

POSITION DESCRIPTION (please read the instructions on the back)

1. Reason for Submission <input checked="" type="checkbox"/> Redescription <small>PDF of Position Being Replaced</small> <input type="checkbox"/> Reestablishment <small>6A06113 & 6A34850</small> <input type="checkbox"/> New <input type="checkbox"/> Other		2. Bargaining Unit Position? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		14. Duty Station Washington, DC		15. Agency Position Number (b) (5)	
<input type="checkbox"/> Reestablishment <small>6A06113 & 6A34850</small> <input type="checkbox"/> New <input type="checkbox"/> Other		<input type="checkbox"/> Yes <input type="checkbox"/> No		16. Subject to IA Action? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		17. Employment/Financial Stmt. Required <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

3. Organizational Title **Customer Service Specialist**

18. Official Title **Contact Representative**

4. Supervisory/Management Responsibility
 Supervisor or Manager (GSSG) [2]
 Team Leader [7]
 Supervisor (5 USC 7103) [4]
 Mgmt. Official (5 USC 7103) [5]
 None [8]

5. Sensitivity
 Nonsensitive [1]
 Non-Critical Sensitive [2]
 Critical Sensitive [3]
 Special Sensitive [4]
 Public Trust-Mod. Risk [E]
 Public Trust-High Risk [D]
 Other -

19. Official Pay Plan, Series and Grade **GS-962-06**

20. Standards Used in Classifying/Grading Position and Dates of Standards used
LEGAL AND KINDRED GROUP SERIES, GS-900 (August 2001)

6. FLSA
 Exempt [E]
 Non-Exempt [N]

7. Organizational Location
U.S. Office of Personnel Management
Retirement Services
Retirement Operations

Classification/Job Grading Certification. I certify that this position has been classified/graded as required by Title 5 U.S. Code, in conformance with standards published by OPM, or if no published standards apply directly, consistently with the most applicable published standards.

21. Signature of Classifying Official Taking Action **Date Signed (Month, Day, Year)**
 (b) (6) **8-19-17**

22. Typed Name and Title of Classifying Official

8. If position is other than the full performance level, indicate the grade of the full performance position and PD#.
0 7 PD#: (b) (5)

Supervisory Certification: I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that the information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violation of such statutes or their implementing regulations.

9. Signature of Supervisor **Date Signed (Month, Day, Year)**
 (b) (6) **AUG 15 2017**

10. Typed Name and Title of Supervisor
Quinta Spear, Deputy Assistant Director
Retirement Operations

11. Signature of Reviewing Official **Date Signed (Month, Day, Year)**
 (b) (6) **AUG 15 2017**

12. Typed Name and Title of Reviewing Official
Marc Flaster, Chief
Resource Management

13. Position Review

	Init.	Date	Init.	Date
a. Employee (Opt.)				
b. Supervisor				
c. Classifier				

23. Remarks

24. Signature of OHREEO Reviewing Official: I certify that I have reviewed this position description to ensure that it complies with law, regulation, and internal OPM policy.

25. Typed Name and Title of OHREEO Reviewing Official

TO BE COMPLETED BY THE OFFICE OF HUMAN RESOURCES AND EEO

Organization Code	Pay Plan	Series	Grade	Supp. Code	Target Gr.	Funct.	Reserved
B0	GS	00963	06807				

Position Title
CONTACT REPRESENTATIVE

Competitive Level	FLSA	Serv.	Bldg. Code	Date PD Classified	Barg. Unit Status Code
AA04N				09191	(b) (5)

1001 of 5898
 OPM Form 1479 (Rev. 2012)
 US Office of Personnel Management

**Position Description
Retirement Services
Retirement Operations
Contact Representative, GS-962-6
(Customer Service Specialist)**

STATEMENT OF DIFFERENCES

Introduction

This statement of differences establishes the **Contact Representative, GS-962-6 position description of the GS-4/5/6/7 career ladder**. The duties and responsibilities are the same as those in the GS-07 position except in the knowledge and supervision of the position. The incumbent provides information and assistance to meet the needs of our customers including retirees, their survivors and representatives, and others who have an interest in the retirement and insurance benefit programs administered by RO. The organizational title, Customer Service Specialist, will be used actively throughout the organization because providing good customer service is the total focus of the position.

Supervisory

At the GS-6 level, incumbents will perform a variety of assignments where assistance is readily available and receive guidance on inquiries that are beyond the scope of their training. The assignments are designed to increase basic knowledge of functions involved, the organization, and effective telephone techniques.

Position Description
Retirement Services
Retirement Operations
Contact Representative, GS-962-7
(Customer Service Specialist)

INTRODUCTION

The Customer Service Specialist provides a broad range of assistance to meet the diverse needs of our customers-retirees, their survivors and representatives, and others who have an interest in the benefit programs administered by Retirement Services (RS), Retirement Operations (RO).

As a primary point of contact for our customers, the conduct and efficiency of the Customer Service Specialist shapes the image of RS and OPM more than anyone else. The Customer Service Specialist is the lifeline who connects OPM to its customers. Respect for our customers and their points of view; reacting with empathy, courtesy and understanding; and a focus on timely, accurate and appropriate outcomes are hallmarks of effective Customer Service Specialists. The Customer Service Specialist is expected to follow through with all work and should be willing to pursue an exception to normal processing to meet the customer's needs.

The services that we provide are not available from any other Government or private agency outside RS. This makes us especially accountable to the individuals we serve. The Customer Service Specialist is in a unique position to identify those areas which are most troublesome to our customers and to alert management if a change is required.

The Customer Service Specialist is a professional and an expert in dealing with our customers and the complex systems which are used to serve them. To be successful, the Customer Service Specialist must be an active listener whose focus is on the customer and who maintains the capacity to treat each customer as an individual. They should also enjoy communicating with people, have a positive attitude, take ownership of problem situations, be self-confident decision makers, be quick intuitive thinkers, and be caring problem solvers.

A Customer Service Specialist reports to the Chief of the Branch to which he or she is assigned unless otherwise designated. He or she is responsible for assignments which require making determinations and reviewing and replying to more difficult incoming telephone inquiries and correspondence, certification forms, legal documents or other evidence of eligibility and annuity roll actions.

MAJOR DUTIES AND RESPONSIBILITIES

Respond

The Customer Service Specialist is professional in answering customer inquiries received over the telephone and by written correspondence. In addition, the Customer Service Specialist makes adjustments to the annuity roll, and resolves questions using available resources, including case file records, imaged documents and other data processing systems. They redirect

inquiries to appropriate personnel when unable to provide a complete answer. In addition, they assist other RO personnel as well as other agency officials.

Customer Service Specialists handle complex inquiries as they are received and keep other office employees aware of potentially troublesome situations by flagging problems and keeping the Program Manager, Legal Administrative Specialists and other Customer Service Specialists informed of these situations. These measures help define what procedures may need to be initiated or changed to eliminate the need for inquiries in the future and/or assist in determining the effect of new legislation on the concerns of our customers.

As requests are received, the Customer Service Specialist performs appropriate functions to complete the responses to the inquiries including but not limited to:

- Uses retirement systems technology to answer and resolve customer inquiries received as written and/or electronic correspondence, imaged documentation and via the telephone. Inquiries may concern the status of retirement claims, life insurance, health benefits plan information and/or elections, CSRS Voluntary Contributions' programs, FERS plan benefits, and retirement eligibility.
- Responds to inquiries about eligibility from customers including former employees who have deferred retirement; former spouses' retirement benefits; disability retirement applicants and applicants for voluntary contributions.
- Administers requested adjustments to annuitant records and benefits affecting payments and entitlements as well as items such as address and bank account changes, marital status and name changes, and tax withholding; post retirement changes; provides customers with needed forms; responds to requests for general information about retirement and insurance benefits, and expedites payments of survivor benefits to eligible widow or widower upon reports of death.
- Receives and records allegations of fraud or elderly abuse by web, phone, email, hotline, and submits to appropriate personnel for follow up.
- Alerts appropriate personnel to potential technical or business process issues that may require further investigation or revision.
- Processes survey results to ensure proper payment.
- Screens, files, tracks, processes and distributes correspondence to proper personnel, parcels and bulk packages for assigned office. Also makes outgoing calls, prepares outgoing correspondence to include follow-up letters and letters of confirmation to resolve customer issues for annuitants, congressional offices, Federal agencies and private sector. Computes standard payment plans and/or authorizing special payment plans to assist customers in repaying debts due the Government.
- Screens and checks case files for initial documents and requests information where

appropriate.

- Audits the various file holdings for records on which a determination has been made as to its existence and the possibility that it has been misfiled. Reviews the customer's disability status. Ensures customers receive interim payments while waiting final processing of their retirement benefits.
- Submits documents to other functional areas to provide information in order to respond to customer inquiries that are not readily resolved through research in the retirement systems. In addition, responds and replies to simple inquiries and generates documents to Pension Payroll about payment corrections, including lost payments.
- Escalates more complex customer inquiries to Program Managers and Senior Legal Administrative Specialists of significant problems or sensitive issues, which may require development/investigation.
- Responds to inquiries regarding survey and match results and processes actions appropriately.
- Performs other duties as assigned.

In addition, the Customer Service Specialist screens incoming correspondence for assignment and responds to inquiries that request information concerning the status of claims. They also write explanations concerning adjustments to payments and handle other routine matters relating to RS.

The incumbent may perform one or more of the following tasks:

Review and Training

In addition, the employee may be assigned lead responsibility for a particular subject matter or specialized area and function as a primary source for the performance of work involving the subject or area concerned. On occasion, the employee may be assigned to assist with special projects and or seasonal projects to meet the demands of varying workloads. The work may include responsibility for reviewing the work of other lower grade employees to determine accuracy and adherence to established procedures and for assisting in the training of these employees.

Research

Independently research extensive information using resources; such as, computers, records and case files to respond to inquiries. Work with retirees/agencies/other Customer Service Specialists and support staff to gather appropriate information for resolving inquiries.

Monitor Workload

Using automated or other systems, track cases and workloads assigned to the staff, monitoring location, current case status, and assignment. Maintain follow-up, suspense, and holding files, periodically ensuring completeness and accuracy of documents filed, those ready for processing and those awaiting documentation.

Track aged claims specifically assigned to specialist/staff for research. Serve as liaison between Program Managers and staff by keeping them apprised of the age of cases and the reason for delay for those items that are over the organization's goals.

Confer with Program Managers concerning records maintenance and keep them informed of any problems and/or recommendations for maintaining records and development of the customer's case files.

Represent

Serve as a liaison with other offices in RS to obtain records and documentation required to process work or respond to questions concerning the benefits programs administered in RO. Work with other agencies with which RO has continuous contact.

Make recommendations and identify how any proposed changes would affect the efficient handling of customer inquiries, concerns and needs.

Maintain Information and Reference Resources

Maintain files of references and resource information experts who can be contacted for further information, within OPM as well as externally.

KNOWLEDGE REQUIRED BY THE POSITION

- Comprehensive knowledge of the laws, regulations, policies, systems, and procedures which govern CSRS, FERS, FEHB and FEGLI.
- Extensive knowledge of the relationship among Federal employee retirement, life and health insurance programs and those administered by the Federal agencies, such as the Social Security Administration, Department of Defense, State Department, Office of Workers' Compensation Programs, etc.
- Ability to acquire information about any RS programs to analyze, select and present the information in a form suitable for the intended customer.
- Ability to make sound decisions in a timely and customer friendly fashion with minimal or no supervisory assistance.
- Knowledge and ability to perform processing mathematical computations to make

monetary changes in the benefits payments.

- Skill in oral and written interpreting, applying and explaining, orally and in writing, the benefit and program procedures, skillfully dealing with individuals in varying life or organizational capacities in situations that may be stressful.
- Proficient in use of computer systems to enter changes into and/or extract information from the retirement automated systems.
- Proficiency to fully and completely understand and interpret computer systems used to document and change annuitant benefits.
- Ability to maintain a friendly and pleasant perspective and good public relations (customer service) in dealing with confused and or irate customers.

SUPERVISORY CONTROLS

The Customer Service Specialist's program knowledge permits him/her to work independently and to plan and carry out the work assigned, including selecting the methodology appropriate for a desired action and resolving minor discrepancies or conflicts in requested actions and supporting documentation.

As an expert in customer service, the incumbent is responsible for independently planning and carrying out assignments at all levels; resolving issues which arise; coordinating the work of others; as necessary; and interpreting regulations on own initiative in terms of established policies and objectives.

Much of the work will not be reviewed, such as when the Customer Service Specialist handles incoming telephone inquiries, initiates calls to customers or other parties to convey or extract information, or make changes to customer accounts at the verbal request of a customer. This work may be subject to audit through customer surveys or periodic monitoring. Other work is reviewed on an "exception basis" for conformity to applicable benefit provisions and policy. The employee may be assigned to a position which carries standards for expected results, in which case his or her work will be reviewed in terms of the established standards.

GUIDELINES

Guidelines for this position include agency regulations and procedures based on laws governing operation of the benefit programs that RO administers. They include the Integrated Manual System, Retirement and Insurance Bulletins and Letters, FEHB Handbook, pertinent chapters of the CSRS and FERS Handbook, the Code of Federal Regulations, computer systems and other procedural instructions. Within the context of this material, the employee uses judgment in developing and evaluating information and evidence, defining entitlement and factual issues, and locating, interpreting, and applying relevant guidance. In addition, resources for locating offices that may handle RO related or outside benefit programs are available for reference and redirection.

The Customer Service Specialist must exercise sound judgment in dealing with inquiries and/or evidence which may form the basis for one or a number of alternate actions. Judgment is also exercised in selection of the most appropriate procedure to complete an action given case-specific situations. Training will vary depending on the office to which the Customer Service Specialist is assigned. The organization is committed to providing on-going recurring training to support the Customer Service Specialist in performing their job. However, at the higher level, the Customer Service Specialist will be expected to function in a variety of office settings.

COMPLEXITY

The work encompassed by this position is broad and includes the complete range of annuitant services. The Customer Service Specialist work may result in the adjudication of a previously issued annuity claim and will frequently result in a monetary adjustment to the customer's annuity payments. Individual inquiries may require the Customer Service Specialist to account for all actions which have been taken against an account over an extended period of time, determining their property and accuracy, and, if necessary, modifying the account, including computation and execution of monetary adjustments.

SCOPE AND EFFECT

The Customer Service Specialist is normally the first and often the only contact a customer has with benefit programs administered by OPM. The Customer Service Specialist provides a wide range of services which primarily affect the economic well-being of the individuals serviced such as explaining various benefit options, qualifying conditions, and reporting requirements that apply to the customer. The work also directly affects the morality and efficiency of the annuity roll. Failure to treat customers with courtesy, decency and respect will be the justification for management action ranging from additional training to removal.

A Customer Service Specialist leads by example by taking the initiative to provide needed services and constantly seeking ways to improve service levels and further the goals and objectives established for his or her work unit. The quality and promptness of information furnished by letter and telephone has a significant impact on OPM's image and relationship with Congress, the news media, and the general public. The work is vital to the public's understanding and acceptance of OPM's programs and policies. The decisions, recommendations, and work products directly affect the economic well-being of annuitants and survivors. The work involves a variety of cases, situations and problems.

PERSONAL CONTACTS

The Customer Service Specialist will deal, on a daily basis, with annuitants, internal and external customers, and other employees in related operational areas (Federal Agencies, Unions, legal and Congressional staff and FEHB carriers). Customer Service Specialists deal with these individuals in a manner which maintains their self-confidence and self-esteem. The Customer Service Specialist actively works to maintain constructive relationships with their fellow employees, team leader and their supervisor. A Customer Service Specialist is accountable to the customer. They always provide the customer with their identity and that of the office where they work.

Some of the individuals who contact OPM may be irate; however, the Customer Service Specialist is expected to provide an appropriate response to these inquiries and concerns as well as to maintain a professional and courteous manner.

PURPOSE OF CONTACTS

The purpose of contacts is to provide accurate information, answer questions, and explain reasons for approval and denial. Providing information needed to obtain future approval along with alternative options that may be applicable and resolve other issues. The customers with whom the Customer Service Specialist must deal with sometimes are confused, hostile or otherwise unreceptive to the information which must be communicated. In dealing with such persons, as well as with elected and legal representatives, the Customer Service Specialists are adept at focusing on the situation, issue or behavior, not on the person. They quickly move conversations to satisfactory outcomes or other satisfactory forms of closure.

Contacts are also to assist retirees, survivors, agency officials, and others regarding benefits, to answer questions, to explain technical requirements and the basis for actions, and to elicit information needed to make decisions.

PHYSICAL DEMANDS

The work of the position imposes no special physical demands

WORK ENVIRONMENT

The work is performed in offices or similar environments.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CC483693F96F4673B8B2E9696858A36F-(b) (6)]
Sent: Mon 2/24/2025 9:24:31 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Responded to external customers via phone and email, regarding adjudication questions about their benefits.

Attended the Representative Payee Hub (RPH) Survey Input Design Review - Part 2 meeting.
(b) (5)

Met with management to discuss annuitants' payments and payment history. Processed remaining payment owed to customers.

(b) (5)

(b) (5)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1BE62042CC8C42878F50CFAB555443DF-900916D0-95]
Sent: Mon 2/24/2025 9:28:05 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) [(b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Reviewed outgoing contractors' transition documentation
- Performed user acceptance testing of Attrition dashboard
- Performed data validation of updated data in Attrition dashboard
- Continued developing website analytics and usage report
- (b) (5)

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=10308F840BA046B7ACF5E4DB7FB6F860:(b) (6)]
Sent: Mon 2/24/2025 9:27:41 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6); (b) (6)@opm.gov
Subject: RE: What did you do last week?

As per guidance, here are five things I accomplished last week:

- Completed cases of the highest quality and complied with all required guidelines, policies, and procedures
- Communicated with other OPM team members, as well as internal and external customers in a clear, effective, and courteous manner
- Responded to inquiries from disabled federal retirees in a timely manner with concise, accurate information
- Effectively managed multiple workloads, including supporting other sections, to ensure that our department's workflow continues seamlessly throughout an expected input surge
- Ensured former federal employees that are terminally ill have continued access to health insurance by accurately computing their disability retirement benefits

(b) (6)

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E275DAF35639407981299DC22472D705-(b) (6)]
Sent: Mon 2/24/2025 9:29:43 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

In accordance with 5 U.S.C. 4507, Executive Order on Ending Radical and Wasteful Government DEI Programs and Preferencing, and Executive Order on Restoring Accountability in the SES, accomplished the following:

- o Conducted review of agency nominations to identify examples related to DEI.
- o Responded to agency questions on PRA nominations with respect to DEI language.
- o Uploaded and Distributed agency nomination packages among planned Review Boards.
- o (b) (5)
- o (b) (5)

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=643BD6552C1A45F09CAD57596CE49659-(b) (6)]
Sent: Mon 2/24/2025 9:31:46 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Proctored the Delegated Exam (DE) Certification Assessment
- Assisted applicants on the USA Hire website
- Scheduled appointments for the DE certification
- Respond to email inquiries
- Upload videos from the proctored exam

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=117D7F88180C4261BCC6D9D1214FE1EC-(b) (6)]
Sent: Mon 2/24/2025 9:33:15 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hello,

Last week I did accomplished the following:

- Transitioned into the role of Project Manager for the Talent Pool feature evaluation project. (b) (5)

reviewing project timelines, and scheduling follow-up meetings.

(b) (5)

- (b) (5)

- Participated in HRS Chat training to expand knowledge and ensure alignment with system updates and best practices.

- (b) (5)

• (b) (5)
[Redacted]

• (b) (5)
[Redacted]

(b) (6)

Management and Program Analyst
Office of Personnel Management
OPM HR Solutions
USAJOBS

(b) (6) [@opm.gov](mailto: @opm.gov) | www.opm.gov/HRS

From: HR <hr@opm.gov>
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Subject: What did you do last week?
Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=59ED85BABF8F42E2A070B8A884137000-(b) (6)]
Sent: Mon 2/24/2025 9:35:05 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hi,

My accomplishments are noted below:

Employee and Executive Development

In accordance with 5 U.S.C., 3373-3375, 3396, 4103, 4121, 5 CFR Part 334; 5 CFR Part 410; 5 CFR 412.202, 412.301, 412.302, 412.401 and various EOs on training and development, accomplished the following:

- Conducted review of current certified agency policies to ensure current policies adhere to and align with EOs.
- Responded to agency inquiries regarding training policy requirements and communicated via email/phone calls and Teams meetings.
- Responded to agency inquiries regarding mentoring policy requirements and communicated via email/phone calls and Teams meetings.
- (b) (5)
- Responded to request for review of legislation for compliance with training laws and regulations.

Executive and Schedule C System (ESCS)

In accordance with 5 U.S.C. 3330(f) and OPM Memos on guidance regarding SES position redesignations, accomplished the following:

- (b) (5)

- (b) (5)

- Responded to requests for new accounts, employee transfers, and user errors to ensure resolution for numerous agencies.

Qualifications Review Board (QRB) Team

In accordance with 5 U.S.C. 3391- 3395 and 5 CFR Part 317, Subparts E and F, accomplished the following actions:

- (b) (5)

- Prepared and distributed compliant cases to QRB members and confirmed meeting schedule.

Thanks,

(b) (6)

HR Strategist
Talent, Learning and Development (TLD)

U.S. Office of Personnel Management
Executive Services and Workforce Development/ Workforce Policy and Innovation

o: (202) (b) (6)

Suite (b) (6)

(b) (6) @opm.gov

OPM.gov



U.S. Office of
Personnel Management

How is our customer service? Please click on the link below for a brief survey that should take you less than 3 minutes to complete. My organization is Talent, Learning and Development (TLD). Your input is valuable and will help us improve processes and products so we can support you most effectively and efficiently. Your response is anonymous.

<https://surveys.opm.gov> (b) (6)

Follow us on [LinkedIn](#) | [Twitter](#) | [YouTube](#)

From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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Sent: Mon 2/24/2025 9:35:58 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

- Created written and oral work products of the highest quality that were organized, comprehensible, concise, accurate, and persuasive.
- Conducted evaluation work that complied with CIGIE's Blue Book Standards and the OIG Evaluation Manual, with the goal of detecting and eliminating fraud, waste, and abuse.
- Assisted Group Chief by contributing to discussions regarding opportunities for ongoing program and project process improvements.
- Effectively managed day-to-day work of multiple projects through assignments that leverage resources and maximize the potential in subordinates to help put them on a path for future success.
- Demonstrated independence and versatility in ability to meet the needs of internal and external parties, providing accurate and effective responses to their inquiries.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

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Sent: Mon 2/24/2025 9:36:31 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: What did you do last week?

Research Task:

(b) (5) [Redacted]
[Redacted]
[Redacted]
(b) (5) [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

I have been told that my organization will be dissolved as part of OPM's 70% staff reduction. [Redacted]
(b) (6) [Redacted] (b) (6) [Redacted]
(b) (6) [Redacted]

WPI Representation on teams/committees

I am in the process of closing out activities supporting the following enterprise level teams:
OPM Strategic Objective 2.2
OPM Strategic Objective 3.3
Executive Committee for Customer Experience

From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=96982B5440E5458282561F09169C6E8C-5C029C36-D2]
Sent: Mon 2/24/2025 9:40:13 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- (b) (5)
- (b) (5)
- (b) (5)
- Actively managed NFC OPM Postal Health Benefit Program Direct Pay Project by providing comments to the updated service level agreements. Co-led meeting with NFC and OPM RS and HI to resolve PSHB Direct Pay enrollment issues.
- (b) (5)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=808D27EC43C44FF6BF2F309CD28326CB-F51442B6-37]
Sent: Mon 2/24/2025 9:41:40 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

(b) (6) – Week of 02/17/2025:

- o (b) (5) [REDACTED]
- o Audited the trigger runs in ADF to uncover output errors that weren't code errors (therefore not notifying us by stopping the run) for USAJOBS.
- o (b) (5) [REDACTED]
- o (b) (5) [REDACTED]
- o Prepared my transition plan, including as much detail as possible in writing to allow for flexibility in future assignments.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 1:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7F6833496D174351B49077BB63 AEA4C9-(b) (6)]
Sent: Mon 2/24/2025 9:43:05 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good evening,

I was on pre-approved leave today so I was unable to respond earlier. Please see below for a list of five of last week's accomplishments:

- Match PSHB transactions to MENR February data
- Categorize MENR issues to create internal version of RCNO
- Compare PSHB transactions to PSHBS-provided snapshot for ongoing efforts to identify potential sources of discrepancy from February RCNO
- Create system status table with current data in HBDP
- Compare system status table to PSHBS-provided snapshot for ongoing efforts to identify RCNO source issues

Thanks,
(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=47D96B5D157844BEBCF80AF6700D707E-(b) (6)]
Sent: Mon 2/24/2025 9:42:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good evening, (b) (6), my focus last week was on coordinating a smooth transfer of my duties and responsibilities with end-state being my separation on Feb 28. Toward that end:

- Notified customers, supported agencies, and the (b) (5) (b) (5) of schedule/program changes, my transition, and new contacts, as they became known.
- Also notified faculty with whom I was planning late 2025-2026 SES Leading EDGE Executive, one-day programs on:
 - Agile Gov to Improve Results for the American People.
 - Developing Your Customer Experience Action Plan.
 - Leading Change in the Age of AI.
 - Table-top Exercise: Cyber-Breach! What Every Senior Executive Needs to Know, and Do, When It Happens.
 - Using Strategic Foresight to Improve Strategic Decision-Making.
- Completed coordination for inventory of property and supplies to be conducted at FEI (Charlottesville) on Wed, Feb 26.
- Accomplished about 50% of updating my desk-top continuity guide to hand off on Thurs, Feb 27.
- Completed 50% of out-processing, to include confirming drop of my personal equipment (laptop, phone, and PIV card) at TRB (DC) on Fri, Feb 29.

VR, (b) (6)

(b) (6)
Education Program Director
SES Leading EDGE
OPM Federal Executive Institute
(b) (6) @opm.gov
M:(b) (6)



From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) @opm.gov
Sent: Mon 2/24/2025 10:05:59 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Below are 5 items accomplished last week:

- Reviewed on the white paper that was circulated by the CFO Council (b) (5)
[Redacted]
- (b) (5)
[Redacted]
- (b) (5)
[Redacted]
- (b) (5)
[Redacted]. Also met with Personnel Security to ensure all personnel security measures that must be taken during DRP period are identified for adherence and compliance.
- Discussed with Human Capital Benefits specialist and prepared retirement papers in order to meet deadline of submission.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CCB34484AA0F459B880800CE1E9286B3-4D191C3F-AF]
Sent: Mon 2/24/2025 10:06:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

To whom this may concern:

Below is a summary of last week's accomplishments.

1. (b) (5)
2. Authored transition documents in preparation for handing over project management responsibilities as I approach my departure on 2/28
3. Reorganized and refined file structures and naming conventions to ensure intuitive access to colleagues following my departure
4. Closed out Leadership 360 assessment by communicating with the customer, submitting income recognition, and completing associated housekeeping tasks
5. Acted as a colleague's out-of-office contact for Leadership 360 projects, keeping customers up to date on project status and ensuring uninterrupted service

Thank you,

(b) (6)

(b) (6)

Student Trainee (Personnel Research Psychologist)

U.S. Office of Personnel Management
HR Solutions/Assessment & Evaluation

c: (202)(b) (6)

(b) (6) @opm.gov

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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 2:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7BA1546B0CFB4BE39A24F49CD FC4A3D9-(b) (6)]
Sent: Mon 2/24/2025 10:07:03 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- 100% of the tasks and duties required of me by my position description
- 100% of the work product that my manager and I have agreed to
- 100% of the duties and performance elements that are used to evaluate my performance
- 100% of the deliverables requested of me by my direct supervisor.
- I exceeded expectations in the delivery of the above.

Details available upon a formal request from my direct supervisor.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FF1C173EBC08417BBBB8F4A815357821-(b) (6)]
Sent: Mon 2/24/2025 10:07:09 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Last week, I was in the office for only a day and a half (b) (6) (b) (6).

- (b) (5)
- (b) (5)
- (b) (5)

• **Admin Support:** Provided admin support to the team for various personnel issues.

(b) (6)
Product Development Supervisor, USA Performance
U.S. Office of Personnel Management
HR Solutions / USA Performance
c: (202)(b) (6)
(b) (6) @opm.gov
OPM.gov



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From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0FC9CAE9C7644172BC0CB9D1C969E189(b) (6)]
Sent: Mon 2/24/2025 9:54:51 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Increased reporting efficiency with the design and implementation of a government-wide Power BI reporting system for USA Staffing. Last week, specifically, (b) (5)

[REDACTED]

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

[REDACTED]

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FD7DC77511994855A1ED579156E479B8-(b) (6)
Sent: Mon 2/24/2025 10:00:32 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

• (b) (5)
[Redacted]

• (b) (5)
[Redacted]

• (b) (5)
[Redacted]

• (b) (5)
[Redacted]

• (b) (5)
[Redacted]

Many thanks!

(b) (6)
(b) (6) Driver/Communications
Coordinator

U.S. Office of Personnel Management
Workforce Policy and Innovation

c: (202)(b) (6)
(b) (6) @opm.gov
[OPM.gov](https://www.opm.gov)



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Please cc (b) (6) on all emails regarding WPI STAMP packages.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B800664AADC4B4791F2E3EC10099B0C-9678BC23-D3]
Sent: Mon 2/24/2025 10:03:13 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Provided an IT system briefing/training to an office team member who is assuming new duties.

- (b) (5) [Redacted]

- (b) (5) [Redacted]

- (b) (6) [Redacted]

- (b) (5) [Redacted]

- (b) (5) [Redacted]

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=69B0F92854EF47E58DB777F3839C9976(b) (6)]
Sent: Mon 2/24/2025 9:46:07 PM (UTC-05:00)
To: HR10[HR10@opm.gov]; HR[HR@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Response to request:

- (b) (5)
[Redacted]

- (b) (5)
[Redacted]

- I fully successfully served as a subject matter expert for my assigned area. Prepare guidance (standard operating procedures, job aids) and/or lesson plans and conduct coaching and/or training sessions for the project staff.

- I fully successfully responded to inquiries that came from Congressional sources, agency and union officials, retirees, survivors, and others; provide clear, responsive explanations of actions taken and the basis for them.

- (b) (5)
[Redacted]

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B5A335E252824B46B1DF50F576544FF0-(b) (6)]
Sent: Mon 2/24/2025 10:12:33 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]; (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Items accomplished last week:

1. Duty Station alignment
2. Return to Office assignments and location
3. Formal Transfer of all Enterprise Leadership Solutions programming
4. Discussion with staff of transfer of subordinate roles and responsibilities
5. Out-processing OPM as part of the Deferred Resignation Program requirement

Please note, I accomplished official duties while on approved (b) (6) : 18 February – 28 February 2025. Leave is in accordance with OPM's leave policy.

(b) (6)
Director, Enterprise Leadership Solutions

U.S. Office of Personnel Management
Federal Executive Institute

(b) (6) @opm.gov
c: (b) (6) | o: 202 (b) (6)
[Subscribe](#) to our email list | www.opm.gov (b) (6)



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F6ECA15FD050447388DD7BEF7E6871B2:(b) (6)]
Sent: Mon 2/24/2025 10:13:31 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

My accomplishments in the week of Feb 16th – 22nd, 2025 are provided below.

1. (b) (5) [Redacted]
2. (b) (5) [Redacted]
3. (b) (5) [Redacted]
4. (b) (5) [Redacted]
5. For support mailbox management, I provided instructions and clarification to team members. I organized incoming emails and sent responses as needed to the emails that are outstanding.

If you need any additional details, please let me know. Appreciate it!

Regards,
(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=3EF82F8109D24915889AA90661BE7925-1F248BF6-70]
Sent: Mon 2/24/2025 10:13:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov; (b) (6) @opm.gov; (b) (6) @opm.gov; (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: Re: What did you do last week?

I am responding as directed by my agency leads. I request that any inquiries regarding my work details be directed to my supervisor, as they are the appropriate point of contact within the chain of command. I am happy to provide further details upon written request with further instructions from my supervisor. I do not consent to the below being used to evaluate my performance.

My accomplishments last week included, but were not restricted to the following:

- Provided guidance on customer experience (CX) best practices
- (b) (5)
- (b) (5)
- Worked on competitive analysis reports for design features
- (b) (5)

(b) (6)
Researcher
(she/her)

U.S. Office of Personnel Management
(b) (6) @opm.gov
[OPM.gov](https://www.opm.gov)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) (FEB)/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=561518CD1E104D8CB25822C4E7C12C74-7C4B43D8-7E]
Sent: Mon 2/24/2025 10:14:17 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) (FEB)(b) (6) @opm.gov]
Subject: Re: What did you do last week?

- Preapproved (b) (6)
- Preapproved (b) (6)
- Preapproved (b) (6)
- preapproved (b) (6)
- (Monday was a federal holiday)

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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 1:45:48 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=4C009053CF01492AA740CF223F28CF0E-A0582CB8-76]
Sent: Mon 2/24/2025 10:21:10 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

- I complied fully and faithfully with my oath of office. ("I do solemnly swear that I will support and defend the Constitution of the United States against all enemies, foreign and domestic; that I will bear true faith and allegiance to the same; that I take this obligation freely, without any mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties of the office on which I am about to enter. So help me God.")
- I performed tasks and assignments to implement the laws and regulations that govern the official duties of my program and agency.
- I performed the duties outlined and required by my job classification in my position of record.
- I followed the laws and regulations regarding confidentiality of data and information sharing with outside parties that are part of my work.
- I performed these assignments during work hours at my duty station as outlined in my personnel records (Standard Form 50 – Notification of Personnel Action).

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F19674D7EED0447DBB15086A1E615E2A;(b) (6)]
Sent: Mon 2/24/2025 10:24:07 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5)
- (b) (5)
- FOIA request: searched and produced responsive records.
- (b) (5)
- (b) (5)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=908933CB7EED449EB5803BCCE995B6AE-44304693-AA]
Sent: Mon 2/24/2025 10:22:59 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0273801BFB884B65B2FC35DC321C44D4-036090B3-23]
Sent: Mon 2/24/2025 10:23:42 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hi,

I am responding to this email as directed by my agency leads. I request that any inquiries regarding my work details be directed to my supervisor, as they are the appropriate point of contact within the chain of command. I do not consent to the below being used to evaluate my performance.

Accomplishments:

- Collaborated with cross-functional design partners, including UX design, developers, and product owners, to resolve content challenges and blockers during product team meetings.
- (b) (5)
- Researched and wrote user-facing content sent to job seekers by a digital federal hiring/recruiting tool, ensuring this content's adherence to our established tone, voice, style guide, and complex regulatory environment.
- (b) (5)
- Researched and wrote federal agency-facing content for a digital federal hiring/recruiting tool, ensuring this content's adherence to our established tone, voice, style guide, and complex regulatory environment.

(b) (6)
Content Strategist
U.S. Office of Personnel Management
HR Solutions (HRS) | USAJOBS
c:(b) (6)
(b) (6) @opm.gov
OPM.gov



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From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=42C81BC4C01541148B6AA798F6C208EA-71DCBDC2-B8]
Sent: Mon 2/24/2025 10:25:44 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Please see bulleted accomplishments below:

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

(b) (6)
Lead Personnel Research Psychologist
U.S. Office of Personnel Management (OPM)
HR Solutions/Center for Assessment and Evaluation (CAE)
Hiring Assessment Professional and Administrative (HAPA)

c: (202)(b) (6)
o: (202)(b) (6)
(b) (6) @opm.gov
[OPM.gov](https://www.opm.gov)



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From: HR <hr@opm.gov>

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FA402D9E08AE46538980C048AEF6C1DA-(b) (6)]
Sent: Mon 2/24/2025 10:09:28 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Calculated
- Processed
- Analyzed records and documents
- Changed health and life insurance
- Resolved discrepancies

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2CBED4E778A34E4F85C507848772A6A4-823CC1FA-2B]
Sent: Mon 2/24/2025 10:30:05 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. **Responded to Inquiries** – Assisted federal employees, retirees, and other stakeholders by answering questions regarding benefits, retirement plans, and personnel services via phone, email, or online chat.
2. **Processed Service Requests** – Managed and processed various service requests related to retirement, benefits, and employment records, ensuring timely and accurate completion of tasks.
3. **Updated and Maintained Records** – Ensured that all personnel and retirement data were up to date in OPM systems, following appropriate privacy and security protocols.
4. **Provided Policy Clarifications** – Offered guidance on federal policies and procedures regarding retirement, health benefits, and other related programs to ensure compliance and understanding.
5. **Collaborated with Teams** – Worked closely with other departments and units within OPM to resolve complex issues and improve customer service outcomes for federal employees and retirees.

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EEA82B3321A149809EEC71B2B926B8B8-(b) (6)]
Sent: Mon 2/24/2025 10:33:08 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

I am responding as directed by my agency leads. However, I request that any inquiries regarding my work details be directed to my supervisor, as they are the appropriate point of contact within the chain of command.

Tasks accomplished last week:

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=57EA17E7CE3347EC9558C95398CF6CC&(b) (6).]
Sent: Mon 2/24/2025 10:34:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

As an (b) (6) I accomplished the following duties and performed these functional responsibilities, which are broadly espoused under Chapter 51, the United States Code.

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

From: HR <hr@opm.gov>
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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=84FE177CF2E944CFA4E12BA77B14B308-(b) (6)]
Sent: Mon 2/24/2025 10:37:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

• (b) (5)
[Redacted]

• (b) (5)
[Redacted]

• (b) (5)
[Redacted]

• (b) (5)
[Redacted]

• (b) (5)
[Redacted]

(b) (6)
Program Analyst

U.S. Office of Personnel Management
HR Solutions, USA Staffing

P: 202 (b) (6)
1900 E St NW, Suite (b) (6) | Washington, DC 20415
(b) (6) [@opm.gov](mailto:(b) (6)@opm.gov) | www.opm.gov



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1C5E7CC1E5C04CCD9BD9112E9841F2CC-(b) (6)]
Sent: Mon 2/24/2025 10:36:43 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

My position is located in the (b) (6) [REDACTED], a component of Retirement Services (RS), OPM. Last week I performed the following tasks:

- Served as OPM advocate before the Merit Systems Protection Board (MSPB).
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]

Thank you. Have a great day. 😊

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Sent: Mon 2/24/2025 10:37:04 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Please see the list of bullet points below,

1. I have answered a high volume of calls answering a wide range of inquires from federal retirees.
2. I have responded to a high volume of email inquiries from annuitants and their family members
3. I sent a variety of forms to annuitants and assisted them in filling out forms
4. I helped the files department over the weekend to pull cases to send to different departments for processing.
5. (b) (6)

(b) (6)

Customer Contact Representative
Retirement Information Office
Office of Personnel Management



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0B0FB46A5D2248CFA9742A2E46E9747B-08722A1F-36]
Sent: Mon 2/24/2025 10:41:16 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 2:46 PM
Subject: What did you do last week?
Importance: High

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Sent: Mon 2/24/2025 10:41:24 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Hello,

As requested, please see five accomplishment bullets below.

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

Please let me know if you have any questions.

Thank you,
(b) (6)

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Sent: Mon 2/24/2025 11:00:34 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Accomplishments for last week:

- Updated documentation to ensure accuracy and completeness.
- Attended Veteran's Preference training, ensuring compliance with federal regulations.
- Attended Applying IOR (Individual Occupational Requirements) training, ensuring compliance with federal regulations.
- Proactively collaborate with others to accomplish team goals and objectives.
- Updated the team's project management software, SATURN, to track progress and deadlines.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:46 PM
Subject: What did you do last week?
Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C399B85E88964919BF151F65D2043AA6-(b) (6)]
Sent: Mon 2/24/2025 11:10:31 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5) [REDACTED]
- Answered annuitant telephone inquiries, assisting them with benefits-related questions and annuity adjustments.
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]

(b) (6)

[Methods and Procedures](#)
[Retirement Services](#)
[U.S. Office of Personnel Management](#)

202-(b) (6)
☎ (b) (6) @opm.gov



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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EB814123671B4D2BBD9C9DC971EBB305-38D43CC4-6E]
Sent: Mon 2/24/2025 11:10:47 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

To whom it may concern,

I was on leave all last week (b) (6); however, in an effort to be more helpful than just stating that I was on leave, I am including 5 bullet points of work I did the week prior.

1) Reviewed edits to the 2025 agency-wide Anti-Harassment training module; ensured the new training module aligns with the new executive orders.

2) (b) (5)
[Redacted]

3) (b) (5)
[Redacted]

4) (b) (5)
[Redacted]

5) Purged old files on the anti-harassment shared drive that were obsolete.

(b) (5)
[Redacted]

Thank you,

(b) (6)
Anti-Harassment Coordinator
U.S. Office of Personnel Management
Office of Human Resources
o: (202) (b) (6)
(b) (6) @opm.gov



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 1:46 PM
Subject: What did you do last week?
Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=39043B12628941F684D67EC65D7ABBE7-69260506-91]
Sent: Mon 2/24/2025 11:17:21 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Please find below approximately 5 tasks I completed on the week of Monday, February 17th, 2025 – Friday, February 21st, 2025 (Monday was a federal holiday).. so more specifically, Tuesday, February 18th, 2025- Friday, February 21st, 2025.

- (b) (5)
- Respond to enrollees and authorized representatives by email or phone on appeal status
- (b) (5)
- (b) (5)
- Provided training and collaborated with a colleague regarding job tasks

Thank you,

(b) (6)

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Sent: Mon 2/24/2025 11:21:02 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hello –

Below is a summary of my recent activities this past week as the product manager for OPM's document routing system, STAMP (Strategic Task Approval Management Portal):

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

Thank you,
(b) (6)

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Sent: Mon 2/24/2025 11:29:46 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- I filed the daily closed claims that I was assigned. Expanding drawers and pulling shred cases as needed for the drawers that were tight. Making flashes for the ones that I couldn't fit and filing them in expansion. I also filed some extra bundles for the following days because closed claims were heavy for the week. Also, making sure I audit stamped each file. Re-checking the spelling before filing, also checking to see if there are any other flashes for the case (desi's, FIC, priority filing etc.) and properly file the papers in the case before filing it. For drawers that were tight or cases that wouldn't fit, added overflow boxes on top of the filing cabinets when needed and expanded numerous drawers. I added files from the designated expansion area back to open files where they would normally be.
- I pulled the daily FCORR files. I audit stamped all flashes and circled the CSA case number to show the case has been pulled and filed the flash accordingly. I also looked the cases up in dcs before pulling the file to ensure the proper location, whether it is in FERS or CSRS open file.

I assembled the daily FCORR files. I put an audit stamp on the inside of the back jacket of the file, double checked the name, birthdate, social security number, and CSA case number with the new label stickers and all paperwork. I holed punched the new papers and placed them in the file with the new correct color-coded jacket for either the FERS or CSRS case. If there was a discrepancy, I let my supervisor or CSS know and made a note of it on a post it and put it on the front of the case.

- I also pulled C#'s (phone call requests) and CIB fax cases and IRRs. Audit stamping the request, putting the correct flash in place of the file or IRR and putting them in the designated area in Central for the pulled cases.
- I also did extensive searching for files that couldn't be found. I did 5-10 drawer audits, looked in different locations for variations of name spellings. I give the FCORR files to my supervisor or a CSS and put the C#'s in the designated area in Central and file the flash in files.
- I pay careful and close attention to detail when filing and pulling files. If I find a misfiled case, I re-file it correctly and let my supervisor know. If I find an IRR or desi for an F case, I write a flash for the case and send it for an update. If I find discrepancies in names, social security numbers, birth dates or anything that makes me question or second guess its proper location, I ask a CSS or a supervisor. I am always asking questions and eager to learn new tasks. I worked credit time and overtime 3 days. I take pride in being a part of the files team, the survivors are counting on us to do our job correctly, effectively, and timely.

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Sent: Mon 2/24/2025 11:32:00 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Processed health benefits cancellations and suspensions as requested by federal retirees
- Sorted mail sent to Retirement Benefits Branch
- Determined if mail sent to Retirement Benefits Branch was eligible for processing
- Entered mail sent to Retirement Benefits Branch into tracking and assignment system
- Resolved escalated health benefits inquiries for federal retirees

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Sent: Mon 2/24/2025 11:30:23 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- Participated in a training for individual feedback summaries for AC participants.
- (b) (5)
- (b) (5)

(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=09064424386246E7BA5C0B582C061D87-5471A98B-AA]
Sent: Mon 2/24/2025 11:34:48 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

+ Manager

Very Respectfully,

(b) (6) (He/Him/His)

(b) (6)

HR Specialist (Classification)

OPM Human Resources

(b) (6) @opm.gov

Teams Phone 202-(b) (6)



U.S. Office of
Personnel Management

From: (b) (6)
Sent: Monday, February 24, 2025 4:40 PM
To: HR10 <HR10@opm.gov>
Subject: RE: What did you do last week?

Hello,

1. Collaborated with colleagues on classification actions for new updates based on their changing priorities to update our classification workbook and PD storing systems.
2. Assisted with data capture for RIF.
3. Corrected PD's comp level codes by evaluating and reviewing codes to the guidance and standards surrounding comp level.
4. Supported with PD case file clean up to align both local and share drive storages.
5. (b) (6) closing out mid to long-term actions and organizing responsibilities for proper hand-off.

Very Respectfully,

(b) (6) (He/Him/His)

(b) (6)

HR Specialist (Classification)

OPM Human Resources

(b) (6) @opm.gov

Teams Phone 202-(b) (6)

From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

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Sent: Mon 2/24/2025 3:00:25 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Initiated a tactical plan to recover \$730K of GFE and additional OPM accountable property from Delayed Resignation Program (DRP) and Probationary staff, which involved collaborating with FSEM and HR to create a recovery and communication plan, securing necessary funding, and acquiring shipping boxes for safe asset return.

- (b) (5) [REDACTED]
[REDACTED] This choice holds the potential to substantially decrease annual operating costs, moving from \$4.6M to a significantly lower \$1.8M.

- (b) (5) [REDACTED]
[REDACTED]

- (b) (5) [REDACTED]
[REDACTED]

- (b) (5) [REDACTED]
[REDACTED]

(b) (6)
Associate Chief Information Officer – EIS
U.S. Office of Personnel Management
Office of Chief Information Office
c: (202)(b) (6)
(b) (6) @opm.gov
OPM.gov



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) @opm.gov
Sent: Mon 2/24/2025 3:00:29 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Below are five accomplishments from last week.

1. Performed PSHB health insurance reconciliation activities.
2. Participated in HI all hands meeting.
3. Provided demographic information from PSHB to management for enrollment issues.
4. Developed a work transition plan due to being placed on administrative leave.
5. Contacted the necessary POCs and completed paperwork for the DRP.

Thank you,

(b) (6)
Legal Administrative Specialist (Claims Examiner)

U.S. Office of Personnel Management
Healthcare and Insurance
Office: (202) (b) (6)



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=19B2B26D37804C8DB24732775E991C7A(b) (6)]
Sent: Mon 2/24/2025 3:00:46 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Hello,

Below are 5 bullets of what I accomplished last week:

- Coordinated virtual bi-weekly management board meeting and capture detailed notes to share as meeting minutes with the National Science Foundation, the Cybersecurity and Infrastructure Security Agency and the Office of Personnel Management – Scholarship for Service Program (SFS).
- Developed email communication regarding changes to scholar employment status and sent the communication out to 500+ SFS scholars who are working to meet their SFS service obligation. Added the communication to the SFS standard operating procedures.
- Reviewed pending commitments in the SFS system and reached out to scholars regarding commitments that require more documentation than what was provided.
- Managed the SFS program inbox and provided personally answered emails to situations regarding scholar employment status, job announcement reviews, graduation date changes, SFS system errors, SFS Principal investigator questions about their current SFS scholars and future scholars, responded to voicemails and general SFS inquires.
- Updated SFS scholar profile information in the SFS portal and updated the scholar status on the SFS dashboard.

Respectfully,

(b) (6)
Human Resources Assistant, Student Programs Branch
U.S. Office of Personnel Management
HR Solutions, SFS Program Office, Federal Staffing Center
c: 202-(b) (6)
o: 202-(b) (6)
(b) (6) @opm.gov
(b) (6) @opm.gov



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B92959C215884FACBD0665197341E09C-(b) (6)]
Sent: Mon 2/24/2025 3:00:42 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Per this request, please see my accomplishments from last week.

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

(b) (6)

(b) (6)
Supervisory HR Specialist

U.S. Office of Personnel Management
HR Solutions/Federal Classification Center
c: (202) (b) (6)
MS Teams: (202) (b) (6)
(b) (6) @opm.gov
[OPM.gov](https://www.opm.gov)



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1CED5D8FC0E34568B7CDCCA448376E6A-(b) (6)]
Sent: Mon 2/24/2025 2:58:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Monitor Batch job process for errors and process emails request for PCB Actions
- Email for Life Cycle Management request.
 - Compile and link CICS programs to PRODRP.CICS.PROBATE.LOADLIB or to PRODRP.COBOBOL.OBJLIB
 - JCLLOADs
 - STMTLOADS
- Adding and updating new job in the workload schedulers
- Scheduled jobs to process in the automated scheduler (ZWS)
 - Modified the workload scheduler database adding new batch jobs and revisioning current batch scheduled jobs in the database.
- Email request from Funds Management and Trust Fund
 - Processing daily memos to (Loads the 2812 data from the IESF2812 file into M2812 and HB2812, the daily CD/JV run that load 2812 data from the IESF2812 file into two Adabas files, M2812 and HB2812, and generates the CD and JV reports, Edit and load the RITS SF2812 data to FMIE data, , RITS daily process, run reports to produce the contingency reserve account balances for plans within the data range, and reports of the letter of credit status for plan for the user given year).
- Email request from RSITPMO o Adhoc request that involves data updates for corrective that goes in the Retirement Nightly Cycle

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0B1DA2BE65B84EABA0DC602D4DE9B117-2A53B956-5F]
Sent: Mon 2/24/2025 2:58:18 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

I have a 28-hour 4-8-4-8-4 base schedule.

- Monday was a holiday.
- Tuesday-Thursday I used 16 hours of award leave that I earned for excellent performance.
- I used the award leave time to complete my dissertation, which I sent to my committee for doctoral defense on March 6.
- Thursday half-day was spent on transition activities: file clean-up, reorganization, and preparation for transfer to remaining staff.
- Friday half-day was spent on transition activities: meeting to review a program evaluation assessment that needs to be delivered this summer, as I need to ensure someone else can do this work in my absence; text analysis work for a retention effort assessment so that project manager is prepared to deliver the annual briefing.

(b) (6)
Student Trainee – Personnel Research Psychologist

U.S. Office of Personnel Management
HR Solutions / Assessment & Evaluation / Employee & Customer Experience
cell phone: (202) (b) (6)
emergency only: (917) (b) (6)
(b) (6) @opm.gov
OPM.gov



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=06EBD762CCDB4F4E9463E7C2C72FA382-94728DDA-F7]
Sent: Mon 2/24/2025 2:58:17 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

1. Determined and completed case order for cases.
2. Contacted annuitants and sent out emails and mail letters based on what they needed to move into processing.
3. Sent out drop letters of proper cases with designated templates and determined who was eligible for health benefits + life insurance.
4. Completed follow-up emails and follow-up mail letters for cases that needed such.
5. Put all cases in the system for documentation purposes.

Thanks,

(b) (6)

Legal Administrative Specialist
Retirement Services, Claims Group 1
US Office Of Personnel Management
(b) (6) @opm.gov



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For any inquires regarding your application and progress please contact 1-888-767-6738.

"The only limit to your potential is the one you create in your mind."

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1DF4E7E47B7E447BB7F414B83978DE15-(b) (6)]
Sent: Mon 2/24/2025 2:58:34 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

I completed assigned duties promptly and accurately see my 5 Bullets listed below:

- Filed and organized incoming cases to its correct location of file
- Retrieved cases, labeled and organized case files in numerical order
- Logged an abundance of incoming cases , organized and bundled those cases into straps and counted each case, delivered bundles to appropriate department
- Provide excellent customer service skills in helping are customers
- Use alphabetical and numerical skill to organize and locate important information.

(b) (6)

Office of Personnel Management
Retirement Operations Center

Email: (b) (6) @opm.gov

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5D99C8B5A21C4786BDB20FC4450915B2-(b) (6)]
Sent: Mon 2/24/2025 2:58:44 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Hello – my five bullets are as follows:

1. In compliance with the February 10th White House EO "Eliminating the Federal Executive Institute (FEI)", I was physically at FEI in Charlottesville, helping to shut down operations, inventory artifacts/equipment, answer questions from and support FEI employees, and serve as a liaison between FSEM and HRS.

2. (b) (5)

3. I convened a meeting with the HRS building location onsite leaders around RTO and fielded questions from HRS staff regarding logistical and operational aspects of RTO.

4. (b) (6), I began the process of workspace and cubicle assignments for HRS staff reporting to the TRB on March 3.

5. (b) (5)

This is not an exhaustive list. If you have questions or would like more details, please let me know.

Best,

(b) (6)

(b) (6)

Senior Advisor

U.S. Office of Personnel Management

HR Solutions

c: (202)(b) (6)

(b) (6) @opm.gov

[OPM.gov](https://www.opm.gov)



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week

and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EB0BAF0D5AA4449D8A32CCE307D3D7F5-66FE3968-73]
Sent: Mon 2/24/2025 2:59:02 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,
Please see the below for the information regarding some of what I accomplished last week. Thank you.

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

V/R.
(b) (6)
(b) (6)

Management Analyst
U.S. Office of Personnel Management
HR Solutions / Assessment and Evaluation
c: (202)(b) (6)
(b) (6) @opm.gov



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From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 3:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9CC45021B3F5413D80B805A3FD78C84A-(b) (6)]
Sent: Mon 2/24/2025 2:59:26 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Budget reconciliation
- Processed HR actions
- Researched regulations
- Customer service
- Meetings

(b) (6)
OPM/MSAC/VRRM

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F236D1962D1343F1985C68E15AF7BD27-(b) (6)]
Sent: Mon 2/24/2025 2:59:32 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

This is what I did last week.

1. As a Customer Service Specialist, I was signed 68 cases last week.
2. Process death certificate – filling out FE6-DEP forms to make sure annuitant have life insurance and how many reductions and sending the form to Metlife. FEGLI with date” Developed, sent FE-6 DEP and Pattern Letter FE6DEP Hold 30 days, Cancelled of Option C
3. Process health benefit – making changes to the annuitant health benefit to their request due to death, divorce, disable or child age. **Confirmed correct effective date and new plan code. Made the new HB change.**
4. Process life insurance – changing or canceling life insurance policy.
5. Process Y-Adjustment – to remove survivor beneficiary from cases, due to death or divorce. Figuring out the new gross amount annuitant. Check survivor election on original retirement application: (check to see if Y adjustment being performed is on original spouse. If not dig through case file for more information, is this a partial Y adjustment on unfulfilled survivor election,
6. Review cases.

(b) (6)
Customer Service Specialist
Customer Inquiries Branch
US Office of Personnel Management
Boyers, PA 16017-0045
Ph: 202:(b) (6)
(b) (6) @opm.gov



From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=84D16657F03A47BC952305C7E47B278C-(b) (6)]
Sent: Mon 2/24/2025 2:59:39 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Please see below for a listing of my accomplishments from last week:

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

(b) (6)
Auditor, Experience-Rated Audits Group

Office of the Inspector General
Office of Personnel Management
Email: (b) (6) @opm.gov



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9C2F5C988F2C44FF8894C38C00C3D032;(b) (6)]
Sent: Mon 2/24/2025 2:59:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]; (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- I was worked on 67 Disability case to get the last day of pay and reach out to the annuitant for any missing forms like the Social Security proof and marriage certificate needed to complete the case
- I put 86 disability case into interim pay for the annuitant to start to receive payment.
- I worked on 54 voluntary retirement case by making sure we had all the forms and information we need and if not, I mailed out letters to the annuitant and emailed agency for forms that were incorrect or missing from the case.
- I Called annuitants and agencies for last day of pay and missing information for the case and took phone called from annuitants on question and concerns on their case.
- I exceed expectations in the delivery of the above cases by doing more case then what was asked of me by my supervisor and I worked 15.5 hours of overtime last week.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=397C26B649864C3CBD7C48DC E90F765E-(b) (6)]
Sent: Mon 2/24/2025 3:00:03 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Dear Sir or Madam:

For the week of February 17-21:

(b) (6)

- (b) (5)
- (b) (5)

As a Supervisory Program Analyst in the Talent Acquisition Analytics Group:

- (b) (5)
- Reporting and Data Analytics: Ensured executive leadership data requests FSC systems were met thoroughly, accurately, and timely
- (b) (5)

My supervisor is copied for confirmation or further questions.

Thank you,

(b) (6)
Supervisory Program Analyst
Talent Acquisition Analytics Group
P: 202-(b) (6)
[opm.gov](mailto:(b) (6)@opm.gov)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=846B09BB157544DDBC1BB151168A5A72:(b) (6)]
Sent: Mon 2/24/2025 3:00:05 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=423126CFCC7F4863B039B424FE086CFB-5001BD6D-3A]
Sent: Mon 2/24/2025 3:01:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. Return-to-Office (RTO): Worked with Program Manager to set expectations for Assessment Delivery employees to comply with Presidential Executive Order for Return to In-Person Work, OPM, HRS, FSC, and USAH RTO requirements.

2. (b) (5) [Redacted]
3. (b) (5) [Redacted]
4. (b) (5) [Redacted]
5. (b) (5) [Redacted]

(b) (6)
Branch Manager, Assessment Delivery
HR Solutions, USA Hire
O: 202-(b) (6)
(b) (6) @opm.gov



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) @opm.gov
Sent: Mon 2/24/2025 3:01:29 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Last week, I met or exceeded all of my management's requests:

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (6)
- (b) (5)

Pls let me know if you have any questions.

(b) (6)

(b) (6)
Deputy Associate Director

U.S. Office of Personnel Management
Healthcare and Insurance / Operations and Resource Management
o: (202) (b) (6)
c: (202) (b) (6)

(b) (6) @opm.gov
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From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=885874C9D3DA4EC9AD17D531C20AF275-(b) (6)]
Sent: Mon 2/24/2025 3:01:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

Good Afternoon,

1. I coordinated and completed (b) (6) swearing-in, onboarding, security clearance, and IT computer equipment requirements as an OPM Expert.
2. I coordinated and completed (b) (6) swearing-in, onboarding, security clearance, and IT computer equipment requirements as OPM's Deputy White House Liaison.
3. I coordinated and completed (b) (6) swearing-in, onboarding, security clearance, and IT computer equipment requirements as an Assistant General Counsel with the Office of General Counsel, OPM.

4. (b) (5)

5. (b) (5)

Sincerely,

(b) (6)

SUPERVISORY HR SPECIALIST, EXECUTIVE RESOURCES
Office of the Chief Human Capital Officer | U.S. Office of Personnel Management
1900 E. St. NW | Washington DC 20415
Office: (202) (b) (6)
Email: (b) (6) @opm.gov

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C48F3F5B3F9C437DBC936005A3A0885C-92A5A4CA-EE]
Sent: Mon 2/24/2025 3:01:53 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Presidential Directive – “Reduction in Force”

- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]

- Presidential Directive – “Reduction in Force”

- (b) (5) [Redacted]


- Statutory Program Work Requirement – “Direct Hire Appointment Authority”

Granted to OPM via The Homeland Security Act of 2002; codified under 5 U.S.C. § 3304(a)(3) and implementing regulations at 5 Code of Federal Regulations § 337, subpart B.

- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]


- Statutory Program Work Requirement – "Return-To-Work In-Person"

- (b) (5)



- Statutory Program Work Requirement – "Selective Service Determinations"

- (b) (5)



From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=37D1F0EFBB214241A5D72B1B2A472EFC-(b) (6)]
Sent: Mon 2/24/2025 3:02:03 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov; (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon:

Below are highlights of my accomplishments last week consistent with my responsibility to provide support to the policy staff in their role in implementing and executing policies required by statute, presidential directives, and other government-wide strategic initiatives led by OPM and WPI.

- (b) (5)
- (b) (5)
- (b) (5)
- Provided daily administrative support to the entire AWR team on a wide range of matters to assist the policy teams in successfully accomplishing their responsibilities in implementing OPM policies and presidential directives.
- In preparation for the return of OPM employees to OPM offices, helped prepare various workspaces to facilitate the return of OPM employees to our building.

Respectfully,

(b) (6)

(b) (6)

*Executive Assistant
Workforce Policy and Innovation (WPI)
Office of Personnel Management
Main office: (202) (b) (6)*

MS Teams: (202) (b) (6)
(b) (6) @opm.gov

How was our service today?

Your feedback is valuable. You may use this link [\(b\) \(6\)](https://surveys.opm.gov/se/(b) (6)) to complete a brief survey which should take you less than 3 minutes to complete. When completing the survey, please select the Accountability and Workforce Relations option from the menu. Your input is valuable and will help us improve processes and products so we can support you most effectively and efficiently. Your response is anonymous.



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From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

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Sent: Mon 2/24/2025 3:02:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Correspond with FEHB Carriers for tracking notifications on inquiries OPM receives.
- Train coworkers on receiving, reviewing, and assigning Congressional Inquiries
- Follow up with relevant staff on congressional requests, and close out congressional inquiries
- Assign FEHB/ and PSHB inquiries to the different groups in Healthcare and Insurance
- (b) (5)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C9AEAE0A4140484FBC07A1302C2C8AAB-EEBFD850-98]
Sent: Mon 2/24/2025 3:02:28 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5)
- Completed workpapers to ensure facts and figures are supported.
- (b) (5)
- Met with outgoing leadership to discuss transition plan.
- Reviewed planned evaluations topics to initiate research.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
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Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8B7411EE6FBA4AFBAA7A3645A62CACF6-(b) (6)]
Sent: Mon 2/24/2025 3:02:35 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Reviewed and discussed various EOs as necessary to ensure compliance.
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

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From: HR <hr@opm.gov>
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Sent: Mon 2/24/2025 3:02:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

(b) (6) Ph.D.
Lead Personnel Research Psychologist

U.S. Office of Personnel Management
HR Solutions / HR Strategy and Evaluation Solutions

(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)
OPM.gov



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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=AB000B1074AA4FDCB1972877C284ACF3-745C0BFB-86]
Sent: Mon 2/24/2025 3:02:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

- Conduct customer meetings meant to inform assigned customers of upcoming/recent changes and answer customer's questions on USA Staffing.
- (b) (5)
- Research and respond to customer questions to ensure their needs are met to their satisfaction.
- Train a new team member on utilization of internal systems as she becomes acquainted with our processes.
- Complete preparatory work in Stage and Training for upcoming training/demonstration needs.

Thank you,

(b) (6)
Account Manager
HR Solutions / USA Staffing@ Program Office
O: 202 (b) (6)
(b) (6) @opm.gov



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:46 PM
Subject: What did you do last week?
Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=AF8EEDC01CE14DFB8A092F6077ED8DFB-(b) (6)]
Sent: Mon 2/24/2025 3:02:57 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Here's what I worked on last week.

- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]

Thanks

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F1A0F202464E4EF699073A965783781 (b) (6)]
Sent: Mon 2/24/2025 3:03:26 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. (b) (5) [REDACTED]
2. Worked to fully and efficiently implement the President's return-to-office directive (for example, reviewed and verified each Management Directed Reassignment Information - Organization Listings to ensure smooth implementation).
3. (b) (5) [REDACTED]
4. (b) (5) [REDACTED]
5. (b) (5) [REDACTED]

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=094F8EAE0E7C4DFA9E9B9CC5A2A9FA50-(b) (6)]
Sent: Mon 2/24/2025 3:03:33 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

- Manage a group of 27 employees to support the Administration on various pay, leave and workforce initiatives, such as Return to Work, Deferred Resignation Program and Reduction in Force guidance. Attended meeting to identify FAQs to be provided to agency contacts

- For return to work—

- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]

- For Reduction in Force—

- (b) (5) [Redacted]

- (b) (5) [Redacted]

- (b) (5) [REDACTED]

- Deferred Resignation Program--
 - (b) (5) [REDACTED]
 - (b) (5) [REDACTED]

- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]

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Importance: High

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Sent: Mon 2/24/2025 3:03:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

1. (b) (5) [Redacted]
2. (b) (5) [Redacted]
3. (b) (5) [Redacted]
4. (b) (5) [Redacted]
5. (b) (5) [Redacted]

(b) (6)

Deputy Chief Data Officer

Human Capital Data Management and Modernization (HCDMM)

Office of Personnel Management (OPM)

Email: (b) (6) @opm.gov

Mobile: (771) (b) (6)



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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Sent: Mon 2/24/2025 3:04:01 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Reviewed multiple data sources, previous report findings, and agency strategic plans
- Identified trends and anomalies in data
- (b) (5)
- (b) (5)
- Analyzed data to identify objective of evaluation

From: HR <hr@opm.gov>
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Importance: High

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Sent: Mon 2/24/2025 3:04:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. Proof read and closed 111 congressional inquiries.
2. Reviewed and assigned 155 new congressional inquiries to our analysts for completion.
3. Requested 25 retiree files from OPM Boyers on behalf of the Acting Director and Associate Director.
4. Researched and responded to the Inspector General questions/inquiries.
5. Responded/expedited all Congressional Legislative Affairs questions to include phone calls.

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Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CD4296320D4647439F77A92D070782A6-(b) (6)]
Sent: Mon 2/24/2025 3:04:42 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5)
- (b) (4)
- (b) (5)
- (b) (5)
- (b) (5)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B1DBBF3AFAE84742A89644F348E0D5C9-(b) (6)]
Sent: Mon 2/24/2025 3:04:48 PM (UTC-05:00)
To: HR10[HR10@opm.gov]; HR[HR@opm.gov]
Subject: RE: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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Processed Treasury Debit Cancellation Report
Processed Adjustments and Write-offs prepared by Financial Management Specialist.
Research disposition code list for foreign claim payments
Reviewed and processed write-offs for uncollectible claims under \$500.00
Processed Federal Gov't Employee's Service credit write-off

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=14E1DAF64ECA4030AFAED4C78F452557-(b) (6)]
Sent: Mon 2/24/2025 3:04:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hello,

Last week:

1. Assessed the position descriptions and organizational charts provided by contract clients during the recertification review process; conducted research and applied OPM classification standards and principles to formulate recommendations regarding the appropriate title, series, and grade for the positions.

2. (b) (5)

3. (b) (5)

4. (b) (5)

5. (b) (5)

Thank you,
(b) (6)

(b) (6)
HR Consultant

U.S. Office of Personnel Management
HR Solutions / Federal Classification Center

c: (202) (b) (6)

o: (202) (b) (6)

(b) (6) @opm.gov

OPM.gov



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:46 PM
Subject: What did you do last week?
Importance: High

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From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=DA4336B965C64379B7B505409499F854-5D5A6952-F5]
Sent: Mon 2/24/2025 3:08:13 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

(b) (5)

(b) (5)

(b) (5)

(b) (5)

(b) (5)

(b) (6)
Stakeholder Liaison
U.S. Office of Personnel Management
Suitability Executive Agent Programs (SuitEA)
o: 202-(b) (6)
(b) (6)@opm.gov



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:46 PM
Subject: What did you do last week?
Importance: High

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Sent: Mon 2/24/2025 3:08:20 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Greetings. Here is a sample of some of the activities I accomplished last week:

- (b) (5)
- (b) (5)
- **Financial.** (b) (5)
- (b) (5)
- (b) (5)

(b) (6)
Manager, Account Management Branch

U.S. Office of Personnel Management
HR Solutions / USA Staffing® Program Office
202 (b) (6)
(b) (6) @opm.gov



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Importance: High

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Sent: Mon 2/24/2025 3:08:32 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. Developed Position Management course for agency.
2. Assigned desk audits to team members and quality reviewed final products for national security agency.
3. Consulted with client agencies across government on positions description development, position management, and classification.
4. Quality reviewed various work products and deliverables for multiple agencies across government developed by team members to be distributed to client agencies.
5. Collaborated with other teams in HRS to deliver work products and training.

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Subject: What did you do last week?
Importance: High

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Sent: Mon 2/24/2025 3:08:36 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. (b) (6)
2. (b) (6)
3. Attended multiple meetings.
4. Rewriting an older Healthcare Contract document in word.
5. (b) (5)

(b) (6)
U.S. Office of Personnel Management
Program Analyst, Federal Employee Insurance Operations
o: (202) (b) (6)
(b) (6) @opm.gov
OPM.gov



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Subject: What did you do last week?
Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2823383AE29444F4A72F1F18197FD851-(b) (6).J]
Sent: Mon 2/24/2025 3:09:10 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

In accordance with 5 U.S.C. 7361 and 7362, 5 CFR Part 792, PL 96-180 and PL 96-181, and pertinent Executive Orders, I accomplished the following:

- o (b) (6)
- o (b) (5)
- o (b) (5)
- o (b) (5)
- o (b) (5)

(b) (6)
Manager, Workforce Culture

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1527B7290A734992A0CFDD8DBA5B6653-309D36FF-A0]
Sent: Mon 2/24/2025 3:08:51 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5)
 - (b) (5)
 - (b) (5)
 - (b) (5)
 - (b) (5)
- Participated in a staff meeting to ensure understanding of OPM's Deferred Resignation Program and Return to Office requirements.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 1:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D9CAB0C6BDD94C14812F452B5DDAAFF3-(b) (6)]
Sent: Mon 2/24/2025 3:08:59 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

The following are my Accomplishments from last week.

- Adjudicated claims with the potential to impact public trust.
- Provided protection of personal, private, controlled unclassified and proprietary information-with the potential to damage public's trust.
- (b) (5)
- (b) (5)
- (b) (5)

(b) (6)
Legal Administrative Specialist (LAS)
Retirement Services Claims 1 Branch 2
U.S Office Of Personnel Management
1900 E St. NW, Room (b) (6) Washington D.C. 20415
Voice 202 (b) (6) Fax:202 (b) (6)

[Retirement Services - OPM.gov](https://www.opm.gov/retirement-services)



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=840632A9BD9D4A22A7276DCBD B0589B9-BCCDE52F-70]
Sent: Mon 2/24/2025 3:05:34 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

(b) (5) [Redacted]

(b) (5) [Redacted]

(b) (5) [Redacted]

(b) (5) [Redacted]

(b) (5) [Redacted]

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 1:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EA287C423C8347C2885A200D66007341-(b) (6)]
Sent: Mon 2/24/2025 3:05:54 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Hello,

Here is the requested information:

- Processed FERS/CSRS retirement claims including disability determinations
- Served as a technical and policy expert in interpreting and applying law and regulations to specific instance in claims adjudication
- Adjudicated determinations of eligibility and entitlement on cases of unusual technical difficulty
- Reviewed correspondence, evidence, and supplemental claims submitted after the initial claim has been decided to make a post-adjudicative determination
- Reviewed and approved recommendations and decisions made by other team members and provided technical guidance to other specialists, ensuring quality products on matters of high complexity

Please let me know if any additional information is required.

Thanks,

(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B1DBBF3AFAE84742A89644F348E0D5C9(b) (6)]
Sent: Mon 2/24/2025 3:06:01 PM (UTC-05:00)
To: HR10[HR10@opm.gov]; HR[HR@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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Deadline is this Monday at 11:59pmEST.

Processed Treasury Debit Cancellation Report
Processed Adjustments and Write-off's prepared by Financial Management Specialist.
Research disposition code list for foreign claim payments
Reviewed and processed write-offs for uncollectible claims under \$500.00
Processed Federal Gov't Employee's Service credit write-off

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=53E470DE40014380A0797F17A256B9E9:(b) (6)]
Sent: Mon 2/24/2025 3:06:01 PM (UTC-05:00)
To: HR10[HR10@opm.gov]; HR[HR@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good Afternoon,
Listed below are some of my accomplishments from the week of 17-21 February, 2025:

1. (b) (5) [Redacted]
2. (b) (5) [Redacted]
3. (b) (5) [Redacted]
4. (b) (5) [Redacted]
5. (b) (5) [Redacted]
6. (b) (5) [Redacted]
7. (b) (5) [Redacted]

v/r
(b) (6)
Program Manager, Student Services Branch
U.S. Office of Personnel Management
HR Solutions / Staff Acquisition
202-(b) (6)
(b) (6) @opm.gov
OPM.gov



From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 3:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FF03659E39F941638C6DF751A0 FAC503-(b) (6)]
Sent: Mon 2/24/2025 3:06:03 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 1:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F85FC1494F524EB6AEDC06A5BC85A996-8CAF3C6E-55]
Sent: Mon 2/24/2025 3:06:26 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

1. Assessed eligibility for the Federal Employee Health Benefits Program, authorized enrollments, and implemented necessary changes. Such as 2809 forms, 79-9 forms, disabled dependent forms, and foster child requests.
2. Assist with open season health benefits corrective actions by reviewing documented and new evidence to make informed decisions, including handling Escalations and Congressional inquiries.
3. Assist in reconciling OPM enrollment records with FEHB health insurance carriers to verify an annuitant's correct benefit status, carrier code, and coverage option.
4. Assists in determining the validity and enforceability of claims, including decisions on the continuation of temporary FEHB coverage when OPM serves as the decisional authority.
5. Ensure accurate maintenance of retirement account deductions and effectively communicate both orally and in writing with annuitants and agencies via email and correspondence to successfully process and finalize customer requested transactions.

(b) (6)
Legal Administrative Specialist
Retirement Benefits Branch
U.S. Office of Personnel Management
(b) (6) @opm.gov



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=178C319B490C47A49CAF938F8C61E4EE-(b) (6)]
Sent: Mon 2/24/2025 3:06:26 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

My 5 accomplishments are as follows:

- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]

Thanks,

(b) (6)
Budget Officer
Office of the Chief Financial Officer
Budget Operations
U.S. Office of Personnel Management
1900 E 5th, NW, Washington, DC 20415
Voice: 202 (b) (6)
Cell: 202 (b) (6)
Email: (b) (6) @opm.gov



From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) @opm.gov
Sent: Mon 2/24/2025 3:06:51 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. I have exceeded all tasks and duties required of me by my position description.

2. I have exceeded all work assigned to me in my FY25 work plan, signed and approved by my supervisor.

3. I exceeded 100% of the duties and performance elements that are used to evaluate my performance.

4. I exceeded the expectations of all tasks requested of me by my direct supervisor and team lead.

5. (b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E4293EE6BEC54B55847F556F388846E1-(b) (6)]
Sent: Mon 2/24/2025 3:07:05 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Accomplishments week of 2/17/2025 – 02/21/2025

1. Performed Delphi Updated internal workbooks for team review analysis of Funds activity balances for January period.
2. Reviewed January journal vouchers for Salaries & Expenses (S&E), OIG and BF items in transit needing accruals and/or adjustments to prepare for January GTAS reporting.
3. Upload the certifies GTAS All Funds files and add the necessarily formulas and share with the team.
4. Reviewed the GTAS and SF133 reports for Salaries and Expenses (S&E) prior sending to Budget for review before GTAS certification.
5. (b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=18EC874F7FD74B4DA62444E1C1FC1AB5-44A409DA-C0]
Sent: Mon 2/24/2025 3:07:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Reviewed and provided guidance in processing of cases.
- (b) (5)
- (b) (5)
- (b) (5)
- Performed clerical activities to support the efficient functioning of the office in support of SuitEA's mission.

(b) (6)
Security Assistant
U.S. Office of Personnel Management
Suitability Executive Agent Programs
o: (202)-(b) (6)
(b) (6) @opm.gov
OPM.gov



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=96E29C8DC9604AE7A504AA7B6A923564(b) (6)]
Sent: Mon 2/24/2025 3:07:28 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9CAF1FE450284D9B93C0A17F89428281-(b) (6)]
Sent: Mon 2/24/2025 3:07:34 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Please, see the list of my accomplishments for the week of February 17-21, 2025, below:

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

Respectfully,

(b) (6)
*Workforce Policy & Innovation
Resource Management Group*

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=DDD967947EC6482B92AEB2B0AF89D783-(b) (6),]
Sent: Mon 2/24/2025 3:07:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Completed weekly workload bundle
- Returned all annuitant phone calls addressing their questions and/or concerns
- Maintained exceeds fully successful quality and quantity performance standards
- Collaborated with co-workers to solve issues processing our assigned retirement claims, both theirs and mine
- Completed work on aged case report

(b) (6)
Legal Administrative Specialist

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E54BA580A5234F2B874671E26EDBAA97-(b) (6)
Sent: Mon 2/24/2025 3:07:41 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good Afternoon,

• (b) (5)

• (b) (5)

• (b) (5)

(b)

• (b) (5)

• (b) (5)

• (b) (5)

• (b) (5)

Very Respectfully,

(b) (6)

(b) (6)

Personnel Security Specialist,
Suitability and Credentialing Executive Agent
U.S. Office of Personnel Management

o: (202)(b) (6)

(b) (6) [@opm.gov](mailto:(b) (6)@opm.gov)

OPM.gov



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From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2431DD652DEE4BA1B1B5F2A60738364C(b) (6)]
Sent: Mon 2/24/2025 3:07:49 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

*Reviewing, approving and authorizing federal retirement claims for the office of personnel management.

*Researching and interpreting federal laws and ensuring other employees and agencies are in compliance with federal laws and retirement benefits.

*Drafting legal documents and gathering evidence to determine eligibility and entitlement to federal retirements.

*Responding to congressional offices, other federal agencies, retirees and survivors of retirees on special escalations and provides prompt service to the requests.

*Communicates with retirees and retirees survivors and management about the status of cases, handles incoming calls from internal and external customers and provide mentoring assistance to new trainees.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5BE8D57CBA90422EA71C0AA58B489126-(b) (6)]
Sent: Mon 2/24/2025 3:07:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Closed out 72 tickets this past week, taking care of a variety of support requests and issues related to the USA Staffing system. This included:
 - Providing quick and effective support to system users, making sure their questions and concerns were addressed promptly.
 - Handling technical issues, application problems, and user inquiries with a good level of expertise and professionalism.
 - Working with different departments to ensure complete solutions were provided, improving the overall user experience.
 - Using troubleshooting techniques to identify application errors.
 - Communicating effectively with job applicants, federal HR offices, and other stakeholders to ensure their needs were met and issues were resolved satisfactorily.
 - Having a solid understanding of the USA Staffing system and its applications, which helped in resolving tickets quickly.

- Assisted with customer issues involving documents. This included researching and providing technical analysis to identify and resolve system and application-related issues, requiring effective communication with customers.

- Assisted customers with access issues related to the USA Staffing system, providing comprehensive guidance and support to system users and addressing onboarding concerns.

- Supported job applicants and assisted with resolving issues related to USA Hire and the Reasonable Accommodations process.

- Collaborated with the Chatbot team to refine the information needed for the chatbot, aiming to enhance functionality and improve user experience.

- Responded to inquiries promptly to support the customer's agency mission, providing exceptional customer service by effectively resolving problems to meet the agency's goals. This included assessing clients' needs, providing information

or assistance, and resolving their problems efficiently.

Respectfully,

(b) (6)

(b) (6)

HR Specialist

USA Staffing® Program Office

M: 202.(b) (6)

(b) (6) [@opm.gov](mailto:(b) (6)@opm.gov) | www.opm.gov/HRS



From: HR <hr@opm.gov>

Sent: Sunday, February 23, 2025 7:46 AM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9A4CF64B8AE54A5DB3E34227725A27AD-E1D5860F-9E]
Sent: Mon 2/24/2025 3:11:42 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Answer and resolve customer inquiries received by telephone
- Answer and resolve customer inquiries received by email
- Answer and resolve customer inquiries received by mail
- Distribute mail
- Distribute phone calls

Respectfully

(b) (6)
Contact Representative
Fraud Branch
Retirement Eligibility and Services
202 (b) (6)
(b) (6) @opm.gov



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F0EAAAF1BE0B4CCCBECE91F6941C27B0-(b) (6)
Sent: Mon 2/24/2025 3:11:42 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: What did you do last week?

This week I accomplished:

- Answered and returned calls as well as opened correspondence from annuitants
- Initiated International Direct Deposit accounts for foreign annuitants
- Processed Restorations on suspended accounts and initiated Non-Reoccurring Payment Actions for accounts that had been restored
- Blocked accounts due to PII being Compromised, such as but not limited to, retirement records lost, email or financial account hacked
- Processed Centenarian Project forms that were returned and suspended annuitant accounts that failed to respond

Best regards,

(b) (6)

Management and Program Analyst
Office of Personnel Management
Retirement Eligibility and Services
Fraud Branch

202 (b) (6) (MSTeams Number)

202 (b) (6) (Fax Number)

(b) (6) @opm.gov

“There are no secrets to success. It is the result of preparation, hard work and learning from failure.” – Colin Powell

The Fraud Branch and IDesk does not assist with Postal Service Health Benefits (PSHB) questions.

Please visit [OPM.gov/postal](https://opm.gov/postal) for more information or call call the PSHB Helpline at, 1-844-451-1261.



From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8333863F80274EAE95303DE9B015FE0C-6A3BC4B0-C1]
Sent: Mon 2/24/2025 3:11:58 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

(b) (5) [Redacted]
(b) (5) [Redacted]
(b) (5) [Redacted]
(b) (5) [Redacted]
(b) (5) [Redacted]

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F12681E2077240D5883C9506DE ED6B2F-1524C4D3-E7]
Sent: Mon 2/24/2025 3:12:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

- Conducted basic investigations and initiated actions that verified continued eligibility for annuitant and survivor benefits under FERS regarding eligibility for annuitant and survivor benefit payments.
- Determined whether statutory requirements pertaining to entitlement and eligibility are met, determined annuities payable based on length of service and contributions to the retirement fund and insurance entitlements.
- Analyzed case files to determine whether the record is complete and sufficient, whether specific items of secondary evidence are acceptable, and what additional information, if any, is required.
- Responded to routine inquiries concerning cases and provided explanations of the actions taken and the basis for them.
- Decided the eligibility of retiring employees to retain Federal Employee Group Life Insurance coverage and to continue enrollment in the Federal Employees Health Benefits program.

(b) (6)

Legal Administrative Specialist
Retirement Services – Claims 1 Branch 1

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.


From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=4DB258F7C84F45D89522C65C14087597-(b) (6)]
Sent: Mon 2/24/2025 3:12:28 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

**Deputy Associate Director, Executive Services and Workforce Development
accomplishments week of February 17, 2025.**


In accordance with the various statutes, regulations, Executive Orders (EO), and OPM guidance memos pertaining the Executive Services and Workforce Development, the following was accomplished:

- In accordance with 5 U.S.C. 4311-4315, 5 U.S.C. 4501 - 4509 and 5384, 5 CFR Parts 451 and 534, Subpart D, and 5 CFR Part 430, Subparts C and D covering the Senior Executive Service (SES) performance management, and, 5 U.S.C. 4301, 4302, 4304, 5 CFR Part 430, Subparts A and B covering Senior Level and Scientific Professionals (SL/ST) performance management, oversaw the operational review of agency SES/SL/ST performance management system certification submissions, and non-executive performance management systems, to ensure compliance and make recommendation for certification.

- (b) (5)



- (b) (5)



- In accordance with 5 U.S.C. 3391- 3395 and 5 CFR Part 317, Subparts E and F, oversaw the operational administration of the Senior Executive Service (SES) Qualifications Review Boards (QRBs), to ensure compliance procedures and timely processing was conducted and completed.
- In accordance with 5 U.S.C. 3394, 5 CFR 317.601, and 5 CFR 213.3301 and 3302, oversaw the processing of noncareer appointments to ensure timely completion leading to onboarding of agency appointees.



(b) (6)

Deputy Associate Director,
Executive Services and Workforce Development
Workforce Policy and Innovation
Main: 202-(b) (6) | (b) (6) t@opm.gov



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C36007F456ED4363932EF5FB3BB43313-FBBFEBD5-7E]
Sent: Mon 2/24/2025 3:12:44 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good afternoon,

On February 17th 2025, I was off work due to the holiday. I assisted with death claims, PSHB/FEHB changes, updated changes for their mailing address and/or direct deposit and gave status on refunds along with many other vital tasks.

(b) (6)

Customer Service Representative
US Office of Personnel Management
Retirement Operations



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1C927382590B4D589289AFF34B5A0A43-(b) (6)]
Sent: Mon 2/24/2025 3:09:15 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Last week, I accomplished the following:

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

Respectfully,

(b) (6)
Business Analyst
USA Staffing® Program Office
M: 202-(b) (6)
(b) (6) @opm.gov



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 1:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=065A4276390B496A810FA55ADF A6FB7E-(b) (6)]
Sent: Mon 2/24/2025 3:09:09 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

5 bullets of what I accomplished last week:

- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]

Thank You,
(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please do not send any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=DBB32B57D2A142F49BE539912C093A3B-1D15B4B3-68]
Sent: Mon 2/24/2025 3:09:23 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

My accomplished work for the week of Monday, February 17th—Friday, February 21st, 2025:

- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]

Thank you,
(b) (6) [Redacted]

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=53DBF1CB659B4F379244D41385D03038(b) (6).]
Sent: Mon 2/24/2025 3:09:58 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

I hope this email finds you well, below is a summary of the casework processed last week.

- Managed a high volume of new congressional cases, analyzing, and routing them to the appropriate program offices for further actions.
- Successfully resolved numerous congressional cases related to retirement and survivor benefits, ensuring the program offices response was timely, complete, and addressed both the constituents and congressional offices concerns.
- Assisted constituents via phone with inquires, helping to resolve issues related to retirement benefits, health care benefits and more.
- Responded to congressional staffers inquires via phone and email, ensuring concerns were addressed professionally and appropriately. Tracked and escalated urgent cases for timely resolutions.
- Provided detailed cause updates and guidance to congressional offices to ensure transparency and efficiency in addressing constituent's concerns.

Be Well,

(b) (6)
Constituent Services Representative

Phone: 202(b) (6)
Email: (b) (6) @opm.gov



From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=058415BD35D4418BAEF9A7FEF3C71299-(b) (6)
Sent: Mon 2/24/2025 3:09:41 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon. Below is a summary of my accomplishments from last week.

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

Thank you,

(b) (6)
Director, Enterprise PMO
OPM/OCIO/ITSP

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=366C2687AFBE4EE3A5710163A18C251C-(b) (6)]
Sent: Mon 2/24/2025 3:10:19 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B8B3C23C7BC34592B79A8C582B38B923-(b) (6)]
Sent: Mon 2/24/2025 3:10:18 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: FW: What did you do last week?

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

Regards,
(b) (6)
HR Specialist
OPM HR Solutions, FSC
P. 202 (b) (6)
(b) (6) @opm.gov | www.opm.gov/HRS



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1C6B256BCF7A4012AE23849F7C074709(b) (6)]
Sent: Mon 2/24/2025 3:10:46 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Logged cases to open file
Alphabetized cases for open file
Initial and special searches
Logged cases to NARA
Logged out cases

What I accomplished last week can also be seen on my production sheets that are turned into my manager daily.

(b) (6)
**Customer Service Specialist- Central
US Office of Personnel Management
Retirement Operations Center**
(b) (6)
Boyers, PA 16017
(b) (6) @opm.gov

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0229FBB7450C417F821C882AA478DC01-(b) (6)]
Sent: Mon 2/24/2025 3:10:44 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5)
- (b) (5)
- Attended cybersecurity training discussion to gain further insight into cross-team duties and roles that also have an impact on my current role.
- (b) (5)
- (b) (5)

(b) (6)
IT Cybersecurity Specialist, Cybersecurity Division, Cyber Integration Center

U.S. Office of Personnel Management
Office of the Chief Information Officer

c: (202) (b) (6)

o: (202) (b) (6)

(b) (6) @opm.gov

[OPM.gov](https://www.opm.gov)



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Security Operations Center

(b) (6) @opm.gov | (b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 16:46
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7F398E4B68FD42DABAA5A0325538CB6F(b) (6)]
Sent: Mon 2/24/2025 3:10:35 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Monday, February 17, 2025 was a Holiday.

- Plan, evaluate, assign and direct the work of the Section's employees.
- Assist in developing and managing an effective information program for annuitants and survivors.
- Identify and analyze information needs to inform annuitants and survivors about programs, changes, activities, requirements and services.
- Determine program goals, objectives, and long range and annual plans for the section.
- Apply general personnel management and labor-management policy and practices to motivate the workforce

Thank you,

(b) (6)

Program Manager

U. S. Office of Personnel Management
Retirement Information Office
Boyers PA 16017
Phone 202-(b) (6)
Fax: 724-(b) (6)



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CE26F651D3EA4AE385FC1167736880AF-(b) (6)
Sent: Mon 2/24/2025 3:10:34 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Per your request.

- Maintain a culture where employees are developed an empowered to render final decisions within their purview.
- Oversee work products that is assigned to LAS, ensuring accountability by establish repeatable processes an implementing best practices for managing inventory.
- Certify time and attendance
- Review and trigger accurate determinations
- Respond timely and accurately to tracked customer inquiries daily

Best,

(b) (6)

Program Manager
Office of Personnel Management
Legal Reconsideration Branch
Room (b) (6)
202-(b) (6) Contact
202-(b) (6) FAX
(b) (6) [@opm.gov](mailto:(b) (6)@opm.gov)

 U.S. Office of
Personnel Management
"To Protect the Integrity of the Annuity Rolls"

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6340FAA070814371AFDA807EE D262406-(b) (6)]
Sent: Mon 2/24/2025 3:10:40 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

1. (b) (5) [Redacted]
2. (b) (5) [Redacted]
3. (b) (5) [Redacted]
4. (b) (5) [Redacted]
5. (b) (5) [Redacted]

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FA9F36EE21964B279394EAEFAA921BA6(b) (6)]
Sent: Mon 2/24/2025 3:10:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

Looking forward,

(b) (6)
Strategic Foresight Specialist
Future of Work
o: (202) (b) (6)
(b) (6) @opm.gov
(b) (6) @opm.gov

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=826D4482720F4516B60D93E342867FB2:(b) (6)]
Sent: Mon 2/24/2025 3:10:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good Afternoon HR,

1. (b) (5) [REDACTED]
2. (b) (5) [REDACTED]
3. (b) (5) [REDACTED]
4. (b) (5) [REDACTED]
5. (b) (5) [REDACTED]

Thanks,
(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=85517D1DC2014C0E9C32D500508E6D92-(b) (6)]
Sent: Mon 2/24/2025 3:10:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Thank you for your inquiry and interest in a brief description of five things I did last week.

Please be aware, this is just a brief synopsis of what you requested and does not include all my duties.

1. Mentorship for newer employee at an in-office group setting as a SME and provided these team members with methods to improve productivity and RS knowledge.
2. Quality Assurance: Returned calls on complaints to either resolve or verify legitimacy. Reviewed Escalation documents and forwarded to appropriate department.
3. Utilized TCIS and if necessary, NRRC or NRPA to follow up on issues that required specialized attention. Also included checking 1184 status in AF01.
4. Available on teams to assist front line call center representatives and management navigate issues that may contain complexities or less common circumstances.
5. Attended meetings with management and provided input of trending call issue to pinpoint areas that may or may not need attention.

As always, it is an honor to work for the federal government and my professional duty to serve Federal Retirees and Disabled Federal Annuitants.

Please be aware, the content of this email is intended for the recipient specified in this message only. It is formally requested to not share any part of this message with any third party or social media platform, without a written consent from the sender.

Sincerely,

(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=794F647C763442DBA2714D17725921E2-(b) (6)]
Sent: Mon 2/24/2025 3:11:09 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

Good afternoon,

Please see below.

1. KnowBe4 Audit: 2/10/25 to 2/18/25
 - a. IAW OPM Cybersecurity Policy, it is in the AOR to ensure audit logs of the KnowBe4 system are regularly reviewed for anomalies.
2. Created January Phishing Dashboard
 - a. Created dashboard for the January Phishing and Repeat offenders statistics from Data Protection.
3. Assisted with FY25 Onboarding Training Tracker
 - a. Locate users that have responded that they have completed the training
4. Azure Training
 - a. Individual training - AZ-900
5. Attended CSD Led Training on CDM

(b) (6)

Information Technology Specialist, Cybersecurity Division, Cybersecurity Policy and Risk Management

U.S. Office of Personnel Management
Office of the Chief Information Officer

c: 724-(b) (6)

o: 202-(b) (6)

(b) (6) @opm.gov

[OPM.gov](https://www.opm.gov)



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc

your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=67F591C05B3E4604A0D1AEE37DF4B98D-(b) (6)]
Sent: Mon 2/24/2025 3:11:12 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Answered phone calls
- Dropped cases for death
- Handled fraud claims
- Maintained the integrity and data of the annuity roll
- Posted returned payments

(b) (6)
Management & Program Analyst
U.S. Office of Personnel Management
RES/Fraud Branch/Data Integrity & Payments
Phone: 202-(b) (6)
Fax: 724-7(b) (6)
Email address: (b) (6) @opm.gov



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]@opm.gov
Sent: Mon 2/24/2025 3:11:14 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) [redacted]@opm.gov
Subject: RE: What did you do last week?

Good Day!

As requested, listed below are the list of accomplishments for the week of February 17, 2025 - February 21, 2025:

- (b) (5) [redacted]
- (b) (5) [redacted]
- (b) (5) [redacted]
- (b) (5) [redacted]

These statutory duties guide the Resource Management Offices in managing budgets, executing procurements, overseeing personnel actions, and ensuring compliance with Presidential directives, Federal laws, and policies.

Very respectfully,

(b) (6) [redacted]
Administrative Officer
U.S. Office of Personnel Management
Workforce, Policy, and Innovation/Resource Management Group

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E76D1AA6D483439789A3235B108319BD:(b) (6)]
Sent: Mon 2/24/2025 3:11:20 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Please see the bullets below summarizing accomplishments from last week:

- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- Managed day-to-day tasks of multiple projects independently and objectively to provide oversight of program operations.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=90303235B2524F5B99E3BE1CC1A16493-413901B6-06]
Sent: Mon 2/24/2025 3:14:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

This past week I

- Adjudicated 30 cases, checking each for accuracy of all retirement documentation.
- Responded timely to all requests from reviewers, including recalculations that involve annuity supplements due to the cut off given to us by the US Treasury to ensure cases are finished promptly. Discussed more complicated cases with reviewers and senior staff to develop the best possible plan to proceed.
- Checked over all cases in my hold file for paid deposits and any correspondence returned by both agencies and annuitants. Completed what cases could be and turned them in for review and sent out second requests where necessary.
- Sent out correspondence to annuitants informing them of their case status and any actions they may need or have the option to take, such as unpaid deposits/redeposits and errors on their designation of beneficiary forms.
- Sent out inquiries to agencies to gather any missing documentation required to complete a case as well as to provide any additional context where needed.

(b) (6)
Legal Administrative Specialist
U.S. Office of Personnel Management
FERS Retirement Claims
Phone: 202 (b) (6)
(b) (6) @opm.gov



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From: HR <hr@opm.gov>
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Subject: What did you do last week?
Importance: High

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From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=91398377F6454EC685C61A14C CAB315E-B1E5FCCF-75]
Sent: Mon 2/24/2025 3:14:45 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: Re: What did you do last week?

- Completed test of design phase for 24 A-123 Appendix A business processes in support of stated objectives, including Trust Fund operations.
- Performed next step tasks for 24 A-123 Appendix A business processes in support of admin objectives.
- (b) (5)
- (b) (5)
- Closed two CAP milestones in support of improved financial reporting and more effective operations.

From: HR <hr@opm.gov>
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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8F2ACC892BE84D84B3DDB7540B004535-(b) (6)]
Sent: Mon 2/24/2025 3:15:04 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Firewall Request: Worked with team and Network team on creating a firewall request that will port existing IPs over to a newly created azure SFTP server.

Attached below are

- Production Support: Worked on resolving a file submission issue raised by the Postal team
- Database Script update: Worked on updating an existing database views to limit how certain records within a group are being filtered
- Worked collaboratively with team members in gathering requirement/input needed for cost estimation purposes regarding Databrick subscription efforts.
- KT sessions: Attended knowledge transfer sessions from members that will be leaving the organization.
- Others: Checking emails, attending daily standups, attending meetings with business owners/stakeholders with regards to department needs and objectives

From: HR <hr@opm.gov>
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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9C8AC7AD575D4CC6862A87C2E0C24E99-(b) (6)]
Sent: Mon 2/24/2025 3:15:35 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5)
- (b) (5)
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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=432A661132E44B71849F28AD3BE479B4-CFA44D81-E8]
Sent: Mon 2/24/2025 3:15:41 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

To whomever this is concerned,

My bullet points displaying my accomplishments from last week:

- Examined dozens of annuities claims cases and, when they had all the proper paperwork filled out, had them marked as “healthy” to be processed for audit review.
- In several annuity claims cases where the applicant was missing necessary information (ex. Marriage certificate or annuity commencement date), I reached out to them through email or via phone call and acquired the necessary information to forward their case to the audit department.
- Sorted annuity cases based on their transaction dates to be sent to the OPM facility in Boyers, PA for review.
- Investigated if one employee in particular was currently eligible for FERS benefits based on their work experience
- Reached out to other federal agencies for payroll information regarding multiple of the annuity cases I was adjudicating.

Respectfully,
(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
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Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6FA4398F68C74D9CAD2CF78D4942795F-(b) (6)]
Sent: Mon 2/24/2025 3:15:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

- Roll out of Zero Trust Infrastructure for OIG.
- Imaged and updated laptops, these workstations will be used to refresh current workstations.
- Resolved network connectivity issues that are occurring in office in working alongside OPM-CIO.
- Remediated/Patched several machines to resolve vulnerabilities.
- OIG-HelpDesk Support: including user calls, emails, and tickets. Provided user support/troubleshooting including desktop applications, workstation/hardware, network connectivity, and password issues.

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Subject: What did you do last week?
Importance: High

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From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C6B7922CC47845E5B4CC341CA AE0E7B4-0D190AB0-42]
Sent: Mon 2/24/2025 3:16:09 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]; (b) (6) @opm.gov]
Subject: Re: What did you do last week?

Good morning, as a Customer Service Representative -

- I have assisted with the RBB in locating information on the computer for correct sections.
- I have assisted the Legal Representatives with their cases with scanning and copying.
- I have helped out with the incoming mail. I have accepted mail from the other offices and general mail.
- I have sent out interoffice mail and outgoing mail.
- I have collected return mail certificates and other documents from annuitants and placed in the cases.
- Review, files, tracks, and answer all correspondences and parcels and bulk packages
- Prepare response letters, follow-ups and confirmation letters for all annuitants, federal agencies, and private sectors.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9803DF4DCBC04EF6AA89BDFC74D46C2F-(b) (6)]
Sent: Mon 2/24/2025 3:16:12 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=3A6CB8D40E8F438F8641BA8B25DDDAE5-(b) (6)]
Sent: Mon 2/24/2025 3:16:28 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

To Whom it May Concern:

Duties are in support of Statute: 5 U.S.C Section 8903c Postal Services Reform Act 2022 (PSHB)

1. (b) (5) [Redacted]
2. (b) (5) [Redacted]
3. (b) (5) [Redacted]
4. (b) (5) [Redacted]
5. Provide all deliverables requested by my direct supervisor.

(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=399FD4D3AECA456AA5A9A4648CFEA322-(b) (6)]
Sent: Mon 2/24/2025 3:16:30 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: Re: What did you do last week?

- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]

(b) (6)
Business Analyst
OPM HR Solutions, USA Hire

1900 E St. NW, Suite (b) (6), Washington, DC 20415
P: 202 (b) (6)
(b) (6) @opm.gov | www.opm.gov/HRS



OPM HR Solutions
USA Hire™

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=33D326BA9504440D92293FAB07C9B910-FAE1124D-4E]
Sent: Mon 2/24/2025 3:16:34 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good day,

Last week's duties are as follows:

- Answered Phone calls from annuitants and helped with their inquiry's
- Assisted annuitants navigating the OPM services online portal for the disability Earnings Report for 2024
- Assisted annuitants with the marital survey/report answering questions to ensure the survey was filled out correctly
- Made callbacks to all annuitants that were in the missed call log
- Assisted with the mailing and remailing of the Disability Earnings Report to annuitants who requested a mailed Disability Earnings Report for 2024.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CBDB5A19A7A74B61B4C8F608A7032AEA-19ECB30A-2F
Sent: Mon 2/24/2025 3:13:13 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- (b) (5)
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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:46 PM
Subject: What did you do last week?
Importance: High

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=637B3744EC264D5C945786CCD FB4C3F9-(b) (6)]
Sent: Mon 2/24/2025 3:12:58 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) [opm.gov]; (b) (6) [opm.gov]
Subject: What did you do last week

- I printed off and verified the final and preliminary vouchers so applicants can receive their refund checks.
- I created 180 R#'s for refund applications to be entered into our computer system.
- I verified over 200 refund applications for pay so applicants can receive their refund checks and/or voluntary contributions.
- I sorted, alphabetized, counted, and bundled hundreds of incoming refund applications and filed them in file cabinets.
- I created, entered, and verified voluntary contributions for applicants.
- I sort incoming mail to co-workers.

(b) (6)
Customer Support Representative

(b) (6)
Contact Representative
Refund/Deposit Section
Office of Personnel Management
202-(b) (6)
724-(b) (6) Fax
(b) (6) @opm.gov

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7896903EE6FF4BD4A00EDB4BD E4EE692-(b) (6),]
Sent: Mon 2/24/2025 3:12:58 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov]
Subject: RE: What did you do last week?

Per your request:

1. Audited and reviewed initial decisions.
2. Performed financial analysis.
3. Researched Title 5 laws and regulations pertaining to retirement benefits.
4. Made final determinations for reconsideration requests and remanded cases to take corrective actions.
5. Communicated with annuitants to address their concerns.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=DD16DD9B1CDE45EBB87499D3AEC659B7-4321E81B-2C]
Sent: Mon 2/24/2025 3:13:03 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Here are five bullet points listing a few of my accomplishments for last week.

1. Attended Veterans' Preference training.
2. Responded to inquiries by phone and email.
3. Prepared administrative reports as directed by management.
4. Attended IOR training.
5. Prepared for SATURN launch by reviewing training modules, implementing training received and reviewing cases that had been migrated over from ETS.

Thank you,

(b) (6)
Human Resources Assistant
U.S. Office of Personnel Management
HR Solutions / Staff Acquisition
C: (771)(b) (6)
(b) (6) @opm.gov

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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:46 PM
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Importance: High

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=768FA447D4774C90AC76CECF6761AAFA-(b) (6)]
Sent: Mon 2/24/2025 3:13:29 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Week Ending 2/21/25

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

Thanks,
(b) (6)
HRS/CMS/RMS/Financial Advisor
Office #: 202(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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Sent: Mon 2/24/2025 3:13:55 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

- Leadership- Provide clear and concise instructions to employees while overseeing the integrated master schedule for the Federal Benefits Open Season for (Per 5 U.S.C. Chapter 89), FEHB Program for tribal employers, dental vision and FSAFEDS.
- Performance Management - Oversee day to day operations of staff, updating staff schedules, addressing any concerns. Along with tracking team productivity, providing constructive feedback to ensure compliance of rules and regulations. Ensure workspace is available and creating strategies to boost productivity and reach agency goals.
- Fostering a health and positive work environment. Ensure returning employees have a smooth transition to return to work.
- (b) (5)
- Oversee customer service staff who administer FEHB to tribal employers as stated in 5 CFR 890.

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Subject: What did you do last week?

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Sent: Mon 2/24/2025 3:13:46 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Fostered understanding of course materials by teaching a four day, five-session course to GS15s and SES participants of LDS 523; sessions took place for four mornings and Tuesday afternoon.
- Concluded Executive Coaching sessions with GS15s and SES participants from LDS 518 and LDS 519.
- Completed Executive Coaching sessions with participants from USAID courses.
- Successfully organized curriculum from various courses taught over my six years as a faculty member to allow for continuity of service should educational services be returned to government leaders in the future.
- (b) (6)

(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
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Importance: High

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Sent: Mon 2/24/2025 3:13:49 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Conducted basic investigations and initiated actions that verified continued eligibility for annuitant and survivor benefits under FERS regarding eligibility for annuitant and survivor benefit payments.
- Determined whether statutory requirements pertaining to entitlement and eligibility are met, determined annuities payable based on length of service and contributions to the retirement fund and insurance entitlements.
- Analyzed case files to determine whether the record is complete and sufficient, whether specific items of secondary evidence are acceptable, and what additional information, if any, is required.
- Responded to routine inquiries concerning cases and provided explanations of the actions taken and the basis for them.
- Decided the eligibility of retiring employees to retain Federal Employee Group Life Insurance coverage and to continue enrollment in the Federal Employees Health Benefits program.

(b) (6)

Legal Administrative Specialist
Retirement Services – Claims 1 Branch 1

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5E38F40150EA4851B43C75724CAF5DC-(b) (6)]
Sent: Mon 2/24/2025 3:13:49 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good afternoon,

- **IBC Shared Service Agreement.** The USA Staffing Program has an Interagency Agreement (IAA) with the Department of Interior, Interior Business Center (IBC) to provide USA Staffing access to IBC customers at a volume discount. IBC customers may purchase USA Staffing access through IBC. I met with the IBC team to discuss the status of the two USA Staffing license agreements.. The August 1, 2024 – July 31, 2025 agreement includes system licenses for 34 agencies. The October 1, 2025 – September 30, 2026 agreement includes system licenses for six agencies.
- **USA Staffing Security Reading Room.** I updated our standard operating procedure for agencies that wish to view system security information. OPM places the utmost importance on the privacy and security of the USA Staffing system, agency customers' and the public's information.
- **USA Staffing System Training Coordination.** USA Staffing customer agencies may supplement on-demand learning modules with live new user training and agency-specific guidance. I worked to improve the registration and administration process and transitioned the role to a new team member.
- **Power BI.** USA Staffing is transitioning to the use of Power BI as the business intelligence tool used to access USA Staffing data and reports. I champion the change management and project management efforts. This past week, new Power BI apps were released, and I led communication efforts to gain agency feedback.
- **Employee Meetings:** As a supervisor, I meet regularly with my team to discuss account specific statuses and strategic opportunities.

(b) (6)
Manager, Account Management Branch

U.S. Office of Personnel Management
USA Staffing® Program Office
W: 202 (b) (6)
(b) (6) @opm.gov
OPM.gov



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From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 3:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CB47B45E989F489B90EA01D2CED597AA-(b) (6).]
Sent: Mon 2/24/2025 3:13:51 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

IAW Strategic Goal 5.0

- Developed our "return to office" strategy and shared with staff: placement for staff, cubicle cleaning, IT installment; and worked with facilities to create a safe and healthy environment.
- Effectively negotiated with facilities to; vacuum the area as needed; furniture moving and assembly and carpet cleaning. Worked with Facilities to set up needed parking for SWP returning staff to TRB.
- Met with facilities to discuss TRB emergency and evacuation drills. Ensured organization signage is at the COOP meet up location and met with facilities to ensure 100% accountability for staff.
- Worked to ensure all equipment is fully functioning; met with help desk CIO staff to transition all staff IT capabilities . Notified staff via email/meetings on equipment status and expected timeframe for any issue to be resolved.
- Provided comprehensive emotional, social, financial, and physical wellbeing personal counseling to staff. I provide an opportunity for staff to share their concerns and feelings with other groups. Provided research and referral service to help employees and their dependents manage today challenging responsibilities and current events.

(b) (6)
Workforce Policy Innovation/Strategic Workforce Planning
U.S. Office of Personnel Management
o:(202)(b) (6)
(b) (6) @OPM.gov



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From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2DC94B5AF9AF4906B4FA4897230293D2:(b) (6)]
Sent: Mon 2/24/2025 3:14:07 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]; (b) (6) @opm.gov]
Subject: Re: What did you do last week?

- prepared for pre-proposal meeting, including reviewing annual Call Letter
- conducted pre-proposal meeting
- reviewed and distributed QCR reports
- assisted members via email and phone
- reviewed corrective action plans

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1F6ACC2F802647748B4D2B20C40189F0(b) (6)]
Sent: Mon 2/24/2025 3:14:03 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hello,
Please see below.

1. (b) (5) [Redacted]
2. (b) (5) [Redacted]
3. (b) (5) [Redacted]
4. (b) (5) [Redacted]
5. (b) (5) [Redacted]

Thank you.

(b) (6)
Account Manager
HR Solutions/USA Staffing® Program Office
W: 202.(b) (6)
(b) (6) @opm.gov



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=91B5F85C1FD94A57AA3490C3F95E5643-(b) (6)]
Sent: Mon 2/24/2025 3:14:21 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hello –

As requested, below is the list of some accomplishments from last week:

- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- (b) (5) [REDACTED]
- Conducted on-the-job training and mentoring for employees, to include providing advice and instruction for suitability case processing to ensure SuitEA operates efficiently in carrying out its mission.
- (b) (5) [REDACTED]

Thank you,

(b) (6)
Senior Adjudicator
U.S. Office of Personnel Management
Suitability Executive Agent Programs

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1C314C1AED094FCCA4F909CE C52F682F-(b) (6)]
Sent: Mon 2/24/2025 3:14:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Per your request.

- Research and retrieve information for received Reconsideration request.
- Accurately updated the overpayment suspensions.
- Responded to escalations, and financial hardship inquiries.
- Pull and assign cases to the LAS team.
- Answer phone calls and open mail for Reconsideration Request.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ECCF09483F364053A552ACCAA A8E2FEB-(b) (6)]
Sent: Mon 2/24/2025 3:14:37 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]; (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A8482F9574B74949A2663D93207C260C-(b) (6)]
Sent: Mon 2/24/2025 3:14:31 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

Good afternoon,

As requested, see below.

1. Researched, resolved, and closed 75 help desk tickets across 5 different help desk containers, allowing HR Users to continue their recruitment efforts. In addition, the tickets also assisted Applicants in completing the application process to include USA Hire and Reasonable Accommodations. This number is down significantly due to the existing Hiring Freeze.
2. Participated in the migration testing of four help desk email addresses from IMAP to Microsoft 365 - OAuth 2.0 in FootPrints. The addresses included: Vendor & Agency Partners, Access & Security, Recruiter, and USAJOBS.
3. Participated in ITSM Working Session with OCIO, reviewing the current ITSM requirements, identifying gaps, and adding missing elements.
4. Added new agents and assigned them to the appropriate containers within FootPrints. Performed password resets for agents in FootPrints.
5. Teams meetings to collaborate with the Business Analysts, Account Managers and User Support team members in USA Staffing.
6. Coordinated directly with a DoD user to troubleshoot a login issue that had to do with the certificate association with their PIV/CAC. The User was finally able to login to complete his recruitment.

(b) (6)
Human Resources Specialist
U.S. Office of Personnel Management
HR Solutions/USA Staffing® Program Office
M: 202-(b) (6)
(b) (6) @opm.gov



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E4A02C4A89A24AB98C0B7689D59FBF1C-(b) (6)]
Sent: Mon 2/24/2025 3:16:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

02/24/2025:
Work Accomplished week of 02/17/2025-02/21/2025

*Checked/responded to emails/ phone calls

*Processed/finalized cases from hold file that were missing information needed to finalize the case. Information was received from either the annuitant or the agency

*Recalculated/finalized Annuity Supplement cases that were held due to cutoff the week before.

*Processed/Finalized cases that were in (Not IN Pay) Status

*Processed newly assigned cases

*Printed Nats, Arps screens. Reviewed data against the Retirement application.

*Reviewed IRRs against the service listed on the Certified summary.

*Reviewed retirement application for any missing/incorrect information.

*Verified 5yrs Health benefits/ 5years Life insurance.

*Checked for Survivor annuity election.

*Once everything was verified correct information was entered into the FACES system, calculated and results were compared to Estimate provided by Agency.

*Then Cases were submitted for review/finalization.

When missing/discrepant information is needed:

*Email human resources departments or annuitants to verify or obtain any missing or incorrect information.

*Search EOPFs for SF50's to verify Dates of pay Adjustments, Part time hours, Leave without pay, and differences in salaries if any of these are different between the IRR and certified summary/agency estimate.

*contact annuitant

Thank you

(b) (6)

From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B5116081BEED4215B7680F3165BD6321-(b) (6)]
Sent: Mon 2/24/2025 3:17:12 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

1. Responded to all inquiries directed to (b) (6) @opm.gov from 01/16-01/22
2. Responded to all inquiries directed to (b) (6) @opm.gov from 01/16-01/22
3. (b) (5) [REDACTED]
4. (b) (5) [REDACTED]
5. (b) (5) [REDACTED]

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CFC3E0179EB3400D9BF0C568C8A039B4-(b) (6)]
Sent: Mon 2/24/2025 3:17:12 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

(b) (6) .

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=80C5295CFCDE415685256DF1A36368A7-(b) (6)]
Sent: Mon 2/24/2025 3:17:17 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

(b) (6)
OPM/HRS/FSC/USA Hire

Weekly Tracker – February 17 – 21, 2025

I currently provide support for USA Hire’s delivery of premium, custom, and tailored assessments. Here is a summary of key items that I worked on between February 17 – 21, 2025.

- February 17, 2025 – Holiday
- February 18, 2025 – (b) (6)
- February 21, 2025 – (b) (6)

Customer 1	
	(b) (5)
Customer 2	
	(b) (5)

Customer 3		
		(b) (5)
Meetings		(b) (5) 2. (b) (5) 3. (b) (5)

(b) (6)

(b) (6)

Management/Program Analyst, Project Manager, COR III

U.S. Office of Personnel Management

HR Solutions / USA Hire

Phone: (202) (b) (6)

(b) (6) [@OPM.Gov](mailto:hr@opm.gov)



From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D89BC77127D44AF98F894128A733EBAF-D20B0570-5D]
Sent: Mon 2/24/2025 3:17:42 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Responded to external customers via phone and email. Provided guidance to their inquiries or directed their calls to the proper Legal Administrative Specialist
- Reviewed mailed correspondence and distributed for processing
- Reviewed processed correspondence and submitted them for filing
- Mailed correspondence to annuitants for processing
- Reviewed external voicemails from annuitants and returned calls to provide guidance

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=07D5DF92A98040739FA2586ED7AD0180-(b) (6)]
Sent: Mon 2/24/2025 3:17:42 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Attend various management and leadership meetings
- Spent a large amount of my week communicating with my team and team members and helping them finish work and provided classification consultation feedback for high level classification and consulting
- Review and Quality Control Work Products such as Evaluations and Position Reviews and Recertifications done by HR Consultants
- Provide consultation and training regarding a variety of classification issues
- Provide top cover for supervised personnel and ensured accountability, time and attendance submitted correctly

(b) (6)
Supervisory HR Specialist
U.S. Office of Personnel Management
HR Solutions / Federal Classification Center
c: (202) (b) (6)
MS Teams: (202) (b) (6)
(b) (6) @opm.gov
OPM.gov



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=42121093C2D6435D903259109C6E1BC3-(b) (6)]
Sent: Mon 2/24/2025 3:17:48 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Last week I accomplished:

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1454834AD18B408B9B39B8E042601CC6-07F61830-F9]
Sent: Mon 2/24/2025 3:17:49 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: Re: What did you do last week?

Alexis A. - Tasks accomplished last week:

- Communicated and responded to inquiries concerning the work performed and provided explanations to annuitants/retirees.
- Computed benefits by interpreting formulas and court language expressed in qualifying orders that directed an apportionment, garnishment, or retirement benefit.
- Processed cases through studying, analyzing, and reviewing documentation and legal actions.
- Examined case files to ensure completion, timeliness, and whether action was properly performed.
- Received, screened and controlled case files to determine the validity and acceptability of court-ordered language.

Thank you.

(b) (6)
Paralegal Specialist
Court Order Benefits Branch
Retirement Services
E: (b) (6) @opm.gov



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C12968A39B0343DDAC2D7E639E4F2C5B-(b) (6)]
Sent: Mon 2/24/2025 3:17:48 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

1. **Processes and Reviews Claims** – Evaluates, verifies, and processes federal employee retirement, disability, and other benefit claims in accordance with applicable laws and regulations.
2. **Provides Customer Support** – Communicates with federal employees, retirees, beneficiaries, and agencies to provide guidance on benefits, claims, and legal administrative processes.
3. **Interprets Laws and Regulations** – Applies federal statutes, policies, and regulations related to retirement, benefits, and personnel management to ensure compliance.
4. **Prepares Legal Documents** – Drafts correspondence, reports, and legal determinations related to claims, appeals, and benefits administration.
5. **Conducts Research and Analysis** – Investigates case files, gathers relevant information, and analyzes legal and administrative data to resolve disputes and process claims accurately.

Respectfully,

(b) (6)
Legal Admin Specialist - Insurance Benefits Claims Examiner
Healthcare and Insurance/FEIO/FEHB1
U.S. Office of Personnel Management
(202) (b) (6)

(b) (6) @opm.gov

From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:46 PM

Subject: What did you do last week?

Importance: High

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Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E4007C43D99E4959838F9930DB19CD03-(b) (6)]
Sent: Mon 2/24/2025 3:17:58 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

- (b) (5) [Redacted]

- (b) (5) [Redacted]

- (b) (5) [Redacted]

- (b) (5) [Redacted]

- (b) (5) [Redacted]

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45 PM
Subject: What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=52D5A3CBA11C4C99A1B1BF88E26C4969-(b) (6)]
Sent: Mon 2/24/2025 3:18:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Monday, 2/17, was a federal holiday and (b) (6) on Friday, 2/21.

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

(b) (6)
Management Analyst

U.S. Office of Personnel Management
HR Solutions / Human Capital Industry Solutions (HCIS)
c: (202) (b) (6)
Kansas City, MO – Central Time Zone
(b) (6)@opm.gov
OPM.gov



From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:46 PM
Subject: What did you do last week?
Importance: High

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EA8652A223D04D6D8619E838E1E7E06D-(b) (6)]
Sent: Mon 2/24/2025 3:18:28 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Manage 1 trillion accounting operations for the Civil Service Retirement and Disability Fund (CSRDF).

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

Thank You

(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.