment Removal Form](#), signed by the Member/Chair, to HouseInventory@mail.house.gov. The CAO will process the requests, update the office's inventory(s), and arrange for the physical removal of the equipment.

New Members that receive inherited items with remaining obligations are only able to remove such items through June 30th of the first year of the Member's term, or 180 days after the start of the Member's term, regardless of whether the remaining obligations have been fully satisfied. Inherited District equipment which has no remaining obligations may be removed at any time.

Election Year Restrictions

Effective June 1st of an election year or the date a Member is defeated in an election or announces or takes steps evidencing intent to retire, resign, or run for another public office, whichever comes first, a Member may request the removal of equipment only if the items to be removed are below the [Minimum Technical Standards](#).

Election year restrictions for removing equipment do not apply to committees.

Transfer

Committee Offices

Committee Chairs may transfer equipment items to other Member and Committee offices.

Member Offices

Equipment items transferred between a Member's Washington, DC and District office shall be assigned to the appropriate office inventory for one year and shall not be eligible for disposal until such year has expired. The CAO will process the shipping request between DC and the District and will deduct the cost from the applicable office funds. Shipping requests between the District and DC or between District offices are to be handled by the congressional office and are also reimbursable from the applicable office funds.

Members may transfer equipment items to other Member and Committee offices.

Member Office Election Year Restrictions

Effective June 1st of an election year, or the date a Member is defeated in an election or announces or takes steps evidencing intent to retire, resign, or run for another public office, whichever comes first, a Member may transfer equipment items from his/her Washington, DC to his/ her District offices, only if the condition and/or technical specifications of the items are below the House [Minimum Technical Standards](#) or the items are replaced in the Washington, DC office by equivalent or better items purchased within the election year. Whenever computer equipment is transferred to the District, it must be replaced by equipment that meets the [Minimum Technical Standards](#) for new purchases of computer-related equipment. Replacement items must be purchased on the one-time payment plan.

Transfers between a Member's own District offices are permitted. No other transfers are permitted.

Equipment Maintenance Service

The CAO authorizes vendors to provide maintenance services required to support the operation of non-computer (e.g., copiers, multi-function devices, mailing machines, etc.) and computer-related office equipment assigned to House offices.

More information on computer-related maintenance services (i.e., IT Maintenance Providers) can be found in the Technology Support Section of this Guide. Non-computer maintenance services can be obtained from the purchasing vendors.

Warranties

Offices may utilize original manufacturer warranties supplied or available for purchase either at time of acquisition or later. There is no limit on the term of a warranty. Offices are responsible for placing service calls to the warranty service provider unless warranty coordination arrangements have been made with their CMS or other maintenance vendors. Offices should be aware that some manufacturers require original receipts to honor warranties.

FOREIGN TRAVEL

The authority to incur expenses for foreign travel is contained in House Rule X, clause 8, 22 U.S.C. § 1754, and in other provisions of law. For further information contact the Office of Interparliamentary Affairs at (202) 226-1766.

General

1. Travel is coordinated through the State Department Travel Office. The State Department will issue a Government Travel Request Form that is processed through CATO. Each Committee should obtain a copy of the State Department's "Official Foreign Travel Guide for the U.S. Congress", for information concerning what paperwork is required. For other travel questions regarding arrangements, contact the State Department at (202) 203-7704. Information regarding per diem while on foreign travel is located at www.state.gov/www/perdiems/index.html.
2. Members and employees should use American carriers whenever possible unless such service is not reasonably available.
3. Members and staff should not bring their primary official mobile devices on foreign travel. Instead, they should use a temporary device and restore factory settings upon return to the U.S. Offices are encouraged to contact the Office of Cybersecurity for additional guidance at Cybersecurity@mail.house.gov.
4. Pursuant to House Rule XXIV, clause 10, no appropriated moneys or local currencies owned by the United States may be used to pay foreign travel expenses of Committee Members after the date of the general election in which the Member has not been elected to the succeeding Congress, or in the case of a Member who is not a candidate in such general

election, the earlier of the date of such general election or the adjournment sine die of the last regular session of the Congress.

Speaker of the House

Pursuant to 22 U.S.C. § 1754(b)(1)(B)(i) and House Rule I, clause 10, the Speaker has the authority to designate any Member or employee of the House to travel on business of the House outside the United States, its territories, and possessions.

Committee Chair

Pursuant to 22 U.S.C. § 1754(b)(1)(B)(ii), Committee Chairs have the authority to designate any Member or employee of the Committee to travel on official Committee business, outside the United States, its territories, and possessions. For further guidance, refer to the Office of Interparliamentary Affairs at (202) 226-1766.

Foreign Travel Reports

Individuals

House Rule X, clause 8(b)(3) requires each Member and employee who performs official foreign travel to submit, no later than 60 days following the completion of travel, an itemized report to the Committee Chair under whose authority the travel was performed. The report should contain the dates each country was visited, the amount of per diem furnished, the cost of transportation furnished, other funds expended for official purposes and summarize in these categories the total foreign currencies and/ or appropriated funds expended.

Committee Chair

22 U.S.C. § 1754(b)(2) requires the Chair of each Committee, on a quarterly basis, to prepare a consolidated report of amounts expended for foreign travel by each Member and employee of the Committee. The report should include the amounts expended in foreign currency (in dollar equivalent values), amounts expended in appropriated funds, the purpose of each expenditure (including per diem and transportation), and the total itemized expenditure by each Member or employee of the Committee.

The Clerk of the House will provide each Committee with a "Report of Expenditures for Official Foreign Travel" form that must be completed, signed, and returned to the Clerk of the House. The report will be published in the Congressional Record and be open to public inspection at the Legislative Resource Center at (202) 226-5200.

Speaker Authorized Travel

22 U.S.C. § 1754(b)(3)(A) requires each individual authorized by the Speaker to travel outside the United States to file a report with the Clerk of the House within 30 days after the completion of the travel. The report should include the amounts expended in foreign currency (in dollar equivalent values), amounts expended in appropriated funds, the purpose of each expenditure (including per diem and transportation), and the total itemized expenditure.

For groups authorized by the Speaker, the Chairman or if there is no designated Chairman, the ranking Member or senior employee of the group, is required to submit a report for all Members

of the group.

The report will be published in the Congressional Record and be open to public inspection at the Legislative Resource Center at (202) 226-5200.

Interparliamentary Group or Delegation

22 U.S.C. § 276c-1 requires each Committee Chair or senior Member of an interparliamentary group or delegation traveling outside the United States to submit an itemized report to the Chair of the Committee on Foreign Affairs. The report must include all expenditures made by, or on behalf of each Member or employee of the group, and the purpose of the expenditures, including per diem (lodging and meals), transportation and other expenditures. The report must be completed before the end of the session in which the travel occurred. Contact the Committee on Foreign Affairs at (202) 225-5021 for additional information.

The Chair of the Committee on Foreign Affairs will, within sixty days after the beginning of each regular session of Congress, prepare a consolidated report with respect to each group that has submitted a report. The consolidated report will be filed with the Committee on House Administration and shall be open to public inspection at the Legislative Resource Center at (202) 226-5200.

Amending Travel Reports

Miscellaneous travel expenses (i.e., receptions, ground transportation, security) recognized subsequent to submission of the original foreign travel report should be reported to the Clerk of the House in the form of an amended report.

Foreign Gifts and Decorations Report

5 U.S.C. § 7342 requires each Member or employee who has accepted a tangible gift or decoration of more than minimal value, or a gift of travel or expenses of travel taking place entirely outside the United States, its territories, or possessions, tendered by a foreign government, to file a report with the Committee on Ethics within 30 days after the acceptance of the gift, decoration or travel. The report will be open to public inspection at the Committee on Ethics.

Contact the Committee on Ethics at (202) 225-7103 for the applicable forms and for information on “minimal value.”

FURNITURE

DC Office

Furniture is not reimbursable for Washington, DC, congressional offices. In Washington, DC, the Office of the Chief Administrative Officer (CAO) provides furniture to each Member and Committee office at no charge.

Furniture is selected from a catalogue of items approved by the Committee on House Administration, which is made available on [HouseNet](#). In some circumstances, an office may

incur expenses in support of the reconfiguration of the modular systems-style furniture. Such expenses will be charged to the applicable office funds.

Each Member and Committee office is outfitted with standard carpet and drapes provided by the CAO at no charge to the applicable office funds. If the carpet and/or drapes in the selected Member suite have met the life-cycle requirements as approved by the Committee, they are eligible for replacement. Provided these requirements are met, Members may choose new carpet/drapes from the House's standard selections. They will be installed at no charge to the applicable office funds.

Committee Hearing/Ante rooms may receive non-standard carpet/drapes and do not fall within this guideline.

District Offices

Furniture can be purchased using the office's Purchase Card, by submitting an [Equipment Requisition Form](#); or a Member, Chair, or employee can purchase with personal funds and then seek reimbursement. If a furniture item exceeds \$1,000, offices can purchase using a two-year payment plan with the exception of the Election Year Restriction noted below.

Prior to the purchase of any furniture exceeding \$5,000 per item, written approval must be obtained from the Committee on House Administration.

Purchase Card: Offices may use the Purchase Card to purchase furniture. If the furniture costs \$1,000 or more, then Asset Management will be notified by the Finance Office to ensure that the item is placed on the office's inventory and the office should provide a photo along with the invoice or receipt.

Equipment Requisition Form: The [Equipment Requisition Form](#) is located on [HouseNet](#) and can be used to order furniture directly from a vendor. Payment is made directly to the vendor once the furniture has been received and the office has signed an [Equipment Installation /Acceptance Notice](#) verifying receipt of the furniture. Furniture valued over \$1,000 or more will be added to the office's inventory report.

Reimbursement: If a Member, Chair or employee purchases furniture, then reimbursement can be made by submitting an [Equipment Reimbursement Form](#) along with the invoice or receipt. If the furniture costs \$1,000 or more, the office needs to include a photo of the furniture item, and it will be added to the office's inventory report. Please note that offices submitting equipment reimbursement requests online via My Expenses and/or eVoucher will be contacted for additional detailed information needed to add the item(s) to the office's inventory report.

If you have questions about furniture purchases, contact CAO First Call at (202) 225-8000.

Election Year Restrictions

Effective June 1st of an election year, a Member seeking re-election may ONLY acquire district office furnishings on the one-time payment or a lease plan.

- This restriction does not apply to Members who, after their primary election, are unopposed in the general election.
- After the general election, re-elected Members may resume acquisition on the two-year payment plan.

RECORDS MANAGEMENT

Data Governance

Data governance is a comprehensive framework that encompasses the policies, processes, and procedures for managing data assets throughout their lifecycle. Data governance policies establish data accountability, define roles/responsibilities, and ensure the overall quality of data for official data. These policies are critical to each office and to the institution as a whole. Data governance is necessary to set a solid foundation for large scale IT projects and for potential projects that may develop artificial intelligence (AI) applications.

Confidentiality and Data Protection

All employees are required to maintain confidentiality and protect the data they access, process, or handle. This includes all types of official data, such as constituent information, Member or committee data, financial records, and any other sensitive or personal information.

Data Accuracy and Integrity

Employees are responsible for ensuring the accuracy, integrity, and reliability of the data they work with. It is crucial to maintain data quality and prevent any unauthorized modification, deletion, or corruption of data. Employees should access and use data in a responsible and ethical manner.

Data Retention and Disposal

Employees must follow established records management policies to ensure the proper handling and disposal of data.

Committees

House Rule VII, clause 1(a) requires the chair of each Committee to transfer to the Clerk any noncurrent records at the end of each Congress.

Committee records are materials created or received as part of conducting Committee business and include the Committee records of Members and of shared staff who work for both the Committee and personal offices. Members and staff should be aware that original committee records are the property of the committee and are, therefore, official records of the House of Representatives. As such, committee records should be maintained separately from the records of a Member's personal office. [The Records Management Manual For Committees](#), prepared by the Office of Art and Archives ((202) 226-1300), Office of the Clerk, provides committee members and employees with information needed to archive committee records.

Members

The [Records Management Manual For Members](#), prepared by the Office of Art and Archives ((202) 226-1300), Office of the Clerk, provides Members and their employees with guidance and answers questions about how to organize and manage records in their office. Below is the introduction from the manual.

SOFTWARE

Setting up office software thoughtfully is crucial for maximizing the productivity and efficiency of a Member or Committee office. Well-chosen software solutions (any computer program used to get a job done) should be tailored to the specific needs of the office to help streamline tasks, automate processes, and enhance collaboration among your team. Moreover, a thoughtful approach ensures seamless integration, user-friendly interfaces, and adequate training, ultimately leading to smoother operations and improved overall work quality.

Acquisitions

All software installed on official computers must conform to House security and data standards as outlined in the House Information Security Policies and House Information Security Publications and policies approved by the Committee on House Administration.

House-procured site licenses for common software programs are available to offices at no charge. House-wide site licenses are restricted to House-owned equipment. A complete [list of House-provided site licenses](#) can be found on [HouseNet](#).

Consistent with Rule XXIV, a Member may use a mobile device purchased with personal or principal campaign committee funds for official business. House-wide site licensed software may be installed on these devices, so long as the device meets the [Minimum Technical Standards](#) for supported equipment to be supported or connected to the House network. The purchase cost of additional software necessary to support the official business of an office is reimbursable from the applicable office account.

The CAO provides technical support, at no charge, for a variety of software programs commonly used by House offices. The CAO will not provide technical support for software that is not included on the [Supported Software List](#) or installed on other than House-owned computers.

Software acquired with official funds may be installed on the personally owned computer of a Member/Chair ONLY, as long as such installation does not violate applicable license agreements. Such software may only be used for official purposes.

Information Security

The Committee on House Administration issues and maintains policy and standards to guide Members and staff for the protection of House information and equipment.

The purpose of these policies and standards is to protect the Members and the House from the inappropriate release of privileged or protected information. Categories of information designed

to be protected include legislative information, legally protected information such as personally identifiable information and medical information protected under HIPPA. Information related to the advance travel plans and locations of Members and staff should be protected to help ensure the safety of Members and staff.

National Security Information is protected by law and procedures established by the Sergeant at Arms' Office of House Security.

Members and staff are expected to comply with applicable laws, House Rules, and House Security Policy in their daily practice of using the Internet, House computers, and mobile equipment. The House Information Security Office at (202) 226-6448 offers practical guidance to assist Members in this effort.

House Information Security Policies (HISPOLs) are used to identify all general policies as developed to address information security items.

House Information Security Publications (HISPUBs) are the documents that describe the standards, procedures and/or processes that support their parent HISPOLs.

House Information Security Forms (HISFORMs) are forms used by offices to designate staff as the authorizing official, provide privileged account access as well as local administrator rights.

IT Policy documents that detail the House's policy on email, domain names, admin groups, spam filtering and house bulk email list management and all relevant House information governance and security documents can be located on [House Net](#).

Cloud Services

Cloud service applications and infrastructure are resources that exist on the Internet (as opposed to a software application that you have downloaded onto your computer). Only cloud services specifically authorized by the Committee on House Administration may be used for official House business. House staff should only use the authorized cloud service providers listed on this page to ensure sensitive House data is protected.

Cloud Services Reviewed

The [table listing all cloud services that are either authorized, not authorized, or currently under review](#) is located on HouseNet. Short Message Service (SMS) text messaging services and social media services are not reviewed. However, offices should follow [best practices when using social media](#).

Signing Up for a Cloud Service

In most instances, the House has negotiated modifications to terms and conditions in order to protect House users and data. In order to ensure these additional protections apply, all cloud service accounts used to conduct official House business should be registered using a House email address or otherwise registered in accordance with procedures described in the "Additional

Product Information” section of each cloud service listed below. Some cloud service providers are deploying new AI-enabled functionality to their services. Offices should be aware of restrictions on the use of AI established by the Committee on House Administration.

How to Request a Cloud Service Assessment

Before requesting a cloud service assessment, please determine if a similar cloud service has already been authorized and meets your office’s needs. If you have any questions regarding a cloud service, please visit the service’s website or contact the CAO Technology Service Desk at (202) 225-6002.

Correspondence Management System (CMS)

CMS systems are used by House offices to track and manage constituent interactions, including correspondence and casework. Offices may only order CMS systems from a [list of vendors authorized by the CAO](#), which is located on [HouseNet](#).

All CMS packages offered by the CMS provider must provide the features the House has designated as basic and required by the CAO. The CMS must operate within the House hosted (virtual) environment or an externally hosted (cloud) service (as permitted under HISPOL 17). Only CMS software submitted for formal evaluation and approval by the House may be marketed, sold and/or installed in House offices. Approval for such software will be granted based on the results of testing by the House to verify that the minimum requirements have been met and that functionality beyond the minimum requirements performs as described by the CMS provider.

Selecting and Canceling CMS Services

A [comprehensive list of services CMS providers](#) can be located [on HouseNet](#). Offices must use an authorized [Client Work Order \(CWO\)](#) to order CMS services. [Instructions on how to submit a Client Work Order](#) are located [on HouseNet](#).

An office may terminate its participation in a plan by giving 30 days’ notice with a CWO to the CAO; the 30-day notice period begins on the date the vendor receives notification of the termination from the CAO. Notices should be sent to the CAO at TechServicesContract@mail.house.gov and the service provider.

Seated Members

Returning Members wishing to retain, modify, or change their CMS plans are required to submit updated CWOs every Congress and must do so prior to the start of the Congress. CMS vendors are contractually obligated to suspend service for any office that fails to submit the CWO within 60 days of the start of the new Congress.

Newly Elected Members

During New Member Orientation, newly elected members decide which CMS package they want to purchase, including the option of continuing with the same CMS vendor of their predecessor. Whether newly elected members receive data from their predecessor’s CMS package is at the sole discretion of the departing Member. The CWO indicating such selection must be submitted

prior to the start of the Congress. The vendor is contractually obligated to suspend service for any office that fails to submit the CWO within 60 days of the start of the new Congress. If no selection is made, the Member-elect will inherit the CMS of his/her predecessor.

WEBSITES

The CAO provides web services to Member and Committee offices at no charge to the Member or Committee office. CAO-provided websites are fully interoperable with House-approved Constituent Management Systems.

Alternatively, offices may purchase web services from House-approved vendors. Vendor authorization is based on standards approved by the Committee on House Administration. Offices ordering web services from a vendor must submit an authorized CWO.

All official house websites must be hosted within a House-controlled domain (such as House.gov).

There are additional requirements in the Members' Congressional Handbook regarding official websites. Additional information about [CAO Web Services](#) , [web vendors](#) and a [list of authorized web vendors](#) can be found on [HouseNet](#).

1. Member and Committee websites must be located in the HOUSE.GOV host-domain and must be hosted in conformance with the regulations issued by the Committee on House Administration.
2. Websites may be maintained by either CAO Web Services, or by a vendor authorized to provide Web services to the House in compliance with the regulations issued by the Committee on House Administration.
3. Committee and Member websites may link to each other, but Member websites may not be located on websites paid for with Committee funds and Committee websites cannot be located on websites paid for by the MRA.
4. Members may include information within their Website about CMO issues and activities. All CMO references within a website must relate to the Member's official and representational duties.
5. Members/Chairs may establish profiles, pages, channels or any similar presence on third-party sites that allow individuals or organizations to offer information about themselves to the public (i.e., social media accounts). Member-controlled content on social media accounts is subject to the same requirements as content on Member websites, including regulations promulgated by the Communications Standards Commission.
6. Websites should be compliant with the accessibility standards set out in § 508 of the Rehabilitation Act of 1973 and the World Wide Web Consortium's Web Content Accessibility Guidelines.

7. Machine-readable data plays a crucial role in modern information systems and is vital for efficient data processing, analysis, and automation. It also allows organizations to implement advanced analytics and data-driven decision-making processes. All files published to House websites must be available in machine-readable (i.e. XML, USLM, CSV, JSON), and human-readable (PDF) formats to the greatest extent possible.
8. Websites may link to non-government sites, so long as the link content relates to the Member's official and representational duties to the district from which he or she is elected or official Committee business, and the content would not otherwise violate any other House rules, regulations, or federal laws. Internet resources may not contain content that misrepresents a Member's/Chair's current role in Congress.
9. For Member internet social media accounts, Members should ensure their social media URLs and account names reflect their position. Departing Members may not maintain their official social media pages/sites after they leave the House; however, they may retain their personal accounts provided the name (and other identifying information) of such accounts clearly do not convey the impression that the former Member is still a Member of the House, or that the account is an official account of the House.

Content

The content of official websites and official social media is governed by the [Communications Standards Manual](#). The official content of any material posted on an official website must be in compliance with Federal law and House Rules and Regulations applicable to official communications and germane to the conduct of the Member's official and representational duties or official Committee business. Questions should be directed to the Communications Standards Commission at (202) 225-9337 (Majority) or (202) 226-0647 (Minority).

Name (URL)

The URL name for an official website located in the HOUSE.GOV domain, or name of a profile, page, channel, or similar presence on a third-party site, must be recognizably derivative or representative of the name of the office sponsoring the website and comply with the regulations issued by the Committee on House Administration.

The URL name for an official website located in the HOUSE.GOV domain may not:

1. Be a slogan.
2. Imply in any manner that the House endorses or favors any specific commercial product, commodity, or service.
3. Be deceptive and must accurately represent the Member's name or district represented.

A Member/Chair may use personal funds to purchase a personalized URL as a locating address, so long as it points back and resolves to the official website address.

TECHNOLOGY SERVICE PROVIDER

Assigned CAO Technology Partner

The CAO assigns each office with a nonpartisan CAO Technology Partner who provides information and advice regarding information technology issues, including the procurement and support of computer equipment and software, staff onboarding, data protection, constituent communication systems, collaboration tools, and electronic resources. The CAO Technology Partner also handles systems administrator responsibilities including helping with computer and mobile phone setup in the D.C. and district offices, accessing the House network remotely, troubleshooting email issues, purchasing, imaging, and more.

CAO Technology Partners are official employees of the CAO. Being part of the CAO gives CAO Technology Partners a distinct advantage over external Technology Support Providers offering similar services. CAO Technology partners have direct access to tools, technologies, and engineers supporting services such as email, network, cybersecurity, and mobility. They also have system administrator rights and access to resources only afforded to House Information Resources (HIR) employees.

Moreover, because CAO Technology Partners are employees of the House, their services are provided at no additional cost to your office's Members' Representational Allowance (MRA). To contact your CAO Technology Partner, please call the Technology Service Desk at (202) 225-6002 or 1-800-USER-HIR.

IT Maintenance Provider Service Options

While the CAO offers the Technology Partner option at no cost to your office, offices have the option to contract for these services, at an expense to the MRA or committee funds, with a House-approved vendor. IT maintenance providers provide a range of contract services from basic to comprehensive support plans.

Selecting and Canceling an IT Maintenance Provider

Offices must use an authorized [Client Work Order \(CWO\)](#) to order IT maintenance provider services. [A list of approved IT maintenance provider plans, pricing matrix, and Client Work Order Forms](#) can be found on [HouseNet](#).

An office may terminate its participation in a plan by giving 15 days' notice with a CWO to the CAO; the 15-day notice period begins on the date the vendor receives notification of the termination from the CAO. Notices should be sent to the CAO at TechServicesContract@mail.house.gov and the service provider.

TECHNOLOGY SERVICE DESK

HIR, a business unit of the CAO, also operates a Technology Service Desk which is available 24 hours a day, 7 days a week. Systems Support Engineers are available to answer questions and troubleshoot issues surrounding hardware, computers, printers, messaging software, web browsers, and other applications. Please do not hesitate to contact the Technology Service Desk

and/or your CAO Technology Partner by calling (202) 225-6002 or 1-800-HIR-USER ((202) 447-8737).

You can [live chat](#) with them from 9:00AM – 6:00PM Monday – Friday or submit a service request online with [MyServiceRequests](#). You can also walk into the Tech SOS Desk located at B-242 LHOB from 8:30AM-5:00PM Monday – Friday, where IT specialists provide direct, in-person support and advice.

TELECOMMUNICATIONS SERVICES

Internet Services

All data services must conform to House security and data standards as outlined in the House Information Security Publications and House Information Security Policies as approved by the Committee on House Administration.

Washington, D.C. Offices

The CAO maintains the House data network and provides both network and public internet access to all Washington, DC offices at no charge to the office.

District Offices

All District Offices must be provisioned with high-speed internet technology to connect to the House network unless the office meets the exemption criteria listed below. The House recommends that Member procures a high-speed internet connection capable of supporting bandwidth speed not less than 100 megabits per second download and 25 megabits per second upload.

For one District Office location of each Member's choosing, the CAO will cover the costs associated with one high-speed internet connection, including installation, the router and switch, wireless (Wi-Fi) access, configuration, and monthly service charges.

The CAO will provide a router and switch for the high-speed internet connection at additional district offices operated by each Member. However, Member offices are responsible for ordering the services and all installation and monthly costs associated with high-speed services at their additional District Office locations. Charges incurred for additional high-speed internet services shall be processed by the Member office.

Exempted offices: offices with only one (1) staff member, offices staffed only part-time or intermittently, and/or offices located in shared space, such as local government offices, where installation of a permanent network is costly/impractical. Exempted offices will operate with cellular and/or Virtual Private Network (VPN) through the network facility.

Voice Services

DC Offices

The CAO facilitates telephone equipment installation and monthly service for Washington, DC

offices. Charges for DC office voice equipment and services are the responsibility of the Member office and will appear on the office's monthly Telecommunications Statement of Charges and be paid automatically from the applicable office funds. Members who elect to move their Washington, DC office will be required to pay the rates associated with the movement (deinstallation/reinstallation) and reactivation of their office's voice equipment and service.

Long-distance service is provided to the House at specially discounted rates. Long distance charges will appear on the monthly telecommunications statement of charges.

District Offices

All newly established, assumed, and relocated District Offices are required to use [House Voice over Internet Protocol \(VoIP\) services with AT&T unless](#) the office meets the exemption criteria listed below.

Exempted offices: offices with only one (1) staff member, offices staffed only part-time or intermittently, and/or offices located in shared space, such as local government offices, where installation of VoIP is costly/impractical.

The cost of initial site surveys conducted to obtain installation quotes are generally covered by the CAO. All other costs, including wiring/rewiring, monthly services (House/AT&T VoIP services and network), leasing of desk phone sets, installation, and configuration, are the responsibility of the Member office. Charges for the required District Office VoIP equipment and services will appear on the office's monthly Telecommunications Statement of Charges and be paid automatically from the MRA.

Mobile Devices and Mobile Services

The purchase of mobile devices and mobile device voice and data plans for official business are reimbursable. Only certain devices and device configurations can be connected to the House data network. All mobile devices must conform to House Information Security Publications and House Information Security Policies. Offices are strongly encouraged to consult with the CAO before acquiring a mobile device.

OFFICE DECORATIONS

Picture Framing and Matting

<https://housenet.house.gov/office-support/office-decor/picture-frames>

Picture framing and matting services in support of the framing of official items, as determined by the Member or Committee Chair for display in Washington, D.C. congressional offices are available through First Call on a reimbursable basis. The costs for framing such official items will be based on the costs of labor and materials applicable to the authorized standard level of service. The standard level of service includes materials for the frame, a single mat, glass and labor required to provide such service.

Requests for framing services can be made through [My Service Requests](#) on HouseNet. Requests for framing larger items and other requested specialized services will be determined on a case-by-case basis. An office may be referred to an outside frame supplier for specialized framing requests.

The AOC provides black or brown frames in limited sizes free of charge.

Wall Decorations

The Office of the Clerk maintains the [House Collection of Art and Artifacts Downloadable Images Portal](#), where the House community may browse and download free-to-use historical images of the Capitol and selected popular items from the [House Collection of Art and Artifacts](#). These high-resolution images may be used on websites and social media and are suitable for printing and framing. Please contact the House Curator at curator@mail.house.gov with questions.

To browse and download historical images visit: <https://ushouseart.starterlua.preservica.com/>

To print images, contact CAO House Creative Services at (202) 225-2700. To frame, contact CAO Framing and Matting Services at (202) 225-8000. Or, alternatively, contact the AOC House Superintendent at (202) 225-4141 for free black and brown frames of limited sizes.

Other Wall Décor Options

Bureau of Census

Several types of maps showing county census divisions and political divisions are available, including district and state maps. Please note, maps or other packages cannot be sent directly to a DC office but can be mailed to anywhere off the Hill and/or district office. For additional information, contact the Office of Congressional Affairs at 301-763-6100 or cao@census.gov.

Department of the Navy

Hydrographic charts and other nautical and aeronautical charts for use in congressional offices are available from the Hydrographer of the Navy. For additional information regarding the charts available, or to submit a request, contact the Congressional Liaison Office at (202) 225-7126.

U.S. Marine Corps

For information regarding seals and other U.S.M.C. wall decorations, please contact the Congressional Liaison Office at (202) 225-7124.

U.S. Army

For information regarding seals and other U.S. Army wall decorations, please contact the Congressional Liaison Office at (202) 225-3853.

U.S. Air Force

For information regarding seals and other U.S.A.F. wall decorations, please contact the Congressional Liaison Office at (202) 225-6656.

U.S. Coast Guard

For information regarding seals and other U.S.C.G. wall decorations, please contact the Congressional Liaison Office at (202) 225-4775.

Geological Survey

Maps other than those of district and state lines, including base maps, geological maps, and relief maps, are available upon request for use in congressional offices. For additional information or to request a map, please contact the Congressional Liaison Office at 703-648-4455.

National Oceanic and Atmospheric Association

Nautical and aeronautical charts of the U.S. and its possessions are available, upon request, for use in congressional offices. For additional information regarding the charts available, or to submit a request, please contact the Legislative Liaison Office at (202) 482-4981.

National Gallery of Art

Two framed reproductions from a limited selection of best-known paintings from the National Gallery of Art's collection are available free of charge for display in Member, Committee, and Sub-Committee offices through the Government Loan Service. All loans are intended for official use, i.e., for display in Washington, D.C. congressional offices, and are for a period not to exceed six (6) years. Replacements may be requested after the six-year period has expired.

To request a list of the framed reproductions or to apply for the loan, please call the Government Loan Program at (202) 842-6822. Acceptance to the program is determined by NGA budget limitations.

Additionally, you may purchase reproductions from a larger selection of [National Gallery images](#).

Loaned Artwork

A Member may accept a loan of artwork from his or her home state for display in the Member's district or Washington, D.C. offices. Please see the [House Ethics Manual](#) for guidelines and additional details on loaned work. Please contact the Committee on Ethics at (202) 225-7103 with any questions related to the acceptance of a loan of artwork.

OFFICIALLY SANCTIONED COMPETITION

Officially-sanctioned competition means an academic or civic competition designed for participation by each Congressional office, in which entry is limited to the district constituents of each respective participating Congressional office.

At Artistic Discovery: The Congressional Art Competition

The Art Competition began in 1982 and is the House of Representatives' official art competition for high school students. The Art Competition is sponsored by an outside organization and each year, a Republican and Democrat Member of the House are selected to serve as Co-Chairs.

“The Congressional Institute has sponsored the art competition since 2009. Each congressional office is responsible for getting the winning artwork to Washington, DC, and the Congressional Institute facilitates the process of handing the pieces over to the Architect’s Office for hanging. The Institute also oversees the annual awards ceremony, which features a prominent artist from the district of each congressional co-chair. The winning artist from each district is invited to attend the awards ceremony with one parent or guardian. It is their first opportunity to see their artwork displaying in the Cannon Tunnel.”¹ Detailed information about The Art Competition, including rules and regulations, can be located on the Congressional Institute’s website [here](#).

Please see the *Members’ Congressional Handbook* for a list of expenses for which the MRA be used to support The Congressional Art Competition.

In most circumstances, offices are prohibited from coordinating with outside organizations and are restricted from soliciting gifts. Per the Ethics Manual, offices may be “allowed to solicit a gift in connection with the Congressional Art competition.” Offices should contact the Ethics Committee at (202) 225-7103 with any questions.

The App Challenge

At the beginning of each Congress, a bipartisan request for The App Challenge to be deemed an officially-sanctioned competition for that Congress must be submitted in writing by the leadership of a registered Congressional Member Organization to the Chair and Ranking Member of the Committee on House Administration. The App Challenge must be sponsored by a non-Congressional person or organization (sponsor).

The sponsor and participating Member agree that the winner of a participating Member’s competition may not be a relative of that Member, or a relative of any official employee of that Member. For purposes of this prohibition, “relative” is defined in the same manner as House Rule XXIII, clause 8(c) (3).

1. The sponsor agrees not to use the Official Seal of the U.S., the U.S. House of Representatives, or the U.S. Congress in its communications.
2. All technical assistance with the competition provided to the sponsor shall be available equally to all entrants of the competition. Technical assistance:
 - a. may include equipment for use by and mentoring of entrants of the competition;
 - b. shall not be directed to the participating Member’s office; instead, it should be directed to the entrants of the competition; and
 - c. be provided directly to each entrant must be equally available to each entrant regardless of the number of individual entrants per participating Member.
2. All prizes for the entrants and winners of the competition provided to the sponsor shall be distributed equally to all competition entrants and winners, respectively.
 - a. Prizes for the entrants and winners of the competition may include travel expenses for

¹ Congressional Institute website <https://www.congressionalinstitute.org/congressional-art-competition/#about>

- the winner and a parent/ guardian to attend an unveiling or awards ceremony in Washington, D.C., scholarships, tangible items, and cash or cash equivalents.
- b. Prizes shall not be directed to the participating Member's office; instead, it should be directed to the entrants and winners of the competition.
 - c. Prizes provided directly to each entrant must be equally distributed to each entrant regardless of the number of individual entrants per participating Member.
3. The sponsor agrees that all other assistance provided to the sponsor for support of the competition shall be made available equally amongst the participating Member offices.
 - a. Other assistance may include advertising or other promotional activities.
 - b. All other assistance shall not be directed to the participating Member's office; instead, it should be directed to the competition entrants or businesses involved in the competition.
 4. Each participating Member must retain ultimate control over the determination of a winner of the competition in his or her name, or in the name of his or her Congressional district.
 5. Each participating Member must agree to direct any donations in the form of (a) technical assistance with the competition, or (b) prizes for the entrants and winners of the competition, to the sponsor if the value of the donation or donations from a single source is more than \$50. The sponsor is obligated to distribute such donations equally to the competition entrants and winners of all participating Member offices.
 6. Participating Members may not use principal campaign funds to support the competition.

Please see the *Members' Congressional Handbook* for a list of expenses for which the MRA be used to support The App Challenge.

EMPLOYEE BENEFITS, ASSISTANCE & TRAINING

EMPLOYEE BENEFITS

Online Access to Pay Information & Benefits

[My PayLinks](#)

Employees may view personnel data (benefits, job profile, etc.) on the My Pay Links system as well as update tax withholding, direct deposit accounts and mailing address. My PayLinks offers a variety of self-service tasks via the Bookmarks drop-down menu (located on the upper left corner of the page) as well as the Quick Links (located on the center window) for tasks used most frequently. Not all tasks are included as a Quick Link, so be sure to explore the Bookmarks menu.

[Employee Benefit Information System \(EBIS\)](#)

Employees can access information and manage their health insurance (FEHB) and Thrift Savings Plan (TSP) elections online by signing into EBIS using the link below. They can also access on-demand Benefit & Retirement Seminars.

Federal Employee Retirement System

The [Federal Employee Retirement System \(FERS\)](#) is a defined benefit, contributory retirement system. Employees share in the expense of the annuities to which they become entitled. Employees covered by FERS benefit from a three-tiered retirement plan: Basic FERS annuity, Social Security and Thrift Savings Plan.

Health Insurance Designation

Member office staff are automatically designated as eligible for health insurance under DC Health Link. Committee staff are automatically designated as eligible for health insurance under the Federal Employees Health Benefits (FEHB).

A Member/Chair has the authority to designate new employees as eligible under either DC Health Link or FEHB as part of the Onboarding Packet for all employee appointments.

- New employees eligible for health insurance under DC Health Link must enroll within 30 days of their appointment date of hire on-line at <https://www.dchealthlink.com>.
- New employees eligible for health insurance under FEHB must enroll within 60 days of hire by submitting a SF-2809 Health Benefits Election form to the Office of Payroll and Benefits or enroll on-line at EBIS, <https://hor.benefitsinfo.net/login.aspx>. If employees do not enroll by these deadlines, then they will have to wait to enroll until the next Open Season or until a qualifying life event (e.g., change in family status, etc.).

Every September, Members and Committee Chairs have the option of submitting a Health Designation Form designating their employee's health care eligibility for the next calendar year or delegating that authority to the CAO.

- If the Member delegates the authority to the CAO, all their employees will be designated as meeting the definition of "congressional staff" and, therefore, be eligible only for health insurance under DC Health Link.
- If the Chair delegates the authority to the CAO, all committee employees will be designated as not meeting the definition of "congressional staff" and, therefore, be eligible only for health insurance under FEHB.
- If the Member/Chair opts to make their own designation, they can determine which staff meet the definition of "congressional staff" and eligible for health insurance under DC Health Link and which staff DO NOT meet the definition of "congressional staff" and are eligible for health insurance under FEHB.

Life Insurance

Any permanent full or part-time employee is automatically enrolled in the Basic Option unless it is waived by the employee in writing using [Federal Employee Group Life Insurance \(FEGLI\) Election Form SF 2817](#). Staff have 60 days, from the date of their appointment, to elect optional Life Insurance coverage.

Thrift Savings Plan

The [Thrift Savings Plan](#) (TSP) is a retirement savings and investment plan for Federal employees. It offers Federal civilian employees the same type of savings and tax benefits that many private corporations offer their employees under so-called "401 (k) plans." Employees covered by the FERS and the Civil Service Retirement System (CSRS) can contribute to the TSP. The participation rules are different for FERS and CSRS employees.

Student Loan Repayment Program

The Student Loan Repayment Program (SLRP) enables participating House offices to authorize repayment of qualifying student loans on behalf of eligible employees who agree to remain in their employment for one year. Pursuant to statute, the total overall benefit for any employee may not exceed \$80,000, regardless of their employing authority.

The SLRP requires a loan that meets all the following requirements. To participate in the program, the employee's loan must be:

- A federal student loan (private loans are not eligible)
- In the House Employee's name (not parent, spouse, etc.)
- In active required repayment (not in-school, grace, non-administrative forbearance, deferment, etc.)
- Have a current balance (loan repayment cannot be for a loan already paid in full)

For information regarding this benefit, please contact the Office of Payroll and Benefits for more information at (202) 225-1435.

Federal Parent Plus

[Federal Parent Plus Loan](#) or a [Federal Direct Plus Loan](#) in an employee's name for the education of his or her dependent child that is an undergraduate student are eligible for the SLRP. The repayment period for a Federal PLUS Loan begins immediately after the final disbursement of the loan, while a dependent child is still in school. Employees can apply for the SLRP and begin receiving payments to pay off that federal loan while their child is still attending school.

Federal Direct Plus Loans

A [Federal Grad PLUS Loan](#) is eligible for the SLRP as well. A [Federal Grad PLUS Loan](#) is a Federal student loan for graduate students that plan to be enrolled in at least half time. Employees do not have to start making payments until six months after they graduate, leave school, or drop below half-time enrollment, but loan service providers will allow payments to be made upon request. The status of a loan must be "repayment" or "administrative forbearance" to participate in the SLRP, so if the status of the loan is currently "in school" this may be changed by calling the loan servicer. That means employees can apply for the SLRP and begin receiving payments to pay off their Grad Plus student loan while still attending school.

Employees need to check with their office to determine if they are eligible to participate in the SLRP. If eligible, the employee needs to complete the Student Loan Repayment Agreement, have it approved by the office's Employing Authority (Member, Chair or Leader), and submit it to the Office of Payroll and Benefits with the loan servicer information and statement (see instruction page for details). SLRP agreements can be submitted to HREmployeeServicesTe@mail.house.gov.

Mass Transit Benefit

Members, employees, and paid interns working in Washington, DC or the Member's district are eligible for transit benefits. For information regarding this benefit, please contact the Office of Payroll and Benefits for more information at (202) 225-1435.

Benefits for Staff in Furlough or Leave Without Pay Status

Furlough is an absence without pay initiated by the Office. Placement in furlough status is at the discretion of the Member/Chair unless a statute otherwise requires placement in such status.

Leave Without Pay ("LWOP") is an absence without pay. LWOP status is initiated by the employee and is subject to Member/Chair approval unless a statute otherwise requires placement in such leave status. To be eligible, an employee must have been employed by the Member/Committee for the entire month prior to the effective date of the LWOP status, unless a statute (e.g., the Americans with Disabilities Act) would otherwise authorize placement in such leave status.

Employees are eligible to receive continuation of employee benefits while in a furlough or LWOP status:

1. Health benefits enrollment and coverage may be continued for up to 12 months. However, to maintain such enrollment and coverage, an employee placed in a furlough or LWOP status is responsible for the payment of the employee's portion of the insurance premium for the time period of the furlough status, either by direct payment or by incurring a debt to the House. Employees should contact the Office of Payroll and Benefits for more information.
2. Life insurance continues for up to 12 months without employee contribution.
3. Retirement coverage continues without employee contribution. Up to 6 months in a calendar year is credited for service in the annuity computation, while in furlough or LWOP status.
4. The placement of an employee in a furlough or LWOP status must be made on the appropriate form provided by the Office of Payroll and Benefits and received on or before the 15th day of the month in which the furlough or LWOP status is to be effective.

Please contact the Office of Payroll and Benefits at (202) 225-1435 with any questions regarding continuation of benefits while on a furlough or LWOP status.

EMPLOYEE ASSISTANCE AND WELL BEING

Office of Employee Assistance

The [Office of Employee Assistance](#) (OEA) provides timely and confidential assistance to Members, all House employees, and their immediate family members for a wide range of **personal and work-related problems**. The OEA also provides resources to address the concerns of the greater organization and its managers.

If a House employer or employee is uncertain about whether the office can help, they should call the OEA at (202) 225-2400 or 866-831-0038 for a confidential consultation.

House Center for Well-Being

The [House Center for Well-Being](#), a comprehensive health and well-being program for the House community. The House Center for Well Being has contracted with [LifeCare](#), a work-life services provider that offers personalized guidance for staff. LifeCare's services are available around the clock and at no cost for all House staff. LifeCare provides support on topics including:

- Childcare and parenting
- Senior care and caregiving
- Legal and financial issues
- Relocation, house, and home services
- Education and career advice

House Staff Fitness Center

The House Staff Fitness Center (HSFC) features state-of-the-art equipment conducive to many different fitness regimes and levels. House staff are eligible to join the HSFC by signing up for membership. Details on the types of memberships and membership fees are located on

[Housenet](#). HSFC can be reached at HSFC@mail.house.gov or (202) 225-1500 and is located at G2-24 Rayburn HOB.

EMPLOYEE TRAINING & MENTORING

Congressional Staff Academy

The Office of the Chief Administrative Officer offers training courses to help House staff advance their careers. [Courses for House staff are available in the classroom, online, and virtually](#). The Staff Academy include the CAO Coach Program and the Congressional Excellence Program.

CAO Coach Program

The program is staffed by former chiefs of staff and district directors from both parties, the CAO Coach Program helps House staff navigate their challenging jobs. This program is within the Congressional Staff Academy and provides staffers with a wide array of resources to help them learn, acquire, and strengthen the unique skills needed to be an effective staffer.

For more information or to make a one-on-one appointment, please call the Congressional Staff Academy at (202) 226-3800, send an email to CAOCoach@mail.house.gov, or stop in to Longworth B-241.

Coaches provide:

- Confidential One-On-One Consultations
- Member Support Trainings
- Hiring Best Practices
- District Office Staff Outreach and Casework Information
- D.C. And District Office Management Coaching
- New Staff Orientation Classes
- Administrative And Workplace Procedures
- Networking Opportunities
- Tips On Writing for Members On The Hill And In The District

Visit CAOCoach.house.gov for more information, resources, and to schedule an appointment with a CAO Coach.

Congressional Excellence Program

The Congressional Excellence (CE) Program is a senior-level leadership development program providing Members of Congress, throughout their time in Congress, the services of a Congressional Excellence Partner. Partners serve as trusted counsel, strategists, leadership coaches, facilitators, and educators to build and advance a comprehensive roadmap for lasting achievement with the Members, their Chiefs, and offices who come together every day to serve their district and our nation.

Congressional Research Service

The Congressional Research Service (CRS) offers a range of courses, orientations and seminars from policy, processes, budget, legal and District/State offices.

[Visit CRS Training & Program Descriptions for more information.](#)

Mandatory Training

Cybersecurity Awareness

Everyone with access to the House network must complete [Cybersecurity Awareness Training](#) once per year, based on their hire date. Some users, such as systems administrators, require additional training. Employees have 30 days to complete the training once they receive an email assignment to maintain access to the House network.

Workplace Rights and Responsibilities

Each Member, Officer, and employee (including staff, paid and unpaid interns, fellows, and detailees) of the House of Representatives must complete [Workplace Rights and Responsibilities](#) training. Existing staff who have taken the training before can take a 60-minute refresher training. All new employees must complete a 90-minute new employee training within their first 90 days of hire. Employees hired on or after October 1 are eligible for a one-time exemption from taking the training in that session and must attend a New Employee workplace rights and responsibilities training in the next session.

All interns (paid and unpaid, regardless of tenure, including departing) and fellows must complete a Workplace Rights and Responsibilities education session within 30 days of their date of hire.

Ethics

The Committee on Ethics is responsible for providing annual ethics training to all House Members, Officers, and employees.

New Employees

All new employees must complete ethics training within the first 60 days of House employment which can be found on the [Congressional Staff Academy website](#). Any former employee who returns to House employment after a gap of more than 90 consecutive calendar days, as well as interns who are paid for more than 60 days, must take the new employee training.

Existing Employees

All existing employees must take one hour of online ethics training every calendar year and can [register for the online training](#) on the Congressional Staff Academy website.

Senior Staff

New senior staff must complete new employee ethics training within 60 days of beginning House employment, as well as complete a second hour of specialized senior staff training before the end of the current Congress. Existing senior staff must complete one hour of ethics training during

each calendar year, as well as complete a second hour of specialized senior staff training before the end of the current Congress.

To complete the specialized ethics training requirement, [register for the online specialized training](#) on the Congressional Staff Academy website. The Ethics Committee will occasionally host webinars with information about Financial Disclosures. Attending one of these sessions will satisfy the Senior Staff Ethics Training requirement for the current Congress.

Requirements to Complete Training

Employees must log in on the [Congressional Staff Academy website](#). Employees must complete the entire online training program to receive credit. After completing an online training program, the system will log the employee as “complete.” Employees will be able to check the Congressional Staff Academy website at any time to verify completion of their annual ethics training requirement.

Financial Administrator Training

Financial courses and workshops were developed to provide House staff with instructional information to help them manage finances more effectively.

The level 1 courses are required to obtain access to the financial operating system (FinMart, Budget & Planning Tools, eVoucher) or to perform certain duties and responsibilities (Introduction to House Finance, Travel and Purchase Card). The training provides individuals with basic knowledge about relevant regulations, governing documents, and basic proficiency in the House financial IT systems.

The level 2 courses provide more in-depth instruction on how to develop, execute, and manage office financial matters. The three courses are live, instructor-led courses which allow for discussion of concepts and best practices for managing financial information and processes. District Staff can attend these virtually via webinar. Each course covers a fundamental aspect of congressional office financial management including regulations, Members’ Representational Allowance (MRA) management, payroll and benefits management, and compliance with documentation standards.

[Visit the Financial Administrator Training page for complete information.](#)

SERVICES AND DISCOUNT GUIDES

All House staff have access to many free services related to professional and personal development in addition to discounted products and offerings from popular brands, various cellphone carriers and more.

- [Discounts and Services Guide for District Offices](#)
- [Discounts and Services Guide for D.C. Offices](#)

HOUSE SUPPORT SERVICES

OFFICE SUPPORT SERVICES

First Call

First Call is a comprehensive service center for your office needs and a go-to resource for general information at the House. Contact First Call at (202) 225-8000 to speak with a knowledgeable representative for assistance with:

- Answers to general questions
- Special event and meeting [room reservations](#): House staff may book and reserve meeting and event spaces with the [House Room Reservations](#) platform. Check out the [Room Comparison Chart](#), featuring House building rooms managed by the Speaker's Office and First Call, to compare rooms prior to reserving. Learn more about [Self-Scheduling Rooms](#) and access resources to help you book your next meeting today.
- [Passport services](#) for Members and staff: First Call accepts official and tourist applications for Members, staff, and their immediate family members. **First Call only provides expedited passport services.** Please include the applicable expedite fees with your passport application materials. Cover letter samples for each passport request can be found in the [First Call Documents Library](#).
- Basic notary public services: First Call is commissioned by the District of Columbia to provide basic, confidential notary services for Members and staff. Notary Services are offered free of charge and are available Monday through Friday, from 7:30 a.m. to 5:30 p.m. Submit a [Notary Services MyServiceRequest](#) or call (202) 225-8000 to schedule an appointment.

If your documents require more than three notary acknowledgements, it is strongly suggested that you schedule a [Notary Services MyServiceRequest](#). Please specify the total page amount in the details section of your request before submitting.

- Internal mail and franked mail services
- General [office support](#) needs, and more.

Business Continuity/Disaster Recovery

The CAO has a dedicated Business Continuity/Disaster Recovery office responsible to ensure the CAO can provide all essential support services to the House of Representatives, regardless of the operating environment.

The Business Continuity/Disaster Recovery office provides [continuity support to district offices](#) as they prepare for and recover from natural disasters and other emergencies. The office also coordinates administering the [Government Emergency Telecommunication Service](#) for Members and other authorized persons.

Customer Advocates

Every Member office is assigned a Customer Advocate. Customer Advocates provide support with a broad range of administrative tasks including facilitating services and connecting offices with a variety of resources to get things done quickly. Advocates will keep offices *in the know* about important administrative information. Offices can find their office's assigned Customer Advocate [here](#).

House Creative Services

[House Creative Services](#) provide photography, design and video services for House Members for a nominal fee. Offices can reach out to them at [online](#), by phone at (202) 225-2700 or via email at HouseCreativeServices@mail.house.gov.

House ID Services

The Sergeant at Arms' Identification Services Division is in Cannon 112, and administers official House IDs for all staff, interns, fellows, detailees, liaison offices, vendors, and the immediate family and spouses of Members of Congress. ID badges are issued Monday through Friday in Cannon 112 from 9:00AM – 5:00PM. They can be reached at (202) 225-3820. For more information, please visit [House ID services](#) on Housenet..

House Information Resources

House Information Resources provides Member and committee offices with a wide range of technology services and support, including [cybersecurity](#), [web services](#), enterprise applications, vendor management, and technology support. House Information Resources staff are equipped with a variety of skills including coding, design, telecommunications, emergency response, and online security. To contact a service representative in House Information Resources, please contact the Technology Service Desk at (202) 225-6002 or by email at [Technology Service Desk](#).

House Postal Operations

Inside Mail is a delivery service for the transmittal of interoffice communications provided by House Postal Operations to support the conduct of official business. Inside mail service is available among offices in the Capitol, the House and Senate Office Buildings, the Library of Congress, the White House, the State Department, and the Social Security Administration.

Any item sent via inside mail should be official in nature. Inside mail service may not be used to circulate letters which are personal or campaign-related, or which constitute commercial advertising except when postage is paid for with personal expenses.

All mail to be delivered via inside mail should be clearly marked Inside Mail and should be deposited in an Inside Mailbox.

House Recording Studio

[The House Recording Studio](#) provides a wide variety of video and audio services at no cost to sitting Members of the U.S. House of Representatives, including podcast support. These services

are available for broadcast and distribution in an array of formats and delivery methods from basic radio and television to the latest satellite and web technologies. Find a non-exhaustive list of House Recording Studio services [here](#). Offices can contact the House Recording Studio at (202) 225-3941.

Legislative Resource Center

The Office of the Clerk's [Legislative Resource Center](#) (LRC) is the congressional community's hub for public and lobbying disclosure, House legislative and membership information, and print services. The LRC manages and serves as the customer service contact for public disclosure forms from all House Officers, Members, and staff, as well as lobbying disclosure filings—handling approximately 110,000 total disclosure filings per year—and makes disclosure registrations and reports accessible to the public. The LRC supplies Members with the documents under consideration on the House Floor.

The LRC also gathers and verifies information on actions by House Committees and the President of the United States regarding legislation. The data are stored in the Legislative Information Management System, an in-house system that tracks all legislation from its introduction on the Floor to its signing by the President. The LRC compiles and publishes official lists and informational publications about the House, including Member, Committee, and House office information, as well as nominee and election statistics.

The LRC serves as the repository and a disseminator of official House legislative documents and publications, housing a library with more than 155,000 volumes. The LRC also supports offices with orders for official stationery and envelopes and other print services and responds to approximately 100,000 inquiries annually from congressional staff and the public regarding legislative information about Congress. The LRC is located at B-81 Cannon and can be reached at (202) 226-5200.

Office of Congressional Accessibility Services

The [Office of Congressional and Accessibility Services](#) (OCAS) provides a variety of services for individuals with disabilities. Services include, but are not limited to, adaptive tours, sign language interpreting services and wheelchair loans. OCAS can assist with questions regarding accessibility issues in the Capitol, the House of Representatives and the Senate. 202.224.4048 (Voice) and 202.224.4049 (TTY)

Office of History, Art & Archives

The Office of the Historian and the Office of the Clerk's [Office of Art and Archives](#) (OAA) work together to preserve, collect, and interpret the heritage of the House, serving as the institution's memory and a resource for Members, staff, and the general public. The offices provide information on House history, the House Collection, and the official records of the House. Specific inquiries may be addressed to the Office of the Historian or OAA.

Mailing Services

Mailing Services is able to assist with data processing of mailing lists, voter files, and databases in preparation of a mass communication (newsletter, or e-mails). Mailing Services provides a wide range of services to "clean up" a mail list which can result in significant savings of both small 499 mailings as well as a district-wide mailing.

For more information, please contact [Mailing Services](#).

SAFETY & SECURITY

Congressional Pins and Plates

Congressional Member Pins are handled by the HSAA and are issued at no cost to the Member. Congressional License Plates are handled by the HSAA. Each Member of the House is given two Congressional license plates at the beginning of each new Congress. Congressional Plates are intended for use by a Member of Congress for official business.

Security Clearances

A security clearance isn't given out to all U.S. House of Representatives Staff. To obtain a security clearance, access to classified information must be in accordance with an employee's official job duties who must have a need-to-know to access, discuss, or handle classified material. If an employee's job duties allot access to classified information, then he or she may be eligible to undergo the security clearance process. Each office has a designated Security Manager who can answer questions about eligibility for a security clearance.

Congressional Courier Acceptance Site

The Congressional Acceptance Site ("CAS"), located on 2nd and D Streets, N.E (Lot 16 across from the Capitol Police Headquarters) was established to process and deliver incoming courier items. The CAS will accept items from couriers with proper identification, i.e., a valid driver's license, Monday through Friday between 8:30 a.m. and 4:00 p.m. Short-term parking for both cars and bikes is available at the site. A courier may make a delivery of up to ten items at any one time. When a courier makes a delivery to the acceptance site, each item will be logged-in, noting date and time, x-rayed and screened for hazardous materials and substances. Packages no larger than 4" x 14" x 18" will be accepted at the CAS for processing on site. Larger packages delivered to the CAS will be redirected to the House Postal Operations' off-site mail processing center for inspection. To use this service contact CAS at (202) 224-7007 or e-mail CongressionalAcceptancesite@mail.house.gov.

Member Travel

Travel Security Coordination

The HSAA and U.S. Capitol Police (USCP) partner with the Transportation Security Administration (TSA), Federal Air Marshal Service, and Washington Metropolitan Airports Authority to increase security for Members of Congress while traveling.

Prior to Traveling: Offices wishing to share their Member's itinerary should complete the [Member Travel Security Information Form](#) on [HouseNet](#).

The HSAA and USCP will notify the appropriate law enforcement agencies for awareness. USCP will also be stationed at BWI, IAD, DCA, and Union Station to provide increased security presence on days with anticipated Member travel.

TSA Pre-Check

TSA offers Members of Congress Congressional PreCheck while they are in office at no cost. Congressional PreCheck gives Members access to the PreCheck security line and allows for the TSA to monitor flights more accurately with Members on board. Members interested in this program should contact the below TSA personnel. Email: TSAOLA@tsa.dhs.gov

Members and staff who have further questions, can contact the office at (202) 225-2456.

Member Residential Security

The HSAA Residential Security Program provides residential security upgrades, maintenance, and monthly monitoring fees to strengthen the security of Members and their families. The HSAA will also provide for the installation of cybersecurity services. Contact the HSAA Residential Security office at SAA_Residentialsecurity@mail.house.gov for more information.

Safe Mail Handling Procedures

Important information on [safe mail handling procedures](#) and how to recognize suspicious mail and packages is located on the [HSAA website](#).

USCP Threat Assessment

All threats or concerning communications, whether made in person, via phone call, voicemail, email or mail should be reported to the USCP Threat Assessment Section at (202) 224-1495 or threats@uscp.gov. Members and staff can utilize the [Suspicious Caller Identification Form](#) if they receive a threatening or concerning phone call. If in immediate danger, call 911.

DISTRICT OFFICE SUPPORT SERVICES

District Office Mail

Use the [Franking Self Service](#) portal to enter District and Quarterly reports. At the top of the Mass Communications Self Service Request page under Description, use

- “District Office Financial Report” for the District mail report
- “Quarterly Financial Report” for the Quarterly Mas Mail \ Mass Communication report.

The District Office Certification of Franked Mail Service allows each district and alternative office location to maintain a monthly log and create a report containing franked mail information.

District Office Telecommunications

The CAO District Office Telecommunications Team is available to assist district staff with their district office telecom needs, including the procurement, installation, and management of phone services. Note that Freshmen district offices and certain Returning Member district offices are required to use the House Voice over Internet Protocol (VoIP) telephone services with AT&T. For more information and district office telecom support, please contact the District Office Telecom Team at DistrictTelecomTeam@mail.house.gov or via phone at (202) 225-6677.

District Office Networking

The CAO's Wide Area Network (WAN) Team assists district offices with secure access to the House network. The team assists with the installation and deinstallation of high-speed internet service, House-provided routers, and select Wi-Fi services.

For most district offices, the CAO provides a router for a secure connection to the House network. For one "designated" district office of the Member's choosing, the CAO coordinates and pays for the installation and monthly charges associated with high-speed internet service. The "designated" district office is also provisioned with House-provided Wi-Fi services. For more information about district office network connections, please contact the WAN Team at (202) 226-0260 or WANTeam@mail.house.gov.

District Office Physical Safety

District Security Systems

The HSAA will assume the cost of conducting an assessment, installation, and monitoring of a security system for each Member's Flagship District Office. The District Security Service Center can be reached at (202) 225-3380.

District Office Emergency Preparedness

The HSAA Emergency Management Division((202) 225-1000) has several resources to support Member district offices. Planning guides and templates to assist with the completion of an Office Emergency Plan specific to each District Office can be located [here](#).

Law Enforcement Coordinator Resource Center

The HSAA's Law Enforcement Coordinator (LEC) program works with the district office, local law enforcement agencies, and the United States Capitol Police (USCP) to assist offices with district events, threat assessment, and physical security recommendations. The LEC is the Member's district office liaison with law enforcement agencies and the U.S. Capitol Police. District offices are encouraged to assign a primary and an alternate LEC. All questions regarding the LEC program should be directed to the District Security Service Center at (202) 225-3380 or SAALECmailbox@housemail.house.gov.

New Law Enforcement Coordinators are asked to complete the [Law Enforcement Coordinator Registration Form](#) and return to the HSAA at the e-mail address above.

The HSAA has developed an LEC Handbook to assist Law Enforcement Coordinators with performing their duties. The [Law Enforcement Coordinator Handbook](#) is located on [HouseNet](#).

Mail Safety Hoods

To address the vulnerability that exists in district office mail protocols and to enable staff in district offices to more safely open mail and packages, a device has been identified that will help protect Member District Office staff from mail borne hazards. The device is known as a [Mail Safety Hood](#) and is available for all Members to obtain for their district offices.

The Mail Safety Hood is being provided at no charge to the office but will be maintained as an item on the office inventory. A Mail Safety Hood can be requested by completing a short form available in both the [HouseNet](#) Forms and Self Service list(s).

Once a request is submitted, the office of the Sgt. at Arms will make contact and will provide more information. Mail Safety Hoods are made specifically for use by the House community. Delivery of the Mail Safety Hood to the designated district office may take an extended period of time.

ENTERPRISE-WIDE SUBSCRIPTIONS & SOFTWARE

All House offices have access to digital subscriptions to news outlets clipping services. House offices can also access a variety subscription-only services through the Office of the Clerk and the House Library.

CQ/Roll Call

Offices can receive a copy of the print edition of Roll Call and access to the PDF. District offices can receive emailed PDFs of the print edition by writing to contracts@cqrollcall.com.

Offices can access:

- CQ Weekly Online
- CQ Member profiles
- CQ LawTrack
- CQ on Defense
- CQ FinTech Blog
- CQ Hot Docs, a collection of government documents including draft bill text and agency documents, press releases, “Dear Colleague” letters, OMB, CBO, and GAO documents as well as other government reports
- Floor Votes and Vote Watch, two vote tracking services
- Unlimited access to [RollCall.com](#)
- Two copies of Congress at Your Fingertips for each Member's office

CQ/Roll Call may charge offices for other services. To set up a CQ/Roll Call account or for assistance, complete the [CQ On the Hill Requests](#) form.

FloorClips

[FloorClips.House.gov](#) is a free tool that allows Members and staff to create video clips of House Floor proceedings for official purposes. Live proceedings can be accessed after a 10-minute

delay, and archived footage dates back to January 2018. This tool can be accessed only on the House network.

The New York Times

To activate a digital subscription, visit nytimes.com/digitalpass and register using a House email address. House staff have unlimited access to nytimes.com and *The New York Times* app, even when not connected to the House of Representatives network. Subscription includes:

- Times Topics – research tool for reference and archival information
- Breaking news and videos, as well as keyword and topic alerts
- The U.S., International and Chinese editions of nytimes.com
- *The New York Times* Archives, with articles dating back to 1851 (note that access to articles published during 1923-1980 is limited)

ProQuest Congressional

[ProQuest Congressional](#) is available through the Office of the Clerk.

The Washington Post

The Washington Post offers free, unlimited online access to users with a House email address. This access is offered by *The Washington Post* and not through any official contract with the CAO. To activate use this [link](#) using a House email address.

Each office also receives three copies of the Monday through Friday print editions of the Post. If an office prefers to receive fewer copies or opt-out, please contact the Novitex customer service at (202) 226-3764.

The Wall Street Journal

To activate, connect to the House network and visit WSJ.com/USHR and sign up using a House email address. For assistance with a subscription, please email WSJCorp@dowjones.com. For support with refreshing a subscription, please contact the Technology Service Desk at TechnologyServiceDesk@mail.house.gov.

ESRI

All Congressional staffers have free, unlimited access to geographic information system (GIS) software offered through ArcGIS Online and branded as HouseMAP. HouseMAP allows staffers to discover, create, share, and manage maps and location-based data, and enables anyone in a House office to make and share maps online from a web browser for public or private use. The easy-to-use mapping tools are supplemented by a vast collection of informative, free, publicly accessible maps published by ESRI and its user community-including federal, state, and local government agencies. View the [public gallery of maps created by House and Senate staff](#).

- To set up an ESRI account, please contact the Technology Service Desk at (202) 225-6002.
- For technical project support and general questions, please contact Julia Bayer at jbayer@esri.com or John Wertman at JWertman@esri.com.
- For Congressional Research Service research and maps/GIS, please contact the contact the CRS GIS team at GIS-Team@crs.loc.gov.

HUMAN RESOURCES

Human Resources Hub

The [House of Representatives Human Resources Hub](#) provides access to best practices, tips, tools, and customizable templates designed specifically for the needs of Member and Committee offices. This central repository contains tips, tools, and other references for employees who are responsible for hiring, developing, and retaining Hill staff. Any questions or feedback related to the site, please contact the House HR Hub team at HouseHRHub@mail.house.gov.

Intern Resources

There is an [Intern Resources page](#) on the House HR Hub, which serves as a resource for House offices and their intern coordinators for hiring, developing, and retaining interns. Designed with both intern coordinators *and* interns in mind, this page has useful tools, templates, and materials focused exclusively on interns.

Intern Coordinators have access to resources that assist with recruiting and onboarding, managing, and developing, and retaining interns. Interns can use the new page to get the most out of their experience, identify professional development opportunities, and navigate the next steps in their career.

House Resume Bank

The [House Resume Bank](#) provides the ability to connect resumes of potential candidates with Member and Committee offices who are hiring. Resumes can be submitted or requested for the most common job titles across the House. Candidates are kept on file for 90 days.

LEGAL RESOURCES

Office of General Counsel

The Office of General Counsel ("OGC") provides legal advice and representation to Members, Committees, officers, and employees of the House, without regard to political affiliation, on a variety of matters related to their official duties. gc@mail.house.gov or (202) 225-9700. A [list of issues for which OGC provides counsel](#) is located on Housenet.

Office of Employee Advocacy

The Office of Employee Advocacy is a non-partisan legal office in the CAO that serves as private counsel for House employees who need advice or legal representation regarding matters that arise under the laws and regulations applicable to the House under the Congressional Accountability Act of 1995, as amended by the 2018 Reform Act (collectively, CAA). An employee's communications with Employee Advocacy are confidential and subject to attorney-client privilege.

Employee Advocacy operates a telephone hotline at (202) 225-8800 that employees may call to seek advice and representation. Employees may meet with the office's

attorneys on an appointment basis. Employees may also submit matters to Employee Advocacy's email at Employee.Advocacy@mail.house.gov or by fax to (202) 225-8802.

Office of House Employment Counsel

The Office of House Employment Counsel (OHEC), a division of the Office of the Clerk, provides House employers with legal advice, training, and representation in matters arising under the Congressional Accountability Act. OHEC does not advise non-supervisory House employees.

OHEC provides legal representation to House employers in federal courts nationwide and before the Office of Congressional Workplace Rights (OCWR) in all Congressional Accountability Act-related matters.

OHEC's services—available to House employing offices on a walk-in, call-in, or by-appointment basis—fall into three primary areas: legal advice, training, and legal representation. OHEC can be reached at (202) 225-7075.

Office of Congressional Workplace Rights

The [Office of Congressional Workplace Rights](#) (OCWR) is an independent, nonpartisan office of the legislative branch established to administer the Congressional Accountability Act (CAA). The CAA applies workplace laws that promote a fair, safe, and accessible legislative branch work environment. OCWR provides advice, training, and dispute resolution for safety, health, ADA, and other employee issues. Further, OCWR adjudicates CAA complaints and union election proceedings, enforces Occupational Safety and Health Act compliance, and enforces Americans with Disabilities Act public access accommodation requirements.

LEGISLATIVE SERVICES

Legislative Counsel

The [House Office of Legislative Counsel](#) exists to provide nonpartisan, confidential legal advice and assistance to help Congress achieve clear, coherent, and faithful expressions of legislative policies. They assist offices in drafting bills, amendments, and other legislative text. Legislative Counsel can be contacted at (202) 225-6060 or via email at legcoun@mail.house.gov.

Office of the Parliamentarian

The Office of the Parliamentarian provides the House with nonpartisan guidance on parliamentary rules and procedures. A Parliamentarian has been appointed by the Speaker, without regard to political affiliation, in every Congress since 1927.

Parliamentary procedure in the House is governed by a commitment to stand by precedent, known as the principle of *stare decisis*. This principle ensures that the House conducts business in a consistent and reliable way. The lawyers and clerks in the Office of the Parliamentarian compile the parliamentary precedents that guide the House on questions of legislative procedure.

To ensure the record of precedents stays current, every two years the Parliamentarian publishes the *House Rules and Manual*, a one volume digest that covers two centuries worth of parliamentary practice in the House. The Parliamentarian also publishes the brochure *How Our Laws Are Made*; the multi-volume *Precedents*; and a condensed compilation of parliamentary precedent, *House Practice*.

Parliamentary Procedures

To help staff be more effective in accomplishing legislative goals, several resources are available for advice or training on parliamentary procedures. Contact the Rules Committee (202) 225-9191 or Congressional Research Service at (202) 707-5700.

PAYROLL & FINANCIAL COUNSELING

Financial Counseling

The office provides guidance and support at the direction of the Committee on House Administration to Leadership, Members, Committees, officers, and offices of the House regarding their official expenses (including Members' Representational Allowance and Committee funds). The office also processes reimbursement vouchers in accordance with House rules and regulations. Each House office is automatically assigned a Financial Counselor at the start of a new Congress. The Office of Financial Counseling can be contacted at (202) 225-8031.

Payroll & Benefits

The office is responsible for the administration of staff payroll and benefits for the House Leadership, Members, Committees, and support offices in accordance with laws and House rules and regulations. Payroll and Benefits also provides teleconferences, support, counseling, and training to employing office contacts, payroll points-of-contact, and House staff. The Office of Payroll & Benefits can be contacted at (202) 225-5969.

Members' Services

The office is responsible for all activities relating to payroll and benefits for the Members of Congress and disbursement and accountability of these funds. The Office of Members' Services can be contacted at (202) 225-7147.

ROOM RESERVATIONS

There are multiple ways to schedule rooms for events, briefings, and meetings in the Capitol and House Office Buildings.

House Office Buildings

First Call manages all room reservation requests for the CAO. Whenever you have a question about the House Room Reservation platform, or if you wish to book directly through First Call, contact: (202) 225-8000. You can self-schedule a room [here](#). Self-service rooms can be reserved up to two weeks in advance. Event rooms can be reserved up to six months in advance.

There are also several rooms that are controlled by the Speaker of the House's Office in the House Office Buildings, House Visitors Center, and Capitol Visitors Center. To reserve a Speaker Controlled room you must fill out the [Room Reservation Request Form](#) and email it to roomreservation@mail.house.gov

Capitol Visitors Center

There are several large event and meeting spaces in the Capitol Visitors Center. You can request a room by first making an account [here](#). After signing up you will be directed to the self-scheduling page with room information.

STORES

Office Supply Store

The Office Supply Store (OSS) issues each Member and committee office with an Account Card for official purchases, which may only be used by the Member and/or staff. The cost of all items purchased with the Account Card is charged to the MRA or committee funds. OSS is located at B-217 Longworth and can be reached at (202) 225-3321.

Wireless Stores

To provide the House community and its visitors with convenient support for wireless services and products, Verizon and AT&T operate wireless stores in Longworth. Both of these stores are open to the public.

AT&T Store: (202) 226-9888 B-217C, Longworth HOB Mon - Fri: 9:00 am-5:00 pm

Verizon Store: (202) 226-9333 B-217B, Longworth HOB Mon - Fri: 8:30 am-5:30 pm

House Gift Shop

The House Gift Shop Gift Shop sells souvenirs and mementos to Members, staff, and the public. Purchases may be made by cash, check or credit card. An office's OSS card may not be used to purchase items at the Gift Shop. The Gift Shop is located at B-217A Longworth. Please contact First Call at (202) 225-8000 for special orders from the Gift Shop.

LEGISLATIVE BRANCH AGENCY SERVICES

ARCHITECT OF THE CAPITOL (AOC)

Serving Congress and the Supreme Court, the AOC is the builder and steward of the landmark buildings and grounds of Capitol Hill. AOC staff preserve and maintain the historic buildings, monuments, art and gardens on the Capitol campus.

The House Superintendent's Office is responsible for the day-to-day structural, mechanical and domestic care of the House Office Buildings. The Superintendent's office is comprised of a variety of skills and trades including the operation of the air conditioning, cleaning, electrical, elevator, fire/electronics, masonry, painting and refinishing, plumbing, sheet metal, subway and wood crafting.

Offices can contact the House Superintendent's Office for assistance at (202) 225-4141.

GOVERNMENT ACCOUNTABILITY OFFICE (GAO)

The GAO provides a number of services to Members of Congress including providing “technical assistance” including briefings, data analysis, white papers or comments on legislative bills.

GAO's [Science, Technology Assessment, and Analytics \(STAA\) team](#) focuses on science and technology and innovation policy issues, advanced analytics, and emerging technologies. One of STAA's product lines—[Science and Technology Spotlights](#)—explain emerging science and technology issues, including opportunities and challenges and relevant policy considerations. Building on a decades-long track record of informing congressional decision-making, GAO's Information Technology and Cybersecurity team provides critical analysis of today's cybersecurity challenges.

GAO's Office of General Counsel issues legal decisions, opinions and reports on bid protests, appropriations law and other issues of federal law.

GAO reports give Congress timely, fact-based, non-partisan information that can improve government operations and save taxpayers billions of dollar.

Visit the [GAO's website](#) for additional information on the services GAO provides.

GOVERNMENT PUBLISHING OFFICE

The [Government Publishing Office \(GPO\)](#) produces and distributes information products and services for all three branches of the Federal Government, including U.S. passports for the Department of State as well as the official publications of Congress, the White House and other Federal agencies in digital and print formats.

LIBRARY OF CONGRESS

Congressional Research Service (CRS)

The [Congressional Research Service](#) provides comprehensive research and analysis on all legislative and oversight issues of interest to Congress and has a list of CRS reports that staff can access.

Book Loan

Only permanent Capitol Hill staff of Members and Committees are eligible for borrowing privileges. No staff member may have more than one account. Interns, fellows, and staff in district offices are not eligible to borrow. The assignment of borrowing privileges will be confirmed by return email to the Account Manager.

To request a Library of Congress (LOC) account, click on the [LOC website](#). The request form must be filled out completely in order to be processed. Borrowing accounts are setup in the order in which they were received. Activation can take 24 – 72 hours, but in some cases can be sooner.

Surplus Books Program

Members can donate the Library's surplus books to schools and libraries in their district.

Veterans History Project

Members can collect the oral histories of veterans in their district.

National Library Service for the Blind and Physically Handicapped

Provides books and magazines in braille, large print, and recorded formats.

Other Services Provided

The Library of Congress provides many other services including a law library, teacher resources, copyright casework assistance, classroom services, Member reading etc. Visit the [Library of Congress' website](#) for additional information.

CONSTITUENT RELATED SERVICES

CASEWORKER RESOURCES

The [Caseworker Resource](#) page on [HouseNet](#) has an extensive list of web resources, forms and documents to assist with casework including a Caseworker Discussion List and [Federal Funding Resources](#) page.

Caseworker Discussion List

The [Caseworkers Assistance Discussion Distribution List](#) provides for dissemination and sharing of information between House caseworkers.

The Caseworker Assistance Discussion List is meant to be an outlet for e-mails that may include, but is not limited to, the topic areas listed below. Any person on the list can ask a question or offer information. Likewise, any person can reply.

CONGRESSIONAL LIAISON OFFICES

Department of the Air Force (USAF) and US Space Force (USSF)

House Liaison Division - 2024 Rayburn - (202) 685-4531

US Marine Corps

House Liaison Office - B-324 Rayburn - (202) 226-7811

Department of the Navy

House Liaison Office - 2024 Rayburn - (202) 225-7126

Department of the Army

House Liaison Office - 2024 Rayburn - (202) 685-2676

Office of the Vice President

Room S-212, The Capitol - (202) 224-2424

Department of State

House: B330 Rayburn House Office Building

Office of Personnel Management (OPM)

1041 A Longworth House Office Building

Social Security Liaison Office

G1 – 41 Rayburn House Office Building

Department of Veterans Affairs

House: 2026 Rayburn House Office Building

Additional Congressional Liaisons entities can be found [here](#).

TOURS

There are many different types of tours that a Congressional office can help facilitate for constituents. We strongly encourage Member offices to have a “Schedule Tour” page on their website.

Capitol Tours

There are three types of tours in the Capitol that constituents may take: tours led by Congressional staff, Capitol Visitor Center professional staff (redcoats) and Members.

Red Coat Tours

Red Coat-led tour hours will be Monday through Saturday, 8:30 AM to 4:30 PM; the last guided tour begins at 3:20 PM.

- Tour groups should be directed to enter via the main entrance of the CVC and check in at an Information desk in Emancipation Hall.
- Reservations are strongly recommended. Offices may schedule reservations up to 150 days in advance. To schedule tours, Congressional staff should use the CVC internal website: <https://Members.visitthecapitol.gov> or call Visitor Services at (202) 593-1762.
- The public may reserve tours directly through the public CVC website: <https://www.visitthecapitol.gov>
- Groups should arrive at least 30 minutes prior to their reservation time.

Congressional Staff Tours

Staff-led tours will be permitted Monday through Saturday, 8:30 AM to 4:30 PM; the last staff-led tour begins at 3:40 PM. Tour passes are required for all Capitol tours.

- All Saturday tours must enter via the CVC. Beginning Saturday, March 4, the Cannon tunnel and South entrance to the Capitol are closed to staff-led tours and visitors on Saturday.
- Staff-led tours may have a maximum of 15 guests.
- Reservations are strongly recommended but not required. Offices may schedule reservations up to 150 days in advance. To schedule tours, Congressional staff should use the CVC internal website: <https://Members.visitthecapitol.gov> or call Visitor Services at (202) 593-1762.
- Reserved tour passes are obtained from the Information desks in Emancipation Hall and walk-up tour passes are available at the far-right counter of the South Information Desk.
- The Old Senate Chamber is closed on Saturdays. The Old Supreme Court Chamber is open.
- Visitor Services offers tour training. Congressional staff may register by emailing: Leeann.brackett@aoc.gov

Member-led Tours

- Members of Congress, current Congressional spouses, and former Members of Congress may personally lead tours through the public spaces of the Capitol at any time. Members, Congressional spouses, and former Members must always remain with their tour groups when inside the Capitol.
- Members will be notified by the Office of the Sergeant at Arms (SAA) when particular rooms and/or the Capitol are unavailable for tours due to large-scale special events.
- Members of Congress and current Congressional spouses are encouraged to notify the Office of the SAA when they wish to conduct an after-hours tour by sending an email with the date, time, and number of guests to SAA.ChamberOperations@mail.house.gov. The Office of the SAA will in turn notify U.S. Capitol Police (USCP).

Dome Tours

Dome tours may be scheduled for a maximum of eight (8) individuals, including the Member. Members or their office designee must personally accompany their Dome tour guests. Dome tour reservations are available Monday through Friday, 9:00 AM to 3:00 PM and may be scheduled up to 60 days in advance by calling Visitor Services at (202) 593-1762.

If you have specific questions about tours, please call Visitor Services at (202) 593-1762.

Gallery Passes

The House Galleries are open to the public. House Gallery passes are available for distribution and pick up by each Member office in the House Gallery Check-in room (HVC-136). House Gallery pass distribution will continue Monday through Friday 9:00 AM to 4:30 PM in HVC-136. Each Member office is responsible for distribution of Gallery passes to constituents and guests.

When the House is in session, the Galleries open to visitors 30 minutes prior to the start of each session and remain open until adjournment.

When the House is not in session, the Galleries are open from 9:00 AM to 4:30 PM, Monday through Friday. The House Galleries are closed on federal holidays and are subject to unplanned, temporary closures when the House is out of session.

House Gallery passes are required for public visitors access to the House Gallery, both in and out of session.

Staff-led visitor tours and general public visitor access into the House Galleries should enter the House Gallery Check-in room (HVC-136), located on the upper level of the Capitol Visitor Center.

Staff without public visitors may access the House Galleries directly on the third floor of the Capitol.

All staff and visitors are subject to security screening prior to entering the House Galleries. If you have further questions regarding gallery passes, please contact Chamber Operations at (202) 225-0067 or email SAA.ChamberOperations@mail.house.gov .

House Floor Tours

Member and Former Member Access

When the House is out of session, Members of Congress, both current and former, may lead tours onto the House Floor. To ensure Floor availability, Members should continue to reserve tours of the Floor in advance. Access to the Floor is controlled and determined by the Office of the Speaker.

The Floor may not be reserved for any other type of seminar, briefing, or meeting. Members are reminded that remarks should be limited to the history of the Chamber and/or operations of Congress.

Please note that tours of the Floor must be completed 30 minutes prior to the beginning of legislative business. Upon arrival at the South Door of the Capitol, Members should notify USCP officers of their Floor tour, in order for access to be facilitated. Members and their guests should enter the House Chamber through the East Speaker's Lobby Door.

Staff Access

Staff-led Floor tours are only available when the House is out of session, Monday through Friday, 9:00 AM to 4:30 PM. The Floor is unavailable to staff-led tours 30 minutes before and after legislative business, and on federal holidays. Staff-led tours are subject to temporary closures for Member-led tours and other Floor activities.

Staff-led Floor tours must be led by permanent House staff (interns not permitted) from a Member office. Member offices may lead one tour per day with no more than nine (9) people (including staff).

A staff-led Floor tour card is issued to each Member office. The Floor tour card and a valid House ID is required for staff-led Floor tour access. Each Member office may pick up their 118th Congress staff-led Floor tour card in the House Gallery Check-in room (HVC-136) Monday through Friday, 9:00 AM to 4:30 PM.

Staff-led Floor tours should check in at any House Appointments Desk with their House ID and Member office staff-led Floor tour card to obtain badges for access to the House Floor. Security protocols require that each group check in with SAA staff located at the East Speaker's Lobby Door.

CONGRESSIONAL TRANSITIONS

MEMBER DC OFFICE FURNISHINGS AND EQUIPMENT

In Washington, DC, the CAO provides Members with House furnishings, at no cost, to outfit their office suite in accordance with their office floor plan design. Should the suite contain modular furniture, it must remain in the suite. In the event the Member decides to move in a future congressional transition, the furniture will remain. The CAO will provide design and installation services at no cost for major or minor reconfigurations of the furniture to accommodate additional full-time staff.

New Members will inherit some equipment from a predecessor, but they will also be enrolled in the CAO Equipment Program and receive new equipment along with an equipment allowance to be used on the [House Tech](#) website.

Per the House TV Program, the new Member will also be provided four pre-installed CAO TVs which remain on the walls of the suite of each Congress regardless of the occupant. Seated Members who also move to a suite that is enrolled in the TV Program will also retain the pre-installed TVs. Regardless of the suite occupant, the four TVs remain in place permanently.

Items Eligible for Member Personal Purchase-DC Office

Prior to the end of his or her term, a retiring Member may submit a request to purchase his/her standard inventory desk and desk chair from the Washington, DC office. If the desk or chair is a special inventory item, it may or may not be available for purchase, subject to a determination to be made by the Chair of the Committee. Contact the Committee on House Administration for information regarding the purchase costs of these items. A request to purchase these items, if eligible for purchase, should be submitted in writing to the Committee on House Administration, accompanied by a personal check or money order made payable to the US Treasury to cover the purchase cost of the items.

A retiring Member may purchase their device(s) (i.e., laptop, tablet, desktop, and/or mobile phone). To exercise this option, the retiring Member must submit a request, in writing identifying the items to be purchased, to CAO Asset Management prior to the end of his/her term. The CAO will provide written notice to the retiring Member of the price of the eligible items. Payment for these items shall be made by the retiring Member via a personal check or money order made payable to the US Treasury. The retiring Member is also personally responsible for the shipping costs of purchased items, including applicable handling and storage charges. Shipping arrangements will be made by the CAO and the retiring Member will be sent an itemized statement of charges for these services.

Members may not purchase equipment or furniture on behalf of or for staff.

MEMBER DISTRICT OFFICE FURNISHINGS AND EQUIPMENT

In the District, the succeeding Member will inherit the District office furnishing items and

equipment assigned to his/her predecessor's inventory. Any obligations associated with an inherited item will be charged to the Member's applicable office funds until such time as the obligation is satisfied or the item is removed.

Items with remaining obligations are eligible for disposal through June 30th of the first year of the Member's term (or within 180 days of the start of the Member's term if elected in a special election), regardless of whether the remaining obligations have been fully satisfied. Inherited District office furnishings and equipment items which have no remaining obligations may be removed at any time in coordination with the CAO. Also see the section titled Disposal/Removal.

Items Eligible for Member Personal Purchase-District Office

A retiring Member may purchase any District office furnishings and equipment items which his or her successor decides to remove or not accept. To exercise this option, the retiring Member must submit a request in writing, identifying the items that he/ she is interested in purchasing, to CAO Asset Management prior to the end of his/her term.

Pricing will be determined by the CAO. If there are outstanding obligations on an item, the obligations will be calculated into the price. Some software licenses may limit use of the software to offices, making them unavailable for purchase by retiring Members. The CAO will provide written notice to the retiring Member of the availability and price of the requested items.

A retiring Member may purchase their device(s) (e.g., laptop, tablet, desktop, and/or mobile phone). To exercise this option, the retiring Member must submit a request, in writing, identifying the items to be purchased, to the CAO prior to the end of his/her term. The CAO will provide written notice to the retiring Member of the price of the eligible items. Payment for these items shall be made by the retiring Member via a personal check or money order made payable to the US Treasury.

The retiring Member is also personally responsible for the shipping costs of purchased items, including applicable handling and storage charges. Shipping arrangements will be made by the CAO, and the retiring Member will be sent an itemized statement of charges for these services.

Members may not purchase equipment or furniture on behalf of or for staff.

D.C. Office Desk and Chair Purchase and Ship Process

Departing Members may request to purchase and ship, at their own personal expense, their standard D.C. Office desk and/or chair by completing and submitting, prior to their move-out date, the Intent to Purchase and Ship Desk and/or Chair Form on the Departing Member Website. Upon receipt, a Logistics and Support team will visit your office to confirm the purchase eligibility of the item and follow-up with details on payment/shipping instructions.

If the desk and chair are standard-issue and eligible for purchase, the cost is \$1,500 for the desk and \$750 for the chair. The check must be a personal check made payable to the U.S. Treasury, along with a notation on the memo line of items being purchased. Submit, via mail

or in-person, the check to the Office of Financial Counseling, Attn: Accounting, B-215 Longworth House Office Building.

Once CAO Logistics and Support obtains the shipping cost estimate for the item(s), they will notify the Member of such cost and request an additional payment from the Member at that time. The Logistics and Support Office will also prepare the desk and/or chair for shipment. Alternatively, Members may choose to provide their own transport for the desk and/or chair.

For questions about the use of campaign funds for shipping the item(s), please contact the Federal Election Commission's (FEC) Congressional Affairs Office at (202) 694-1006 which can provide general commentary about the application of the Federal Election Campaign Act and FEC regulations. For questions about the shipment and form, please contact CAO Logistics and Support at (202) 226-5888. For questions about the approval letter requirement, please contact the Committee on House Administration at (202) 225-8281. For questions about the check payment, please contact Financial Counseling at (202) 225-7474.

COMMITTEE OFFICE FURNISHINGS AND EQUIPMENT

The succeeding Chair will inherit all the items assigned to the previous Chair's inventory.

Standard inventory furniture items may be removed at any time in coordination with the CAO. Modular furniture installed in committee office spaces remains in the space regardless of office occupant.

Equipment items which have no remaining obligations may be removed at any time in coordination with the CAO.

D.C. OFFICE RECORDS REVIEW AND SHIP PROCESS

To obtain complimentary records archival boxes, contact the House Superintendent at (202) 225- 4141. If interested in other cardboard boxes, they are available for purchase at the House Office Supply Store. All boxes are to be securely sealed and labeled on the side of the box with the Member's name and destination of shipment. Complimentary blank self-stick labels are available and can be requested from First Call at (202) 225-8000. The shipping label template is available in the Departing Member Additional Resources section on the Departing Member Website.

Shipping destinations are strictly limited to the district the Member represents, but multiple destinations within that district are permitted. If the shipment's destination is an area outside the district, written authorization must be requested by the Member. The Departing Member's request must be submitted on letterhead to the Committee on House Administration.

Deliveries to the Washington, D.C. metro area are prohibited too, unless the destination falls within the Member's district.

Records and files are shipped via common carrier courtesy of the U.S. House of Representatives (House) as long as 1) it is arranged within 90 days of the Member departing from the House and 2) each shipment contains a minimum of 30 boxes. There is no limit on the maximum number of shipments, but the fewer shipments the better. Any shipment that contains fewer than 30 boxes is to be sent using the Frank, United Parcel Service (UPS) or FedEx.

If the 90-day deadline for shipping records passes, shipping must be paid for with non-official funds. Furthermore, the National Archives and Records Administration's WNRC reserves the right to dispose of all official records not removed from storage within the 90-day deadline.

Members are personally responsible for the cost and arrangements necessary to ship their artwork and other personal memorabilia. They cannot be shipped with official records or by using official funds.

Contact Information:

For shipping questions, please contact CAO Logistics and Support at (202) 226-5888. For records disposition questions, contact the Clerk's Office of Art and Archives at (202) 226-1300. For WNRC questions, contact them at 301-778-1650 or suitland.congressional@nara.gov.

DISTRICT OFFICE RECORDS REVIEW AND SHIP PROCESS

The purchase of cardboard boxes for the packing of files is a reimbursable expense through the MRA. All boxes are to be securely sealed and labeled on the side of the box with the Member's name and destination of shipment. For your convenience, the shipping label template is available in the Departing Member Additional Resources section of the Departing Member Website.

GSA will ship all official records from only one district office to any location within the Member's district. If a district has more than one office, gather the records at one office location for shipping. The House reimburses GSA for the cost of the shipment to the final destination, but if an office has questions about using the MRA to first ship the records to one district office location, contact the Committee on House Administration. If the shipment's destination is an area outside the district, written authorization must be requested by the Member from the Committee on House Administration. Deliveries to the Washington, D.C. metro area are prohibited, unless the destination falls within the district the Departing Member represents. The Departing Member's request must be submitted on letterhead to the Committee on House Administration.

Members are personally responsible for the cost and arrangements necessary to ship their artwork and other personal memorabilia. They cannot be shipped with official records or official funds.

For shipping questions, contact your GSA Representative. For records disposition questions, contact the Clerk's Office of Art and Archives at (202) 226-1300. For Regional Federal Records Center (FRC) questions, contact the applicable director via the following link:

<https://www.archives.gov/frc/directors>.

TRANSFER OF CORRESPONDENCE MANAGEMENT SYSTEM DATA (INCLUDING CASEWORK)

Pursuant to House Rule VII, “Records created, generated, or received by the congressional office of a Member, Delegate, or the Resident Commissioner in the performance of official duties are exclusively the personal property of the individual Member, Delegate, or the Resident Commissioner and such Member, Delegate, or Resident Commissioner has control over such records.”

This rule applies to all constituent correspondence and casework data purchased and/or generated by the Member’s personal office. Therefore, the decision whether to transfer all, some, or none of the constituent data and casework files are entirely at the discretion of each Member. Committee records are the property of the House.

Members may opt to communicate directly with their constituents regarding the transfer of any open casework. For guidance on contacting constituents prior to transferring their open casework, please contact the Office of General Counsel at (202) 225-9700.

CMS providers can also transfer CMS data to portable media at the Member’s request.

On the Departing and Returning Member Websites there is a task for Members to complete an electronic form titled “Correspondence Management System Data Consent Form” in order to facilitate the transfer of CMS data to another Member of Congress. The form includes a series of yes/no questions for various data sharing categories (i.e., constituent and agency contacts, constituent correspondence files, letter library, casework, etc.). In a non-redistricting transition, the Departing Member chooses to share (or not share) data with the Member’s one successor. In a redistricting year, the Departing Member and Returning Members impacted by redistricting can select numerous “Recipient Members” to receive data since their existing districts may be split amongst numerous Members for the succeeding year. The Member still completes one form but has the option to select various recipients and dictate different yes/no answers for each recipient Member.

Upon form completion, the relevant CMS vendors are notified in order to complete the requested data transfers.

HANDBOOKS, MANUALS & GUIDES

MEMBERS' CONGRESSIONAL HANDBOOK

Regulations governing the use of the Members' Representational Allowance. For advice and guidance, call the Committee on House Administration at (202) 225-8281 (Majority) or (202) 225-2061 (Minority).

COMMITTEES' CONGRESSIONAL HANDBOOK

Regulations governing the use of the committee funds. For advice and guidance, call the Committee on House Administration at (202) 225-8281 (Majority) or (202) 225-2061 (Minority).

COMMUNICATIONS STANDARDS COMMISSION MANUAL

Regulations governing official office communications including paper, telecommunications and digital communications. For advice, call the Communications Standards Commission at (202) 226-0647 (Majority) and (202) 225-9337 (Minority).

USER'S GUIDE FOR MEMBER & COMMITTEE OFFICES

Regulation governing the procurement of equipment, software and furnishings, Member and committee office space, congressional transition, employee benefits, records management, House support agencies and services, safety and security and more. For advice and guidance, call the Committee on House Administration at (202) 225-8281 (Majority) or (202) 225-2061 (Minority).

MODEL EMPLOYEE HANDBOOK

Template offices can customize. For advice, call OHEC at (202) 225-7075.

MODEL INTERN HANDBOOK

Template offices can customize. For advice, call the Committee on House Administration at (202) 225-8281 (Majority) or (202) 225-2061 (Minority).

HOUSE ETHICS MANUAL

Regulations on accepting gifts, travel, financial disclosures, relationships with outside entities and campaigns. For advice and guidance, call the Committee on Ethics at (202) 225-7103.

NEW STAFF ORIENTATION MANUAL

Created by CAO Coaches and Customer Advocate Program for new staff that provides information for new Member office staff on support offices, training, leadership, floor votes, legislative basics, communications basics as well as information on internal workings of Hill offices.