From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:09:04 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

Hello,

- I work in a call center, fielding calls for the duration of my shift. I am proud to be able to help the American people and I take great pride in my work, as my evaluations of my performances, reflect it. I assist retirees and survivor annuitant with changes they need to make on their OPM account. Such as, but not limited too, direct deposit changes, address changes, phone number changes, email change and health benefit changes. I submit escalation on behalf of retirees and survivor annuitant and password reset for their services online account.
- I assist (b) (5) [redacted] to check status of refund application they send into OPM to get a refund of their contribution that they paid into. Also assist (b) (5) [redacted] and I explain the process of it to them.
- I assist disable retirees and (b) (5) [redacted] on checking the status of disability retirement case and explain the process it consists of.
- I assist (b) (5) [redacted] that are calling to check the status of their (b) (5) [redacted]. Checking to see where it is in the process and explaining the process to them.
- I take report of passing calls from family members, calling to report the death of a loved one, who is a federal retiree and survivor annuitant. I take the report of the passing, explain them the next steps, answer any questions they may have and empathize my deepest sympathy for the loss of their loved on.

Thank you,

(b) (6) [redacted]

(b) (6) [redacted]
U.S. Office of Personnel Management
Retirement Information Office (RIO)
Boyers, PA

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]

Sent: Mon 2/24/2025 4:09:37 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Per the request below, please find the bullet points of what I accomplished last week:

- Drafted and completed a comprehensive review of materials to ensure regulatory compliance and enforcement pursuant to 5 U.S.C. 8902a.

- Completed research, as well as prepared and reviewed materials for various matters pursuant to 31 U.S.C. 3729-3733.

- Provided recommendations and guidance regarding the subject area: qualified law enforcement officers.

- Conducted research and prepared analysis for matters related to 5 U.S.C. 407.

- Researched and provided guidance to stakeholders regarding the National Defense Authorization Act.

Regards,
(b) (6) [redacted]

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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)

Sent: Mon 2/24/2025 4:10:03 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

Below are some of the last week work accomplishments:

- Continuation of the master projection templates for assigned programs including Office of the Chief Information Officer, Office of Communication, Human Capital Data Management and Modernization, and Merit System Accountability and Compliance.

- Had daily meetings and trainings with senior employees and other team members with the opportunities to raise and address challenges encountered while working on the (b) (5) .

- Communicated with the program offices and RMOs on issues identified during the (b) (5) including requesting for gains and losses and confirmation of employees who are split funded.

- Reviewed and updated the (b) (5) templates for all the assigned programs with the WIGI/promotion information as well as adjustment of the limited OCIO master projection template to accommodate the multiple fund types associated with the OCIO program.

- Worked on classification of the OCIO, MSAC, HCDMM and Office of Communication multi fund types into different categories and (b) (5) , for all the assigned programs.

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) [redacted]

Sent: Mon 2/24/2025 4:10:14 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]; (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

- Completed several Power BI training courses
- Collaborated with team members to plan, acquire, review, clean and analyze multiple data sources
- Created data visualization utilizing Power BI for presentation to senior level executives.
- Met with senior leadership team to discuss performance and upcoming work assignments

(b) (6) [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)

Sent: Mon 2/24/2025 4:10:12 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 response to your email, please find below a summary of my key accomplishments from last week:

- Met with OCIO Program officials to discuss space needs at Iron Mountain.
- Met with CHCO Program office officials to discuss space needs at Iron Mountain.
- Development of a scoring matrix for electronic processing of open season parking requests. (implementation phase iteration for open season tool)
- Initiated analysis and design phase for daily parking request tool.
- Submitted a draft scope of work for food services at the TRB into the procurement center for future use as a solicitation for a potential service contract or permit agreement with food service contractors/vendors
- Worked with current food vendor to expand food service availability at the TRB to a full-week presence as of March 3, 2025, and relocate these services to the ground floor into the cafeteria serving space.
- Finalized the (b) (5) locations.
- Conducted advance (b) (5)
- Worked on automating the Personal Property Policy training material.

Thank You,

(b) (6)

(b) (6)
U.S. Office of Personnel Management
Facilities, Security and Emergency Management
(b) (6)
(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) [redacted]

Sent: Mon 2/24/2025 4:10:08 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Reviewed and revised several appellate briefs regarding retirement benefits.
- Attended a moot argument of an upcoming hearing on a temporary restraining order.
- Continued tracking and updating (b) (5) [redacted].
- Reviewed and revised a response brief to an (b) (5) [redacted].
- Reviewed numerous response briefs regarding various executive orders and provided appropriate feedback to DOJ.

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]

Sent: Mon 2/24/2025 4:10:08 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

1. Analyzed agencies response and data submission for compliance
2. Drafted correspondence to agency Human Resources Offices
3. Met with an agency regarding their Accountability Program
4. Preparation for training that I would be conducting the following week
5. Input evaluation actions data into an internal SharePoint.

(b) (6) [redacted]
(b) (6) [redacted]
Merit System Accountability and Compliance
U.S. Office of Personnel Management
(b) (6) [redacted]@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)

Sent: Mon 2/24/2025 4:10:13 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]; (b) (6) (b) (6) @opm.gov]

Subject: RE: What did you do last week?

This week I accomplished:

- Prepared and submitted a comprehensive response to the Office of the Chief Financial Officer (OCFO) data call (Daily Spending Report), ensuring all required financial data is accurately compiled, analyzed, and reported. This task is critical for ensuring alignment with federal financial management standards and supporting high-level decision-making processes across the agency. This allows fiscal transparency, accountability, and compliance with regulatory requirements.

- Prepared and finalized financial settlements to be processed by the Office of the Chief Financial Officer (OCFO). This process is crucial for maintaining fiscal integrity, supporting budgetary transparency, and ensuring compliance with federal financial regulations.

- Conducted thorough research and compiled a detailed Excel spreadsheet tracking the completion of ethics training for new employees. Ensuring compliance with federal ethics requirements, fostering a culture of integrity, and maintaining accurate records for reporting and auditing purposes. This work directly supports the organization's commitment to upholding ethical standards and ensuring all employees meet mandated training requirements.

- Coordinated the meticulous preparation and mailing of (b) (5), ensuring all necessary documentation is correctly compiled, reviewed, and dispatched promptly. This responsibility is critical in support of the agency's adherence to legal requirements and timely case resolution, safeguarding the integrity of the claims process and ensuring that all claimants receive official responses in compliance with regulatory standards.

- Provided vital support to office staff by efficiently managing day-to-day legal administrative tasks, ensuring timely and accurate handling of requests to facilitate smooth legal operations. Such as, managing and responding to incoming office phone calls related to retirement inquiries, (b) (5), healthcare issues, and other case-related matters. This responsibility is essential for providing accurate and timely information, ensuring that employees and stakeholders receive the necessary guidance on critical legal and retirement issues. My office responsiveness will directly contribute to maintaining efficient operations, fostering trust, and supporting the agency's commitment to exceptional service and legal compliance.

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)

Sent: Mon 2/24/2025 4:10:31 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good afternoon,

Enclosed are my accomplishments for the week of February 16, 2025.

AT Accomplishments for week of February 16, 2025:

- Worked closely with (b) (6) and (b) (6) of Retirement Benefits, (b) (5) to support and ensure smooth organizational operations, consistently providing continuity of procedures and support for the team; reviewed procedural elements regarding analytical performance with team contributing to the success of the overall organizational mission.

- Evaluated, provided recommendations and completed 100% of analytical retirement program work products for (b) (5)

- Provided analysis, solutions, well organized and sound reporting to support work products keeping managers apprised of issues.

- Successfully tested system to ensure efficiency of new procedure.

- In my representational responsibility, I ensured 100% of our internal and external customer concerns were met in a courteous and responsive manner providing a positive attitude.

Regards,

(b) (6)
(b) (6)
U.S. Office of Personnel Management
Retirement Eligibility and Services

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

Manage your retirement account anywhere and anytime at www.servicesonline.opm.gov and www.opm.gov/retire

OPM U.S. Office of Personnel Management

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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]

Sent: Mon 2/24/2025 4:10:26 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: [redacted]@opm.gov]

Subject: RE: What did you do last week?

WHAT I DID

- Processed postal health benefit suspensions
- Processed postal health benefit enrollments
- Processed postal health benefit cancellations
- Processed postal health benefit open season transactions
- Responded to postal health benefit phone calls and email inquiries

---

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]

Sent: Mon 2/24/2025 4:10:36 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Closed 22 FACES support tickets and updated the FACES's user accounts with the biweekly separations
- Closed and retested 58 bug reports with the in development system, Janus, and discovered a new bug
- Attended and participated in over a dozen Janus/FACES development meetings and worked on a presentation for leadership this week including creating mock demonstration cases; also, prioritized work and provided user stories to contractors to continue development into next phase.
- Tested and supported rollout of Janus system into prod environment and tested new claim number format for FACES discovering two bugs
- Worked with the DBAs to rerun and issue 556 cases that failed the nightly run

---

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)

Sent: Mon 2/24/2025 4:10:38 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: Re: What did you do last week?

Reviewed and processed the (b) (6) case.
Reviewed and processed the (b) (6) case.
Reviewed and processed the (b) (6) case.
Reviewed and processed the (b) (6) case.
Triggered payment for the (b) (6) case.

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) [redacted]

Sent: Mon 2/24/2025 4:10:44 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]

Subject: Reply: What did you do last week?

- Researched and retrieved disability appeal cases for the (b) (6) [redacted] downloaded (b) (5) [redacted], copied cases and placed in the conference room for assignments to Paralegal Specialists

- Retrieved (b) (5) [redacted] disability benefits cases and prepared various types of approval letters for a Paralegal Specialist

- Picked up incoming disability appeals cases and incoming documents from Recon and logged into the Host On Demand database

- Filed incoming disability appeal cases into the office filing system

- Responded to general queries via email

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]

Sent: Mon 2/24/2025 4:10:50 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Respond to a wide range of inquiries, requests for information, and concerns from customers, applying a level of knowledge of various programs, policies, procedures, and regulations.
- Process change address, direct deposit, tax changes, VOA, VOLI and report of death.
- Communicate the life cycle of federal retirement and survivor claims including the application process, knowledge of the adjudication process, payment of benefits, and post-adjudication retirement and survivor claim actions.
- Resolve conflicts and provide solutions to customer requests
- Communicate the agency's programs, policies, procedures, and regulations to provide accurate and complete information to customers

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)

Sent: Mon 2/24/2025 4:11:00 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]; (b) (6) (b) (6) @opm.gov]; (b) (6) @opm.gov]

Subject: RE: What did you do last week?

Good Afternoon:

I completed the following accomplishments:

- **Program Participation and Support**
  - Provided Program Participation and Support to evaluators.
  - Process correspondence received for 508 Compliance, Distribute final digitally signed versions to agencies and perform administrative duties as assigned.
  - Assists field office evaluation staff with evaluations and special projects as assigned.

- **Office Operations:**
  - Manages office files and documents, to include the distribution and filing of evaluation reports and political conversions distributed to agencies for office.

- **Customer Service**
  - Provided timely response to workload assignment requests and provide office support and coverage to ACE field offices as a floater

- **Training:**
  - Completed On the Job Training via Graduate School Course Basic Staffing 4th Module

- **Weekly Staff Meeting**

Sincerely,

(b) (6) (b) (6)
Office of Personnel Management
Merit System Accountability and Compliance
(b) (6)

(b) (6)
Email: (b) (6) @opm.gov
U.S. Office of Personnel Management

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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)

Sent: Mon 2/24/2025 4:11:36 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

- Lead, directed and conducted resolution, reconciliation and correction of health insurance enrollments in the statutorily-mandated (5 USC 8903c) PSHB Program for enrollees. Includes correcting data errors through System oversight, study and suggestion of code fixes, individual manual system inputs and research of individual issues.
- Lead, directed and conducted oversight of the PSHB System enrollment portal as System Owner for statutorily-mandated (5 USC 8903c) PSHB Program for enrollees. This includes review and approval of data fixes, manual adjustments and prioritizing backlog. It also includes review, oversight and approval of system users.
- Lead and directed updates to enrollment form for the statutorily-mandated FEHB Program (5 USC 8905) and PSHB Program (5 USC 8903c). This includes (b) (5)
- Lead and directed reduction of improper payments in the statutorily-mandated FEHB Program (5 USC Chapter 89). This includes oversight and guidance related to documentation of eligibility for family members, oversight of premium and enrollment reconciliation and responses to audits and Program stakeholders.
- Planned for and assisted with (b) (5) and (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) [redacted]

Sent: Mon 2/24/2025 4:11:53 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

As requested, please see below.

1. Negotiated the OPM, (b) (5) [redacted] and (b) (5) [redacted] postures with the (b) (5) [redacted] to ensure the (b) (5) [redacted] is met within Retirement Services.

2. To gain efficiencies, streamlined the Online Retirement Application process from manual to a digital PDF version resulting in a decrease of paper handling.

3. Conducted strategy sessions with the Court Order Benefits section of Retirement Services to reduce the number of Congressional inquiries.

4. Held several high-level meetings with the National Finance Center to address and plan for outstanding Postal Service Health Benefits enrollment discrepancies.

5. Coordinated with (b) (5) [redacted] within Retirement Services to ensure (b) (5) [redacted] are prepared to (b) (5) [redacted] beginning (b) (5) [redacted].

Thank you

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)

Sent: Mon 2/24/2025 4:11:49 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?

Accomplishments for the week of February 17

- Worked on logistics for the annual Carrier Outreach Events
- My colleague from OPS, (b) (6), and I met with the Program Analysis and Development team (PAD) to discuss the Call Letter presentation (scheduled for March 20th). This presentation is done annually by Healthcare and Insurance to provide FEHB and PSHB carriers guidance in submitting their proposals for the upcoming Plan Year. We also discussed the timeline for preparing the slide presentation and talking points.
- Continued to work on the Paperwork Reduction Act Initiative for the Tribal application process and met with colleagues from PAD to discuss.
- Met with colleague from OCIO to discuss the use of Teams Town Hall for the Carrier Outreach Events as we transition from the use of Teams Live.
- Continued work on the Healthcare and Insurance (HI) Training Initiative. This initiative was developed to provide employees with training on the various roles and responsibilities of the program offices within HI. This initiative includes an FEHB and PSHB program overview for employees to better understand how these programs run and impacts federal employees.

Warm regards,

(b) (6)

(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)

Sent: Mon 2/24/2025 4:12:13 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

1.Processed six miscellaneous expense reimbursement claims from new appointees.

2. Revised intranet instructions and assumed responsibility for processing professional liability insurance claims for partial reimbursement (b) (5)

3. Reviewed and updated miscellaneous expense reimbursement, student loan repayment, and military service deposit SOPs to align with potential personal cuts, as (b) (5) .

4. Responded to 10 internal inquiries pertaining to these processes (such as what documentations needed, where to submit, etc).

5. Responded to and processed 12 vendor requests for eInvoicing access.

~(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) [redacted]

Sent: Mon 2/24/2025 4:12:02 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

As requested, here are some of my accomplishments last week:

1. Reviewed, prepared, and sent a document production (400+ pages) in one of my 6 FOIA lawsuits in district court; prepared a joint status report in the same case.
2. Met with agency privacy official to provide advice on responding (b) (5) [redacted] from SORNs.
3. Met with FOIA official to provide advice on managing FOIA program (b) (5) [redacted]
4. Worked on FOIA appeal; reviewed file; corresponded with requester to supply missing documentation; consulted with NARA official to research availability of records.
5. Provided written and oral record management (b) (5) [redacted] records retention issues.

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]

Sent: Mon 2/24/2025 4:12:05 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Workload management: Cases processed, reviewed, developed, file actions completed, specific workloads managed
- Quality: any specifics regarding accuracy of work completed
- Customer Service: any specific customer service action taken, any actions where service to others internal/external customers was above the norm, any recognition for work/service completed
- Training completed, new concept learned, teamwork displayed
- Personal accomplishment/growth that may not have been broadcast to others

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)

Sent: Mon 2/24/2025 4:12:11 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]; (b) (6) (b) (6) @opm.gov]

Subject: RE: What did you do last week?

Good afternoon,

My tasks performed last week include, but are not limited to:

1. Reviewed (b) (5) decisions for potential exercise of the or under 5 U.S.C. § 7703.
2. Investigated a potential (b) (5) opportunity (pursuant to 5 U.S.C. § 7701) to (b) (5) dentifying the state of the case and closing out the matter.
3. Submitted to supervisor and manager a draft policy for the (b) (5) (b) (5) (b) (5)
4. Coordinated with AWR to obtain copies of all arbitration awards for chapter 432 and 752 actions in the future to enable (b) (5) opportunities to exercise the (b) (5) (pursuant to 5 U.S.C. §§ 7121(f) and 7703) (b) (4).
5. Revised and submitted a response on OPM's behalf to an appellant's petition for review of the (b) (5).

(b) (6)
(b) (6)
(b) (6)
(b) (6)
U.S. Office of Personnel Management
Office: (b) (6)
E-mail: (b) (6) @opm.gov
U.S. 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

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]

Sent: Mon 2/24/2025 4:12:36 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Here is a list of things I accomplished last week:

- For government-wide guidance, researched the (b) (5) [redacted] under 5 U.S.C. 5595
- Drafted guidance for an agency headquarters policy office regarding eligibility for disabled veteran leave under 5 U.S.C. 6329
- Revised the draft of a government-wide memorandum to head of executive departments and agencies announcing a new statutory change to the amount of military leave accrual and accumulation under 5 U.S.C. 6323(a)
- Drafted an update to OPM's Military Leave fact sheet and frequently asked questions posted on the OPM website to reflect a new statutory change to the amount of military leave accrual and accumulation under 5 U.S.C. 6323(a)
- Drafted guidance to an agency headquarters policy office (b) (5) [redacted] under 5 U.S.C. 6305

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)

Sent: Mon 2/24/2025 4:12:38 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

- Coordinated all physical security, logistics and reception space requirements for the (b) (5). Collected and reviewed VRRM exemption requests for (b) (5) work
- Planned, researched, and responded to OMB/GSA data call re. MSAC Philadelphia office requirements. (b) (5) through FSEM and GSA
- Reviewed all daily operating expenses accounts and all IAA activity, reporting to CFO/FAA team to ensure cost savings for OPM; (b) (5) ensuring proper reconciliation and provided OPO MSAC's new purchase card buyer construct. Reviewed and met with CFO, FAA and VRRM staff on DNFSB IAA funding issue
- Corrected and updated USAP records (b) (5). Wrote and classified VRRM PD Management Analyst position description, pushing it through and receiving approval from HR and security
- Conducted several staff meetings. Attended several executive and management meetings to understand impact to (b) (5)

(b) (6)
(b) (6)
Office of Personnel Management
(b) (6)
(b) (6) @opm.gov

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

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From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:12:38 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]; (b) (6) [redacted] - (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

- Provided member support and case oversight for member inquires, closing out multiple member inquiry cases, offered strategic planning concepts for team and management to support efficiency for member data tracking and customer engagement.
- Completed detailed analysis of drug formulary benefits for specific program initiatives to ensure compliance with current objectives.
- Began work on department data file consolidation and indexing to provide department with disposal of archival data and improve department contract file oversight
- Conducted analysis of current executive orders and initiatives to insure ongoing benefit negotiation alignment with administration goals
- Continued ongoing training for Contracting Officer Representative certifications to increase team support of contracting officer and ongoing contract goals.

(b) (6) [redacted]
(b) (6) [redacted]
U.S. Office of Personnel Management
(b) (6) [redacted]
(b) (6) [redacted] @opm.gov
OPM.gov

U.S. 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) [redacted]

Sent: Mon 2/24/2025 4:12:38 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Answered a high volume of calls daily, from retirees, survivors and (b) (5) [redacted].

- Took calls from family members calling to report the passing of their loved one, as well as explained the process, timeframes and available benefits, if applicable.

- Completed request's for changes to health benefits, mailing address, direct deposit, tax withholdings, Etc..

- Provided status updates to retirees, survivors and (b) (5) [redacted].

- Communicated directly with health benefit providers, to complete necessary changes.

- Assisted callers with setting up and navigating the services online website.

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) [redacted] @opm.gov]
Sent: Mon 2/24/2025 4:13:20 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) [redacted] @opm.gov]
Subject: RE: What did you do last week?

Provide information to help individuals determine what actions they need to to take to obtain benefits or privileges.

Provide information to help individuals comply with reporting and disclosure requirements.

Provide information to help individuals fulfill other obligations under federal laws or regulations.

Provide assistance to help individuals to complete forms necessary to receive benefits from the Office of Personnel Management.

Provide assistance to help fellow teammates with answering questions that they may have not experienced yet.

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) [redacted]

Sent: Mon 2/24/2025 4:13:30 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Provided (b) (5) with three and five-year retirement projections by mission critical occupation within the agency.
- Provided (b) (5) with three and five-year retirement projections for all occupations within all subcomponents within DOD.
- Released the (b) (5) [redacted] for June 2024.
- Created a program to display recent year performance ratings for individuals within each agency.
- Revised the program that calculates yearly retirement projections so that it can easily be run for future years.

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]

Sent: Mon 2/24/2025 4:13:36 PM (UTC-05:00)

To: HR10[HR10@opm.gov]; HR[HR@opm.gov]; (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

1.Maintaining effective, efficient, and management control of all operations and functions.

2. Ensuring adjustment of benefits are made after final allowance of claims when changes are necessary because of the submission of new information, new circumstances, and new legislation or (b) (5) [redacted]. Provided customer service by reaching out to retirees and provided status updates.

3. Ensured goals are met in areas including customer satisfaction , safety, quality, and staff performance.

4. Provide feedback to subordinate branch chiefs and employees on a regular basis, including assessing how the employees have performed and what they can do to improve in their positions.

5. Ensured proper performance standards/agreements address task and roles of employees and appropriate job goals.

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) [redacted]

Sent: Mon 2/24/2025 4:13:43 PM (UTC-05:00)

To: HR10[HR10@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.

(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)

Sent: Mon 2/24/2025 4:14:04 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 had the opportunity to:

- Conduct a monthly accountability engagement meeting with my assigned agency.
- Meet with DAB to discuss collaborating on internal process for new dashboard.
- Began drafting proposal for special study.
- Input past human capital evaluation data into internal SharePoint.
- Reviewed and completed training modules in LMS.

V/r,

(b) (6)
(b) (6)
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(b) (6) @opm.gov
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U.S. Office of Personnel Management

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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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:14:10 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

The week of 2/17/25- 2/21/25 included a Federal holiday on 2/17/25. Due to this, the following accomplishments were completed during a 4 day work week.

- Assisted numerous retirees and those with survivor benefits with updating their payment information so they can continue to receive their direct deposit of their monthly benefit. Also updated mailing addresses so important documents can be received such as Verification of Annuity and 1099R.
- Health benefit related calls- verified receipt of documents requesting changes to health benefit elections, and sent correspondence as needed to the Benefits Branch to provide information or to check on the status of requests. Also contacted the point of contact for numerous Health Carriers to inform of cases where their records need to be updated.
- When listening to caller's needs, assessed to see if the caller's situation meets requirements to request an escalation in the case of financial hardship, medical emergency or excessive processing times and submitted requests for cases to be escalated to expedite processing.
- Not all requests are handled by OPM. Many callers have needs and requests that are handled by other agencies (SSA, IRS, Treasury, VA, other retirement systems, health carriers, NPRC, etc.) I listened to requests and determined which agency would be the correct one to contact and provide them with their contact information so they may receive assistance.
- Many requests cannot be completed over the phone, or by email and require forms to be completed. Sent out documents as needed to assist with changes to health benefits, verifying a disabled dependent adult child's eligibility for continuation of health benefits, applying to become a retiree or survivors Representative Payee, updating beneficiary information, etc.

Of course there were numerous other accomplishments, however this provides a glimpse with the 5 bullet points requested.

Very Respectfully,

(b) (6)
(b) (6)
U.S. Office of Personnel Management
(b) (6)

U.S. 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

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) [redacted]

Sent: Mon 2/24/2025 4:14:19 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: Re: What did you do last week?

My work is law enforcement sensitive/confidential. As such, and for the record, I have reservations sending any information that could jeopardize operational security, be used to collect intelligence information, be used by a foreign adversary (if compromised), jeopardize my agencies fraud, waste, or abuse investigative work, or otherwise inhibit my sworn duty to investigate, as an independent and unbiased entity, any allegations of fraud, waste, or abuse levied upon the organization for which I have been granted authority to investigate. Nonetheless, our organization has ordered us to respond to this email.
To that end, I did my job as a supervisory law enforcement officer with nearly 30 years of combined military, State, and Federal law enforcement service including:

1. Supervising activities related to assessing and adjusting to changing situations and developing innovative solutions to lead my team.
2. Supervising activities related to leading my team to achieve my organization's vision and missions.
3. Supervising activities related to meeting my organization's goals under the law.
4. Supervising activities related to oversight of my team's work product.
5. Providing advice, support, and deliverables to my team, my co-workers, and other stakeholders.

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:14:38 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Hello -

Per your request, below represent task assignments for week ending February 18-20, 2025

Major Issues You Are Tracking	• Enhance data governance workflow structure to assign and exchange documents to and from managers • Archive work products and document deliverables.

Decisions/Sign-off:	• Review and modified draft newsletter for RS' AD approval.
Upcoming Meetings – with OPM Senior Leaders or External	• Attend this weekly program IT Modernization check -in meeting [2/20] • Attend one: one bi-weekly status meeting to discuss upcoming assignments and task assignments in progress. [2/20]
Accomplishments	• Provided a project plan identifying task activity to on-board Interior Business Center [IBC] to participate in the RS Online Retirement Application [ORA] for peer review.

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) [redacted]

Sent: Mon 2/24/2025 4:14:36 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Managed interconnections projects with government-wide scope.
- Fostered strong stakeholder and customer relationships by maintaining regular communication; provided updates and addressed any customer issues that arose during the interconnection life-cycle.
- Consulted with customer agencies to help them select the most effective combination of USA Staffing interconnection products, considering the unique context and suite of HR IT systems the customer uses.
- Planned, executed, and provided troubleshooting for interconnections, including comprehensive end-to-end testing to ensure customer requirements were met.
- Collaborated with other teams to build and maintain interconnection capabilities.

(b) (6) [redacted]
(b) (6) [redacted] (b) (6) [redacted]
U.S. Office of Personnel Management
(b) (6) [redacted]

P: (b) (6) [redacted]
(b) (6) [redacted]@opm.gov

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From: HR <hr@opm.gov>
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Subject: What did you do last week?
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From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:14:38 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Inventoried existing electronic work folders and files related to current projects, historical background on projects/programs, and began ensuring those relevant will be available to staff after my departure.

Reviewed project documents related to Incapable of Self-Support issue for relevancy and discussed subject matter background, etc. with staff person currently tasked with taking on this project.

Coordinated review and response from team to CMS on Federal Independent Dispute Resolution (IDR) Public Use Files (PUF) for 2024, Quarters 1 and 2.

Participated in Tri-Department check in call.

(b) (5) [redacted]. Began employee clearance process.

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Importance: High

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:14:24 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,

- Coordinated audit reviews of (b) (5) and (b) (5) cases, which are (b) (5).
- Conducted a meeting with the (b) (5) team to discuss pending examining work.
- Reviewed examining work completed by team members for the (b) (5) project to answer complex questions and advise on best practices.
- Participated in Individual Occupational Requirements training to improve the quality of case work.
- Utilized new project management software, Saturn, to set-up the US Secret Service project for case tracking and monitoring.

(b) (6)
(b) (6)

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(b) (6)
Mobile: (b) (6)
(b) (6) @opm.gov
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Importance: High

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:14:26 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Facilitated session to assist customer agency leader with actionable strategies to improve organizational outcomes.
- Consulted with customer agency leaders to drive data-informed improvements and enhance alignment with strategic priorities.
- Developed program evaluation survey result analysis tool to enable data-driven decision-making.
- Conducted development and testing internet-based assessment tool.
- Managed the reimbursable aspect of project work to ensure accurate financial reporting and compliance with accounting standards.

(b) (6) [redacted]
(b) (6) [redacted] Psychologist
(b) (6) [redacted]
HR Solutions / Assessment & Evaluation
(b) (6) [redacted]
(b) (6) [redacted]@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

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From: (b) (6)

Sent: Mon 2/24/2025 4:14:32 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]; (b) (6)
(b) (6) @opm.gov]

Subject: RE: What did you do last week?

Completed Tasks for Week Ending 2/21/2025

- Uploaded evaluation actions to Sharepoint. A project for the purpose of easily being able to retrieve recommended and required actions for completed evaluations.
- Conducted environmental scan and research of recent changes and headlines about assigned agency to prepare for monthly engagement meeting with Accountability Program Manager.
- Composed official correspondence to agencies about status of future FY25 scheduled evaluations.
- Reviewed and researched modifications that needed to be made to recent agency evaluation report/letter to support the accuracy of findings.
- Researched ideas for potential future Government-wide studies.
- Reviewed assigned agency document archive for completeness.

Best Regards,

(b) (6)
(b) (6)
U.S. Office of Personnel Management
O: (b) (6)
(b) (6) @opm.gov
OPM.gov

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From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:14:32 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]; (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

- Congressional Relations, Serves as liaison and facilitates meetings and/or discussions with various health insurance carriers, OPM offices, all offices within Retirement Services, Office of Congressional Relation, and other Federal agencies. Performs special assignments for the supervisor, to include retirement records associated with FEHB benefits and related inquiries. Performs open season health benefits corrective actions, using documented evidence and new evidence.
- RIO Escalations
- Processing RI 79-9, Health Benefits Cancellations/suspension confirmation for CSRS and FERS Annuitants, Survivor Annuitant and Former Spouse Annuitants
- Processing SF 2809 Health Election Benefits Forms enrollment records with health benefits carriers, often relying only on knowledge, experience, judgment, and non-specific guidelines to determine proper status of annuitant's benefits. Makes determinations regarding the annuity net amount available to collect FEHB premiums on roll or if the annuity will fall to a negative net status thereby requiring direct payments of premiums to the National Finance Center. Establishes annuity system accounts for government claims and
- The employee adjudicates difficult and complicated benefit eligibility and coverage. Reconciles and reviews OPM health insurance enrollment transactions and records with those of the various health insurance carriers; and reviews and triggers government claim account transactions processed against annuity payments of individual civil service retirees. Evaluates, analyzes, and responds to the more difficult and unusual questions of entitlement/coverage/etc., including determination and resolution of points at issue in what are often contested situations, to include but not limited to escalated FEHB transactions using institutional knowledge of insurance programs.

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

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From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:14:35 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Working on schedule and technical approach for Anthologies implementation at USU.
- Technical evaluations (b) (5) [redacted] for GSA PIV Training Development Contract
- Worked technical and contract support issues with multiple clients (multiple (b) (5) [redacted] and USALearning Vendors RFI)
- Turn-over of multiple projects to other members of the USALearning team. Started the OPM check-out process.
- Market research with USALearning vendors on FEDRAMP and related learning technologies on the USALearning LSL IDIQ contract.

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:14:54 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: [redacted]@opm.gov]; (b) (6) [redacted] (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Hello,
I am currently out of the office due to being on FMLA due to a recent surgery.

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)

Sent: Mon 2/24/2025 4:14:45 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]; Kinsler, Willette R.[Willette.Kinsler@opm.gov]
Subject: RE: What did you do last week?

Process Former Spouses annuity payments.

Process Former Spouse health insurance enrollment.

COB Escalation Mailbox on Thursday.

COB Escalation Mailbox on Friday.

Address Congressional inquiries.

(b) (6)
Paralegal Specialist - (b) (5)
(b) (6)

OPM U.S. Office of Personnel Management

You can reach out to COB Customer Services
COBRetirementDC@opm.gov

Manage your Federal retirement account anywhere and anytime at
www.opm.gov/retire or www.servicesonline.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)

Sent: Mon 2/24/2025 4:14:47 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

Good day,

1. Reviewed, organized, and revised training materials based on feedback obtained from conducting a training course the previous week.
2. Conducted a detailed review and audit of examining cases to ensure compliance with contract.
3. Commenced an evaluation of reference materials used frequently in the performance of my duties to ensure the materials remain relevant.
4. Completed training sessions relevant to the performance of my duties to maintain technical proficiency.
5. Engaged with management, coworkers and external stakeholders to meet their requests and expectations.

(b) (6)
(b) (6)
OPM HR Solutions, (b) (6)
P: (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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:16:12 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Reviewed employee eOPFs to capture data (b) (5) [redacted]
- Signed and submitted (b) (5) agreement to HR
- Developed centralized repository of all audit work from 2021-2025
- (b) (5) [redacted] audit work to (b) (5) [redacted]
- Participated in OCHCO town hall

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) [redacted]

Sent: Mon 2/24/2025 4:16:47 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Work accomplishments from last week include, but are not limited to the below…

- Reviewed and analyzed assigned Carrier's response to the Transmittal Letter regarding the Final Audit, audit findings and recommendations.
- Documented summary of analysis for supervisor review prior to sending to the FEHB 3 Contracting Officer and Office of the Actuaries.
- Reviewed and analyzed assigned Carrier's response to the Transmittal Letter regarding the Final Audit, audit findings and recommendations.
- Documented summary of analysis, then sent follow-up questions to Carrier for response to aid in the audit resolution process.
- Reviewed the OPM Benefit Administration Letters (BAL) & 5 Code of Federal Regulations (CFR) relative to (b) (5) [redacted] of an assigned Carrier and Final audit. Then identified key areas pertinent to audit resolution.

(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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:16:40 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: Re: What did you do last week?

- Prepared data for OA use
- Validated data for OA use
- Integrated data for OA use
- Documented data for OA use
- Collaborated with colleagues to (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) [redacted]

Sent: Mon 2/24/2025 4:16:58 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

Hello,

- As a Business Analyst for USA Staffing (USAS). As an onboarding team member, I tested new functionality for the new hire approval process modal in the USA Staffing system (b) (5) [redacted].
- As a human centered design team, we created user stories and refined requirements and spent many hours extensively testing and refining system features with close collaboration with our developers before meeting (b) (5) [redacted] to demo and verbally explain the new functionality that was requested (b) (5) [redacted] to help filter the pending access requests.
- Visually tested logic and PDF display output for state tax forms with 2025 updates that we configure into our system and consulted with developers for changes to be made, then approved the forms.
- Worked closely with a lead developer regarding a technical issue with our transmission process that sends files from USAS to the employee personnel folders. When hiccups and backlogs occur, it requires human intervention, collaboration, and testing to comb through records and identify the issue and spot check that the transmissions are back on track.
- Met with development team on our regular standup calls where we verbally communicate with each other via Teams to provide an update on what we are working and ask questions and share troubleshooting tips & ideas on current and future projects. We do this 2-3 times a week; this has been our long-standing business process as an agile team.

(b) (6) [redacted]
(b) (6) [redacted]
P: (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) [redacted]

Sent: Mon 2/24/2025 4:17:11 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Adjudicated disability retirement claims applying all applicable laws and regulations for entitled retirement benefits

Answered and addressed inquiries from retirees either by email or by phone while maintaining 100% customer service and bring resolve to issues/concerns addressed to me.

Likewise, answered and addressed inquiries to and from retiree former agency HR personnel either by email or by phone to resolve issues/concerns for the betterment of information to expedite finalizing disability retirements efficiently.

Submitted all required applications assigned and completed to my review team for finalization.

Completed processing retirement claims needing additional paperwork received by mail for cases not finalized yet.

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)

Sent: Mon 2/24/2025 4:17:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: Re: What did you do last week?

As requested, below is a list of my work accomplishments from last week.

- Facilitated a panel with (b) (5) to develop behavioral illustrations of different levels of proficiency for the competencies of partnering, self-management, and subject matter expertise.
- Conducted assessment development for multiple forms of a writing assessment to be used in the hiring process for SSA OIG to further comply with (b) (5) .
- Prepared materials for this week's competency modeling panel with Library of Congress incumbents.
- Reviewed situational judgment test pilot effectiveness ratings for an early career talent assessment to make decisions on which items should be retained in the final assessment.
- Documented the Library of Congress competency modeling process.

Thanks,

(b) (6)

(b) (6)
(b) (6) (b) (6)

U.S. Office of Personnel Management
(b) (6)
c: (b) (6)
o: (b) (6)
(b) (6) @opm.gov
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)

Sent: Mon 2/24/2025 4:17:29 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) opm.gov]

Subject: RE: What did you do last week?

1. Provided (b) (5) on pending agency priorities.
2. Worked on numerous urgent, sensitive and confidential matters.
3. Met with each of my direct reports and assessed their workload, assigned new matters, answered questions on pending matters, provided supervision and direction, created plan for tracking newly (b) (5)
4. Worked with leadership team to prepare and get uploaded into USAPerformance a revised supervisory performance plan for new attorney supervisors, addressed return to work schedules, (b) (5) .
5. Worked on ethics program including (b) (5) , public filer requirements, answered inquiries regarding ethical obligations, tracked 450 reports due February 18th, and worked with (b) (5) .

(b) (6)

(b) (6)
1900 E Street NW | Washington D.C. 20415
Office: (b) (6)
Mobile: (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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:17:31 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Last week I accomplished:

- 100% of my task and duties required of me and 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 of the deliverables requested of me and my direct supervisor
- Processed health benefits requests from retirees in the Retirement Post Adjudication Support System
- Met expectations in the processing of health benefit actions such as forms SF-2809, RI-79-9 and Congressional Inquires and escalations

---

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)

Sent: Mon 2/24/2025 4:17:41 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

Good day,

- Managed and collaborated with the staff to successfully resolve over (b) (5) congressional inquiries. Additionally, conducted the weekly audit of our entire congressional inquiry listing to ensure actions are being taken timely and accurately and followed up with the employee as needed.

- Conducted and lead staff meeting to discuss return to in-person work expectations and revised employee's (b) (5) to ensure all are in accordance with (b) (5).

- Resolved and drafted over two dozen letters and/or emails to (b) (4) received by the (b) (5) and/or Congressional Liaison offices.

- Provided courteous, timely, and accurate information and services to over a dozen retirees and annuitants that physically visited the office on matters related, but not limited to, retirement and survivor benefits.

- Actively participated in the (b) (5) and conducted training on the congressional inquiry database and the steps and procedures of the process.

(b) (6)

U.S. Office of Personnel Management
(b) (6)
o: (b) (6)
(b) (6) @opm.gov
OPM.gov

U.S. 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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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:17:58 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

What did I do last week?

Performance Culture:

- I did my best to uphold the performance standards that OPM has set for me to ensure the taxpayers of this country are getting the assistance and answers that they need and deserve
- Answered as many calls as possible that I could to ensure that I maintained a "fully successful" performance level to uphold OPM's Standards while still clearly communicating OPM's policy's and procedures.
- Responded to many phone calls and emails regarding the status of their claim, benefits, refund status, status of their escalation, etc.

Enhanced standards of conduct:

- I made sure to answer all calls in a professional manor while still gaining the trust of the annuitants and to ensure customer satisfaction after every call. If any annuitant needed assistance that OPM was unable to provide I made sure to provide them with the name and

  Company that would be able to assist them with their needs. For example: Social Security, Thrift Savings Plan, Federal employee group Life insurance, National finance center. I was their own personal phone book.
- I spent every day being the annuitant's personal problem solver by helping them to fill out forms, how to apply for retirement, report a family member passing, provide them information on what the next steps would be to give them ease of mind during a difficult time.

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) [redacted]

Sent: Mon 2/24/2025 4:17:59 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Attended a Q & A session to review federal employee health benefits processing information
- Handled 122 retiree calls over approximately 2.5 days (1 day holiday, 1 day sick, .5 day aforementioned review session)
- Maintained a working rate of 77.65%
- Assisted federal retirees with changing addresses, direct deposit information, and tax withholdings
- Updated federal retirees on the status of refunds, health benefits changes, OWCP, and disability cases

(b) (6) [redacted]
(b) (6) [redacted]
(b) (6) [redacted]
U.S. Office of Personnel Management

OPM U.S. 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

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) [redacted]

Sent: Mon 2/24/2025 4:18:02 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]; (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

Hello – following are my bullet points for last week (week of 2/17 – 2/21). Thank you.

1. Prepared, corresponded with, and held meeting to hand off a Performance Requirement Training Client project to new Project Manager.

2. Prepared and corresponded both internally and externally to prime project hand-off for a Perf Man/Communication training Client Project.

3. Drafted customized Communicate like a Pro training curriculum and materials.

4. Prepared and completed final Coaching session with a (b) (5) [redacted].

5. Delivered Graphic Recording 101 Basic Training to internal staff.

6. Prepared and corresponded both internally and externally to prime project hand-off for a Job Analysis Client Project.

Thank you,
(b) (6) [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)

Sent: Mon 2/24/2025 4:18:01 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

- (b) (5) Held Emergency Preparedness and Security Council Meeting (b) (5) . (b) (5) Federal Protective Service presented information on crime statistics (b) (5) .

- (b) (5) - Input data on the weekly 15.5 document (b) (5) Workforce Policy and Innovation Division of OPM.

- Received notification of (b) (5) .

- (b) (5) .

- Moved all files to OPM shared drive and shared agency head contact lists with (b) (5) .

(b) (6)
(b) (6)
(b) (6)
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Eastern Standard Time (EST)

Cell: (b) (6)
Teams: +1 (b) (5)
(b) (5) @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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:18:59 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: Re: What did you do last week?

· Researched legal question from criminal investigators.
· Researched legal question about qualified law enforcement officers.
· Conducted research and analysis consistent with 5 USC 404(a)(2).
· Reviewed various [redacted] to ensure compliance.
· Researched legal question regarding personnel matter.

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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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:19:00 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

1. Responded to incoming (b) (5) [redacted]; requested and was granted additional agency access to portal.
2. Collaborated with (b) (5) suggesting a solution to problem created by (b) (5) having OPM's (b) (5) [redacted] shared with another agency.
3. Followed through with first line supervisors regarding (b) (5) [redacted].
4. Contacted supervisor with management directive to issue to employee (b) (5) [redacted]; gave guidance on work schedule request; military leave; and grievance.
5. Served as HR representative attending all hands meetings and responding to (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.

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From: (b) (6)

Sent: Mon 2/24/2025 4:19:11 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 last week were:

- Began exploration kick of Azure Kubernetes Service Initiation process and tasks
- Completed RSITPMO Forcepoint Decommission and ACS Deployment
- DFS Project PM - Continue supporting DFS Project and transition planning
- Postal Project PM - Continue Supporting and monitoring Postal Project
- Troubleshoot CPARS Access
- Complete all management's ad-hoc requests timely
- Completed COR duties for the week

Thanks,
(b) (6)

(b) (6)
OPM | OCIO | (b) (6)
P: (b) (6)

U.S. Office of Personnel Management

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

Sent: Mon 2/24/2025 4:19:31 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?

To whom it may concern,

My five bullets are listed below:

- In conjunction with the (b) (5) gathered detailed (b) (5) information and responded to a GSA-OMB data call requesting information about c(b) (5) .

- Created initial estimates for (b) (5) fiscal year 2026 and 2027 customer agency allocations. In order to make our allocations as accurate as possible we make a yearly request to (b) (5) for a summary of the last three fiscal years of (b) (5) broken down by agency. Once that collaboration between (b) (5) and (b) (5) takes place, we use our cost accounting model to create the budget allocations that an agency will contribute to (b) (5) each year. Estimating these amounts in advance of the budget cycle allows customer agencies to make accurate budget requests two years in advance and ensures (b) (5)operates efficiently in carrying out its mission.

- Completed three inter-agency agreements with agencies outside of OPM where (b) (5) is the servicing agency. This required coordination and professionalism between (b) (5)all three agencies, (b) (5) Internally I used my budget execution expertise to guide the documents through OPM's OCFO, (b) (5) , and OPM's payment office to complete the countersigned agreements.

- By utilizing my accounting skills, I ran a report that summarized all of (b) (5) inter-agency agreements thus far and worked with OPM's payment office to successfully and accurately recognize revenue. This process better aligns our balance sheet, income statement and cashflow so leadership can make informed decisions.

- Worked with OPM/HR and (b) (5) to gather information on who would and would not be taking the (b) (5) to visualize branches after employees (b) (5) then discussed potential pitfalls along with solutions in order to support (b) (5) mission to ensure a trusted workforce to serve the American people.

Thank you,

(b) (6)
(b) (5)
U.S. Office of Personnel Management
(b) (6)
(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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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:19:24 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

Approx. 5 bullets of what I accomplished last week:

- Processed (b) (5) Listings: Gathered (b) (5) and sent out finalized (b) (5) to Administrative Officers (AOs).
- Congressional Inquire Report: Ran reports to respond to a Congressional inquiry about the use of union official time.
- Office Realignment Discussion: Met to discuss realignments in accordance with the (b) (5)
- Data Management and Compliance: Continued updating (b) (5) listings after modification from AOs.
- Revising reports to capture (b) (5) data points.
- Ad HOC reports:
  - (b) (5) & IT Equipment Tracking: Gathered (b) (5) and assisted in (b) (5) expected to (b) (5)
  - (b) (5) : created a report that captures OPM employees' (b) (5)

Thank you,

(b) (6)
(b) (6)
Workforce Data & Accountability | HR Data Analytics
Office of the Chief Human Capital Officer
Email: (b) (6) @opm.gov
U.S. Office of Personnel Management

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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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:19:27 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov];
(b) (6)

Subject: RE: What did you do last week?

Hello,

Please see the list below regarding the five things I accomplished.

- Continue to help Retirees with great customer service
- Continue to learn and review OPM policies and procedures
- Signed deferred resignation
- Viewed additional Q & A regarding deferred resignation
- Viewed open job positions on USA jobs
- Research schools for Summer enrollment

Sincerely,

(b) (6)
(b) (6)
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)

Sent: Mon 2/24/2025 4:22:14 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

What did I do last week?

- Migrate (b) (5) and (b) (5) for Congressional reporting.
- Intake and triage paypolicy corporate email requests from employees and agencies.
- Escalate necessary inquiries to appropriate teams across pay systems, pay administrations, leave administration and workforce flexibilities.
- (b) (5) file folder from Onedrive.
- Reviewed (b) (5) and reviewed (b) (5) issued by OPM (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) [redacted]

Sent: Mon 2/24/2025 4:22:18 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Dear HR,

I hope you're doing well. Below are five key accomplishments from my role as Lead Constituent Services Representative last week:

- Received and processed a significant volume of new congressional cases, analyzing, and routing them to the appropriate program offices for further actions.

- Successfully resolved a substantial number of congressional cases related to retirement, health, and survivor benefits, ensuring the program offices response was timely, complete, and addressed both the constituents and congressional offices concerns. Many congressional offices expressed their satisfaction with my assistance in handling their constituents' cases, noting my responsiveness, thorough case management, and ability to navigate OPM effectively to secure timely resolutions.

- Managed and tracked priority cases- oversaw multiple high-priority constituent cases, ensuring timely follow-ups and coordinating with OPM program offices to escalate urgent issues. Maintained detailed case records to monitor progress and ensure resolutions were achieved efficiently.

- Provided guidance and support to the team- Assisted team members with complex casework, offering guidance on best practices and agency processes to improve efficiency and case resolution. Held one-on-one discussions to troubleshoot challenging cases and provided recommendations for escalation when necessary.

- Last week, I spoke with congressional staffers to explain OPM processing procedures, provided clarity on agency timelines and requirements in response to their requests regarding constituent casework matters.

Thank you,

(b) (6) [redacted]

U.S. Office of Personnel Management
Congressional, Legislative &Intergovernmental Affairs
(b) (6)
o: (b) (6)
(b) (6) @opm.gov
OPM.gov

U.S. Office of Personnel Management

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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]

Sent: Mon 2/24/2025 4:22:35 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Created assessment template to assist in the facilitation of a new multi-rater survey system migration.
- Conducted quality control testing on a new multi-rater survey system to identify any system issues to be corrected prior to putting system into production.
- Cleaned and analyzed over 20,000 cases of assessment data to support the maintenance of and to ensure the effectiveness of in-use selection assessments.
- Facilitated individual feedback sessions to ensure survey takers fully understand results based on their individual-level data and to answer questions they have.
- Analyzed competency model survey results to identify critical tasks and competencies for a focal job of interest, and outlined approach for presenting results.

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]

Sent: Mon 2/24/2025 4:19:53 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: [redacted]@opm.gov]

Subject: RE: What did you do last week?

HR – What Did You Do Last Week?
February 24, 2025

- Supported the Federal Employees Long-Term Care (FLTCIP) Program 5 CFR 875, by analyzing and sharing ways to reduce the administrative cost of the FLTCIP Program through noninsurance options with tax advantaged long-term care savings accounts. Communicated findings to the OPM FLTCIP planning team.
- Analyzed potential statutory and regulatory advantages of administering the Federal Employees Long-Term Care Insurance (FLTCIP) Program 5 CFR 875, with a new contractor who could offer reduced cost to the Federal government by taking advantage of a group approach for this employee benefit. Communicated findings to PAD subject matter expert.
- Examined potential cost savings to the Federal Employees Heath Benefits (FEHB) Program 5 CFR 890, by monitoring trends concerning medicinal uses of marijuana, cannabis, and hemp products. Shared findings with HI PAD supervisor and PAD colleague.
- Analyzed cost and efficiency advantages of implementing drug free workplace behavioral health initiatives as formulated by the DHS Substance Abuse and Mental Health Services (SAMHSA) Administration 42 CFR 8, to ensure that Federal employees obtain health care for mental health and substance use disorders. Ongoing study requested by (b) (5) [redacted].
- Supported HI PAD Federal Employees' Group Life Insurance (FEGLI) Program 5 CFR 87, administration by responding to extremely detailed questions concerning payment of Federal Employees' Group Life Insurance (FEGLI) Program benefits to Federal employee beneficiaries and families. Suggested further review by OFEGLI. Shared response with (b) (5) [redacted] and office colleague.

(b) (5) [redacted]
OPM HI PAD (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) [redacted]

Sent: Mon 2/24/2025 4:20:06 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Met with supervisors and staff to answer questions, discuss specific project work or deliverables, and reinforce that all work and deliverables should (b) (5) [redacted].
- Worked with other HRS program managers and executives to plan (b) (5) [redacted].
- Discussed and planned transition activities for two supervisors who opted into the (b) (5) [redacted].
- Met with the supervisor overseeing the implementation of our (b) (5) [redacted] 360 survey platform.
- Held an CAE monthly all hands meeting to recognize employees opting into the (b) (5) [redacted], provide CAE updates, and answer questions as needed.
- Was on leave on Friday February 21.

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)

Sent: Mon 2/24/2025 4:20:11 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @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. (b) (6)

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)
HR Solutions/USA Staffing® Program Office
M: (b) (6)
(b) (6) @opm.gov

OPM U.S. 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

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]

Sent: Mon 2/24/2025 4:20:19 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

I hope this message finds you well. Here's a succinct overview of my accomplishments from the previous week:

1. Collaborated effectively with a (b) (5) [redacted] within our office to streamline workflow and refine various business processes.
2. Developed a comprehensive guidance document, aimed at expediting responses to the increased influx of queries directed to the OCHCO inbox.
3. Fostered inter-division communication and collaboration, successfully eliminating a substantial work bottleneck across different work silos.
4. Provided assistance to other divisions, handling urgent and confidential processes with utmost discretion and efficiency.
5. Actively contributed to the successful and timely execution of the deferred resignation program, ensuring its accuracy and compliance.

Should you require more granular details about any of the aforementioned accomplishments, feel free to let me know.

(b) (6) [redacted]
(b) (6) [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)

Sent: Mon 2/24/2025 4:20:28 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

Good afternoon,

Last week I accomplished the following:

1. Led people and managed change:

• Supervised the performance of assignments related to audit planning, fieldwork, and reporting.
• Worked with staff to ensure progress towards objectives by attending meetings, discussing status, reviewing work, providing guidance, and addressing questions.
• Planned for (b) (5) .
• Collaborated with staff to assess, adjust, and develop solutions for audit plans moving forward.

2. Delivered results: Compiled and submitted information requested by external and internal stakeholders.
3. Completed various routine administrative duties and logistical tasks as needed.

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]

Sent: Mon 2/24/2025 4:20:41 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Met with agency senior leadership to discuss the annual work plan, recommendations closure processes, and coordination of efforts.
- Met with representatives of the agency to discuss changes to upcoming audit criteria for an annual statutorily required project.
- Participated in the office quality control program by reviewing and signing off on updated/completed work papers related to ongoing audits.
- Issued a draft health carrier audit report to the auditee after the completion of fieldwork analysis.
- Incorporated OMB guidance that was issued last week into the current audit 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)

Sent: Mon 2/24/2025 4:21:06 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 performed/participated in the following activities:

- Postal ePMO coordination activities and meetings
- (b) (5) including Postal customer support activities, data corrections efforts, and carrier reconciliation work
- Coordination around the (b) (5) (early last week)
- Coordination around the (b) (5) and how work should be distributed (b) (5) and (b) (5) (late last week)
- Coordination and planning activities for bi-weekly Postal Leaders' meeting

(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) [redacted]

Sent: Mon 2/24/2025 4:20:52 PM (UTC-05:00)

To: HR10[HR10@opm.gov]; HR[HR@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]; (b) (6) [redacted]
(b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

- Performed troubleshooting with a client when their active connection stability dropped below acceptable standards and rectified it by implementing request throttling on the client end.
- Facilitated knowledge sharing from departing employees for applicable program activities to ensure continuity of operations.
- Attended daily timeboxed standups to identify obstructions and resources needed to accomplish development work.
- Worked with whole program area to define expectations and logistics for return to office next week.
- Met with developers and other business analysts to refine and plan the next four weeks of development activity.

Further details on client and system functionality under my purview is sensitive and thus cannot be included.

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)

Sent: Mon 2/24/2025 4:21:03 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

* Debugged and worked with the Akamai team to resolve issues with non-production environment access for RS Reporting
* Worked with RS development teams to modernize and standardize coding patterns in ongoing modernization efforts
* Debugged failing builds for application specific changes on multiple applications
* Performed research to help prioritize technical debt work
* Worked with the ORA team and RS DevOps teams to coordinate file transmissions between systems

(b) (6)
IT Specialist (b) (6)
U.S. Office of Personnel Management
OPM/OCIO (b) (6)
Teams: (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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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:21:30 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Hello,

Please see below regarding what I did last week.

- Led and supported a variety of organizational projects for the OCHCO based largely around recent executive directives and the administration's return to work initiatives.
- Helped manage and track deliverables across a host of ongoing projects and initiatives to ensure compliance with specified deadlines.
- Coordinated stakeholder and communications management to ensure the timely and accurate flow of information to various groups affected employees.
- Managed collaborative data capture tools related to the deferred resignation program and return to office initiatives .
- Coordinated with various division directors including the PMO sponsor to better align resources with evolving organizational priorities.

If you have any questions, please let me know.

Very Respectfully,

PROJECT MANAGEMENT OFFICE | OFFICE CHIEF HUMAN CAPITAL OFFICER
1900 E St. NW I Washington DC 20415
Office: (b) (6) [redacted]
Website

U.S. Office of Personnel Management

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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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and cc your manager.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:21:24 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 in accordance to the mandate from (b) (5) regarding the charge card management...

- Responded to 393 inquiries regarding government travel cards and the transit benefits
- Assisted transit benefits participants with completing their online application process
- Closed 31 individually -billed accounts (IBA) travel cards for separating employees
- Reduced 20 centrally-billed accounts (CBA) credit card limits to 0
- Led a team effort to reduce 1,043 IBA card credit limits to 0

(b) (6), **Agency Charge Card and Transit Benefits Coordinator**
U.S. Office of Personnel Management
1900 E Street NW, 7500 | Washington, DC 20415
(b) (6)
EMAIL (b) (6) @opm.gov

OPM U.S. Office of Personnel Management

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Work Schedule:
Monday – Thursday
7:00 AM to 3:30 PM EST

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)

Sent: Mon 2/24/2025 4:21:24 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

- (b) (5) communicated with (b) (5) federal agencies to discuss potential emergency management exercises to be held later in FY25.
- (b) (5), presented FY 25 exercise options to (b) (5) members.
- (b) (5) gathered and organized statistical data relating to historical disasters in preparation for (b) (5) agency leaders
- Reviewed and (b) (5) for (b) (5)
- (b) (5): Communicated with (b) (5) members on (b) (5).

(b) (6)
Program Specialist
(b) (6)
Office of Workforce Policy and Innovation
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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:21:24 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

What Did I Do Last Week?

- Provided guidance on unusual technical difficulty retirement cases and recomputed previously authorized payment amounts to staff.

- Acted on all aspects related to administering retirement, health and life insurance benefits in the Branch. This involves determining entitlement to a FERS annuity and responding to inquiries for retirees, survivor annuitants and former federal employees.

- Coordinated with other Federal Agencies: (b) (5) [redacted] on behalf of the retiree to move forward on the processing of their (b) (5) [redacted] and other related program benefits.

- Ensured high quality, technically correct and timely services were provided to federal retirees; contacts and work products reflect the organization's genuine concern for customer service and that our retirees were accorded all rights, were properly informed on matters affecting their entitlement and were treated with courtesy, compassion and a sense of caring.

- Analyzed and made decisions concerning work problems and kept higher-level management advised of emerging trends, resource needs and other matters requiring top management attention.

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)

Sent: Mon 2/24/2025 4:21:42 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

1. Reviewed estate cases to recover outstanding debts owed to the Civil Service Retirement and Disability Fund (CSRDF). Specific tasks included contacting estate representatives, verifying the accuracy of the debt, and reviewing terms for the recovery of monies due. (5 CFR § 845.205)
2. Revised Debt Collection section 5 CFR § 835.402 as team effort to improve recovery of annuitant debts owed to the CSRDF. (5 CFR § 831.102 and 5 CFR § 841.102).
3. Drafted and reviewed documents related to appeals pending before the (b) (5) (5 CFR § 831.110)
4. Facilitated Court Order Benefits Working Group to resolve processing and interpretation issues related to state court order division of civil service retirement benefits. (5 CFR § 838)
5. Reviewed 27 initial (b) (5) s to determine (b) (5) based on the legal principles and precedent at issue. (b) (5)

Sincerely,

(b) (6)
(b) (6)
Retirement Services, (b) (6)
Phone: (b) (6)
Fax: (b) (6)

OPM U.S. 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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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:22:10 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: Re: What did you do last week?

I am currently on FMLA leave due to a serious medical condition of a family member.

(b) (6) [redacted]

On Feb 22, 2025, at 4:46 PM, HR <hr@opm.gov> wrote:

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]

Sent: Mon 2/24/2025 4:22:00 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Analyzed data for vulnerabilities in support of our investigative oversight mission.
- Obtained and reviewed records to validate allegations of fraud, waste, and abuse to OPM programs and operations.
- Prepared for upcoming interviews regarding alleged Title 18 violations, False Claims Act violation and contract fraud,
- Teams conference call with law enforcement partners to discuss investigative activities, legal parameters and strategize investigative goals regarding a civil case.

- Briefed supervisor regarding investigative activities related to potential civil and/or criminal cases.

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) [redacted]

Sent: Mon 2/24/2025 4:25:35 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Designed and implemented three Microsoft lists to streamline workload management, assign tasks, track progress, and ensure timely completion providing team efficiency and providing leadership with real-time visibility into project status.
- Process and completed retirement requests, leading a team of 10, providing customers with detailed insights and guidance on retirement options and benefits, empowering them to make informed financial decisions.
- Prepared comprehensive forms and compiled separation packages for former employees, ensuring clarity on final benefits and compensation and necessary offboarding information.
- Developed training materials related to community resources and social media networking, designing an easy to follow and informative guide, to support transitioning employees at the agency.
- Supported agency mission by providing necessary data and capturing it an efficient manner to allow leadership decision making to be data based.

Best,

(b) (6) [redacted]
(b) (6) [redacted]
U.S. Office of Personnel Management
Office of the Chief Human Capital Officer

U.S. Office of Personnel Management

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:26:03 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Subject: RE: What did you do last week?

Below are my five bullets.

- **Coordinated meetings and Client Engagements:** Scheduled and attended weekly client meetings and client meetings and call, facilitating discussions on contracts modifications, renewals, and business needs.
- **Managed Contracts and Renewals**: Worked with clients to modify, increase and renew contracts while ensuring compliance with terms and organizational objectives.
- **Processed Financial Transactions**: Review and paid invoices, worked with (b) (5) to booked revenue for accurate financial reports.
- **Handled Contract Closeouts:** Finalized some closeouts and facilitated transition-out processes for clients who are unable to renew, ensure a seamless and compliant handover.
- **Reviewed Vendor Quotes:** Received vendor quotes from Contracting and assessed them to support contract renewals and ensure cost-effective solutions.

Thanks,

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(b) (6) [redacted]

U.S. Office of Personnel Management
HR Solutions /USALearning
c: (b) (6) [redacted]
o: (b) (6) [redacted]
(b) (6) [redacted] @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) [redacted]

Sent: Mon 2/24/2025 4:25:53 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Subject: Re: What did you do last week?

For last week I have accomplished following items:

- Conducted analysis to evaluate and determine risk related to the security requirements to assess IT security controls.
- Conducted Continuous Monitoring on Government Auditing standards and provided evidence and finding to the OPM ISSO.
- Monitored security events, identify and remediate potential cybersecurity threats.
- Conducted analysis on vulnerability scanning result and identified potential scanning issues.
- Coordinated with OIG Helpdesk for the vulnerability scanning server issue.
- Being vigilance and monitoring alerts, identifying high risk issues & threats to safeguard OPM's programs and operations from fraud.

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) [redacted]

Sent: Mon 2/24/2025 4:25:54 PM (UTC-05:00)

To: HR10[HR10@opm.gov]; HR[HR@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Accomplishments:

- Reviewed Federal Employees' Retirement System Annuity Supplement reinstatement requests for accuracy
- Processed Federal Employees' Retirement System disability reinstatement requests
- Responded to telephone and email inquiries
- Hosted Knowledge Session for Team Members
- Worked with Team Member to create spreadsheets

(b) (6) [redacted]

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:24:10 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: What did you do last week?

Good afternoon,
Here what I did last week.

- Processed complaints regarding OPM programs and operations
- Conducted proactive data analysis to generate leads for criminal investigations.
- Collaborated with investigative partners to discuss complex investigative activities.
- Submitted casework for review and approval.
- Reviewed and processed fraud referrals.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:24:30 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

The following highlights some of my work accomplishments from last week:

- Planned, coordinated, and facilitated working sessions to ensure that the team is prepared for the upcoming sprint cycle and future work priorities.
- Outlined and documented a new team feature for implementation to include identifying the problem, hypothesis, and key results upon the team's successful completion of the feature.
- Lead a feature breakdown session to identify specific system updates needed, how best to implement the changes, and to discuss any challenges to be considered.
- Performed regression testing in multiple environments to determine if our team needs to take action on any identified issues.
- Reviewed the team's backlog items for grooming and to identify the next work items in preparation for upcoming sprint planning.
- Dedicated time to support the (b) (5) [redacted] by obtaining all necessary information and (b) (5) [redacted].

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:25:17 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Serve as a liaison to Federal agencies (30) to assist in design effective and cost-efficient ways to handle benefits administration in their agencies.
- Evaluated training material for the upcoming Benefits Officer Network meeting discussing aspects of the retirement program and modernization.
- Ensured that timely and accurate information on employee benefits was provided to Federal agencies and assist them in delivering the information to their employees.
- Developed and updated training materials for the virtual benefits training event to meet the requirements of 5 USC 8350(3).
- Created the initial draft of a Benefits Administration Letter providing information to the HR community explaining the overlap of DC Government and Federal retirement benefits.

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:25:07 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

As a Federal Law Enforcement Agent (Special Agent/Criminal Investigator) at OPM OIG, I work on confidential investigations and cannot disclose the details of my investigative activities.

Below are my 5 accomplishments without disclosing confidential investigative information:

- Performed investigative activities as part of our oversight of OPM programs and operations, including working with federal law enforcement partners.
- Reviewed data to identify potential patients for upcoming interviews, in a healthcare fraud case.
- Reviewed records received as part of a healthcare fraud investigation. (criminal case).
- Reviewed records regarding the potential violation of the Federal False Claims Act (civil case).
- Reviewed application for a search warrant which will be served in the future, in a healthcare fraud case.

NOTE:
OPM OIG Special Agents are responsible for investigating allegations of fraud, waste and abuse of programs administered by the OPM, specifically the Federal Employees Health Benefits Program (FEHBP) and the Federal Employees Group Life Insurance Program (FEGLI). The OIG Special Agents also investigate fraud involving the Civil Service Retirement System (CSRS) and the Federal Employees Retirement System (FERS). Most of the investigations are conducted jointly with other federal, state, and local law enforcement agencies charged with the investigation of health care fraud.

(b) (6) [redacted]
Special Agent
OPM OIG
(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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:25:11 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

- Reviewed the FEGLI Handbook (b) (5) and prepared it for posting on the OPM website.
- Continued reviewing and gathering information for administration of the FEGLI contract, including review of FEGLI contractor performance for determination of the annual Service Charge.
- Met with internal stakeholders and external partners to review a complex payout of funds to a potential beneficiary and made recommendations to two agencies for process improvements to avoid future escalations and increase customer satisfaction.
- Answered phone calls from active employees and annuitants, providing guidance on system access, FAQ's, administrative actions, and general questions.
- Met with (b) (5), the FEGLI contractor, for program updates and information exchanges as part of the contract administration process.

(b) (6)

(b) (6) Federal Employees' Group Life Insurance (FEGLI)

(b) (6)

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From: HR <hr@opm.gov>

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

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Importance: High

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:25:15 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Managed agency awards program and processed awards
- Provided USAP assistance
- Responded to an influx of emails and delivered guidance as needed
- Attended various HR meetings
- (b) (5) [redacted]

(b) (6) [redacted]
(b) (6) [redacted]
Employee & Labor Relations and
anagement & Awards
(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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:25:14 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

1. Conducted thorough analysis and compilation of (b) (6) ensuring compliance and accuracy.
2. Successfully completed the Verification of Employment dates for OPM employees, demonstrating attention to detail and commitment to timely processing.
3. Responded to numerous inquiries regarding (b) (5), providing clear and comprehensive information to assist colleagues and stakeholders.
4. Reviewed electronic Official Personnel Files (eOPFs) to assess (b) (5), displaying diligence and a proactive approach (b) (5).
5. Maintained a high standard of professionalism while rigorously adhering to (b) (5) policies, reflecting my dedication to upholding organizational integrity.

(b) (6)
(b) (6)
U.S. Office of Personnel Management | Talent Acquisition, Records, and Processing
Office: (b) (6)
Email: (b) (6) @opm.gov

OPM U.S. Office of Personnel Management

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From: (b) (6)
Sent: Saturday, February 22, 2025 5:47 PM
To: HR10 <HR10@opm.gov>
Cc: (b) (6) @opm.gov>
Subject: RE: What did you do last week?

Thank you for reaching out. Over the past week, I have been engaged in essential work as part of the federal government, contributing to initiatives aligned with national security priorities. My efforts have included ensuring mission success and operational effectiveness.

While some aspects of my work are sensitive in nature, I remain committed to upholding the highest standards of service and national interest. Let me know if there's anything specific you'd like to discuss further.

(b) (6)
(b) (6)
U.S. Office of Personnel Management | Talent Acquisition, Records, and Processing
Office: (b) (6)
Email: (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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:25:17 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Subject: RE: What did you do last week?

- Conducted discovery
- Legal research for cases
- Monitored recurring duties
- Drafted briefs
- Met with witnesses

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) [redacted]

Sent: Mon 2/24/2025 4:25:34 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Subject: RE: What did you do last week?

- Reviewed and processed fraud referrals.
- Performed investigative activities as part of our oversight of OPM programs and operations, including working with federal law enforcement partners.
- Worked with criminal investigators within the OIG related to agency operations, programs.
- Performed ad-hoc data pulls for criminal investigators.
- Met with team to discuss case loads.

(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

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From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:25:22 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Logged files to proper locations
Filed cases
Assembled Fcore cases for death benefits
Dismissed cases to open file
Merged cases from other agencies

(b) (6) [redacted]
Surviver Processing
OPM ROC

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) [redacted]

Sent: Mon 2/24/2025 4:25:29 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

Good afternoon,

Week of Feb 18-21:
I performed actuarial functions for CSRS, FERS and federal benefits programs, as provided under statute including 5 USC 8347, 8348, 8423, 8711 & 8714, P.L. 101-576

- Knowledge transfer engagement with departing staff – employee participant data systems
- Knowledge transfer engagement with departing staff – annuitant participant data systems
- Sensitivity testing - short term changes to actuarial assumptions
- CSRDF Annual Report - management feedback and publication process
- Administrative functions – (b) (5) [redacted]; organizational (b) (5) [redacted]

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

Sent: Mon 2/24/2025 4:25:30 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Last week I have accomplished:

- Reviewed 100% of all the refund applications that were processed and place in my mailbox to be reviewed to ensure the refund was processed correctly and the refund payment is accurate before it is paid out.
- Assisted with answering questions from co-workers pertaining to how to process different types of refunds, along with completing EOPF requests received to search for SF50's to be able to verify covered service, FICA, etc. before proceeding with processing the refund. Along with taking phone calls and answering emails from applicants in regards to information pertaining to the refund application.
- Training a new co-worker that came to the refund section on a reassignment from another section on how to process refund applications that includes, system procedures, screening/development of the refund application to ensure all required documents are completed correctly, contain original signatures on required forms, and payroll records are valid to be able to process and pay out the refund.
- Processed refund applications that I have been waiting to receive missing required documents in order to process refund and submitted to the pay team to have the refund be paid out.
- Assisted with printing 1099R tax inquiries from annuitants/applicants requesting duplicate 1099R's to be sent as a result of never receiving due to change of address.

Sincerely,

(b) (6) [redacted]
(b) (6) [redacted]
U.S. Office of Personnel Management
Refund/Service Credit
(b) (6) [redacted]
Retirement Information Office: 888-767-6738
www.ServicesOnLine.opm.gov

U.S. Office of Personnel Management

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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) [redacted]

Sent: Mon 2/24/2025 4:22:56 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Per request,

- Determined if the health plan claims processing was in accordance with provisions of OPM/health plan contract and regulation of FEHB health plans.
- Consulted with clinical advisors
- Responded to FEHB inquiries from federal employees and authorized representatives via mail and email.
- Consulted with leadership
- Tracked trends and systemic claims processing errors that stem from the disputed claim process to provide recommendations for the carrier to take corrective actions or make contract language improvements.

Respectfully,

(b) (6) [redacted]
(b) (6) [redacted]
Healthcare and Insurance (b) (6) [redacted]
U.S. Office of Personnel Management
1900 E Street NW, Washington, DC 20415
(b) (6) [redacted]
(b) (6) [redacted]@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?
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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:22:40 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

I supervise the team that analyzes and delivers federal personnel data (EHRI data) throughout the government.

- Laid foundation for cancellation of (b) (5) contract with (b) (5) which will save tax payers more than $1.5M.
- Planned, reviewed, and delivered to OPM's (b) (5)
- Finalized documentation of team's statutory obligations and the skills required to support statutory work, in support of (b) (5) .
- Ensured (b) (5) updated based on recent certification of several month's data. (b) (5) dashboard.
- Coordinated with OPM Privacy (OPIM) to ensure continuity of statutory obligations with reduced workforce, including increased automation of replies to various requests.

Respectfully,
(b) (6)

(b) (6)

(b) (6)

Human Capital Data Management and Modernization (HCDMM)
Office of Personnel Management (OPM)

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

Sent: Mon 2/24/2025 4:22:59 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]; (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Good afternoon,

Please see below.

- Engaged with my assigned agency's APM to provide guidance.
- Continued pre-analysis on postponed evaluation for FY25 agency evaluations.
- Prepared proposals for the FY26 evaluation schedule.
- Researched guidance to assist an agency in closing out a FY24 evaluation.
- Reviewed my assigned agency's progress toward ESA MAP action items and milestones.

Best regards,

(b) (6) [redacted]
Human Resources Specialist
(b) (6) [redacted] – (b) (6) [redacted]
Merit System Accountability & Compliance, Office of Personnel Management
(b) (6) [redacted]@opm.gov

U.S. Office of Personnel Management

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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
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From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:23:00 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Subject: RE: What did you do last week?

Per your request:

UPS Account Management and Financial Oversight

- **Streamlined Invoice Approval Process**: Collaborated with UPS account holders to address declined invoices, ensuring prompt processing through OPO for timely payments and resolving inquiries effectively.
- **Comprehensive Account Audit**: (b) (5) [redacted] accounts, presenting management with a detailed report on declined invoices and necessary payments, alongside copies of one-time payments issued to customers.

UPS Customer Support and Engagement

- **Facilitated Equipment Returns**: Responded to numerous customer inquiries regarding the return of OPM equipment, providing clear guidance to ensure compliance with return deadlines.
- **Enhanced Customer Relations**: Proactively communicated with OPM customers to update personnel access and address various questions related to UPS operations, fostering a responsive service environment.

Collaboration and Training Initiatives

- **Cross-Entity Collaboration**: Worked closely with Macon, GA OPM staff, and TForce to resolve outstanding freight payment issues, navigating complexities with separate entities to ensure financial obligations are met.
- **Supply Management and User Support**: Ordered essential UPS supplies for OPM customers and delivered remedial training to users requiring assistance with package shipments, enhancing operational efficiency, at no cost to the government.

Organizational Improvements

- **Invoice Resolution with UPS International**: Engaged with UPS International Services and our UPS representative to rectify an erroneous outstanding invoice in our consolidated payment system, safeguarding agency funds.
- **Digital Organization Enhancement**: Purged and deleted outdated files to simplify and optimize the filing system on my OPM-issued laptop, promoting quicker access to essential documents.

Acknowledgment and Professionalism

- **Fostering Positive Relationships**: Followed up with users expressing gratitude for my assistance, emphasizing a commitment to professionalism and the importance of teamwork within the agency.

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

Sent: Mon 2/24/2025 4:23:01 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

For last week,

- I coordinated with (b) (5), and HRS RMO to close out agreements that have been completed (b) (5)
- I worked with Office of Procurement, Purchase Card Office, to re-activate purchase card for payment of recurring and emergency transactions.
- I reviewed January financial snapshot report and provided analysis compared to budget levels.
- I worked with (b) (6) to research on billing issues and chargebacks in response to customer's requests.
- I partnered with agency and (b) (5) to extend agreement's Period of Performance so that examining services can be delivered.
- I reviewed and responded to OPM Security on contractors' separation status.
- I participated in working sessions for (b) (6) I answered questions related to project funding and agreement information.
- I joined Staff Acquisition weekly meetings on Applicant Overage Fee Review. The team identified test case samples and requirements needed from Project Managers and/or HR Specialists.

Thank you.

(b) (6)

(b) (6)
(b) (6)

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HR Solutions | Federal Staffing Center
Sta
(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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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:23:05 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good afternoon,

Last week's duties:

Adjudicated retirement claims by applying laws and regulations for entitled benefits.

Answered inquiries while maintaining 100% customer service, as outlined in my job description.

Reviewed/Audited retirement claims for accuracy and quality control and put retirees into full pay status for entitled benefits.

Assisted with training, guidance, and mentorships as applies to my detailed job description.

Counseled annuitants on options pertaining to elected benefits, per entitlement, law, and regulation.

Thank you and have a great day!

(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: [redacted]

Sent: Mon 2/24/2025 4:23:06 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

Good afternoon,

- Worked with insurance carriers to resolve problems of both individual and systemic nature and decided entitlement and related questions on which OPM has final decisional authority.

- Worked with insurance carriers to reconcile enrollment information, resolve discrepancies, and correct system deficiencies.

- Analyzed overall reconciliations of open season activity to evaluate system operation and verify correctness of actions recorded.

- Prepared instructional and informational material for distribution to insurance carriers aimed to improve operational practices.

- Developed system changes and procedures to implement new and revised legislation affecting the content and operation of health insurance programs as well as made authoritative decisions on issues relating to entitlement to insurance benefits based on the application of retirement provisions that confer insurance entitlement, including special circumstances and case categories.

Thank you,

(b) (6) [redacted]
(b) (6) [redacted]
U.S. Office of Personnel Management
Retirement Benefits Branch
1900 E. Street NW (b) (6) [redacted]
Washington, DC 20415

OPM U.S. 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

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)

Sent: Mon 2/24/2025 4:23:21 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

Hello,

Below is a list of my last week's accomplishments.

- Met with agency partners at (b) (5) and (b) (5) to review their current system usage, and discuss continuity planning. Ensured customers were aware of system updates and their impact on daily operations.

- Researched enhancement requests received by agency partners. Tested possible workarounds to utilize in place of system enhancement changes, and discussed those possibilities with my agency partners. Prepared and submitted a written request for a USA Staffing system enhancement.

- Met and collaborated with internal agency partners to review system updates. Tested new updates and prepared for HR training meeting with agency partner's system users.

- Attended new Power Bi training and tested features/reports to ensure my ability to provide assistance to USAS/Power Bi users who will be transitioning from Cognos.

- Worked with agency POC at NSF to determine training needs. Discuss prerequisites, provides information on requirements, and worked to scheduled accordingly.

Thank you,
(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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:22:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

HR10:

1. Crafted and filed a motion for summary judgment defending OPM in a (b) (5) .
2. Analyzed a different personnel litigation case; sent out litigation holds and requests for targeted information to witnesses.
3. Analyzed are responded to dual compensation waiver requests.
4. Analyzed a third personnel litigation case file; met with the designated management official to discuss the facts and case strategy.
5. Analyzed and crafted a settlement agreement in a fourth personnel litigation case.

(b) (6) (b) (6)
(b) (6)
Office of Personnel Management
1900 E Street, NW
Washington, DC 20415
(b) (6) @opm.gov
(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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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:23:48 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Good afternoon,

As requested per the email below, I am providing the following:

- Performed legal sufficiency review and analysis under 5 U.S.C. 552.
- Conducted research and analysis consistent with 5 U.S.C. 404(a)(2).
- Developed materials and drafted analysis in accordance with 5 U.S.C. 404(a)(5).
- Reviewed various (b) (5) [redacted] and related guidance and conducted research to help ensure compliance.
- Developed compliance plans in accordance with 5 U.S.C. 400, et seq. and 29 U.S.C. 794d.

Respectfully,
(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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:23:48 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Hello,

Here are 5 things I did last week:

- Conducted workforce planning to ensure continuity of operations for USAJOBS product teams. This included collaborating on staffing plans with our Product and Customer Experience managers and our Program Manager.
- Worked with my content strategy team member (b) (5) knowledge (b) (5) to other team members.
- Advised the design research team on their plans for the USAJOBS user segmentation project.
- Led weekly design team meetings and conducted 1-1's to coach individuals and manage work.
- Collaborated with the (b) (5) Worked with the Product team create design and content for the new dedicated search page for open details.

Thank you,
(b) (6)

(b) (5)
U.S. Office of Personnel Management
Federal Staffing Center/**USAJOBS**

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) [redacted]

Sent: Mon 2/24/2025 4:23:48 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: Response to What Did I do last week? email

Good afternoon,

The following contains what I did last week as an OPM Bilingual Customer Service Representative:

- I answered countless phone calls (Since Monday 02/17/2025 was federal holiday, I was off but from Tuesday 02/18/25-Friday 02/21/2025) from Federal retirees who had questions regarding to their retirement benefits; said calls were to aide both English and non-English Spanish callers since I am a bilingual customer service representative.
- I helped federal annuitant's locate their missing/returned annuity payments and was able to provide them with either the trace numbers of payments to give to their financial institution or reissue returned payments.
- I helped federal retirees with issues with their health insurance (I sent direct emails to our Postal Service Health Benefits group in regards to corrections with enrollment codes, RI79-9 form status updates, etc.)
- I took a training with my supervisor ((b) (6) [redacted]) on Friday 02/21/2025 at1:30pm-2:00pm in regards to correct protocols on how to locate stolen international checks for Panama and the correct procedures for international direct deposit accounts.
- I was able take phone calls to assist separated federal employees in regards to how to: apply for a refund of their retirement contributions, check the status of refunds, provide the proper information on how to (b) (5) [redacted] with OPM.

Sincerely,

(b) (6) [redacted]

(b) (6) [redacted]

Retirement Information Office
Office of Personnel Management
Boyers, PA 16017

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:23:53 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Things I accomplished last week:

- Performed detailed analysis of FEHB Experience Rated Plans Claims to forecast ultimate claims experience, assess the accuracy of initial estimates that were made at time of proposal, and evaluate reserve levels. This analysis will enable informed discussions with health insurance carriers regarding their financial status and help identify any potential concerns prior to entering rate negotiation season.
- Reviewed FEHB Experience Rated Plans Quarterly Reporting Templates (e.g. IBNR, triangle tables) and made note of improvements that we would like to see to get the necessary data for our analyses. This will ensure that OA has complete data when forecasting future claims experience and assist in setting the most favorable rates during rate negotiation season.
- Looked at 5 years of FEHB Experience Rated plans' data in aggregate from 2017-2021 and analyzed the impact on the plan performance assessment service charge that experience rated plans receive under different scenarios (i.e. changing source of claims, changing source of admin).
- Created a PowerPoint presentation on the Plan Performance Assessment Service Charge (listed in the bullet above) outlining results.
- Participated and actively engaged in learning the inputs and outputs of the post-retirement valuation model. This valuation is required by statutory for the Office of Actuaries to perform.
- Participated in several instructional meetings to learn the process of how to extract Health Population Data from the mainframe.

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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:23:55 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Below are a few accomplishments, I completed as Management Analyst for USAJOBS program office.

- Created and shared General Terms and Conditions agreements in G-Invoicing for mandated USAJOBS fiscal year 2025 usage fees, notified agency point of contact agreements are available for agency review and approval.
- Met with financial point of contacts to discuss agency postings, continued use of USAJOBS annual postings, seeker portal fees and Inter-governmental Payment and Collections.
- Created, modified, and reviewed agencies legacy 7600A & B forms for Inter-governmental Payment and Collection for USAJOBS FY25 usage fee.
- Submitted Military Installation Remediation Program (MIRP) billing request for approval to OPM's Budget in coordination with FAA point of contact.
- Reviewed, created, and submitted monthly billing revenue recognition requests.

(b) (6) [redacted]
Management Analyst
USAJOBS
U.S. Office of Personnel Management

OPM.gov

U.S. 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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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:23:56 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: Re: What did you do last week?

Good afternoon,

What I accomplished last week:

- Refined project deliverables and completed out-brief of three assessed customer agency business processes inclusive of frequently encountered challenges and recommended solutions to improve effectiveness and efficiency.
- Conducted evaluation of customer agency Human Capital (HC) functions/processes; completed reviews of Appraisal and Performance Improvement Plan (PIP) policy and procedures leading to a final report of discoveries and recommended improvements.
- Facilitated consulting discussions with customer agency leaders and technical experts regarding organization design strategies, goals and objectives, and project planning of Tier-3 Helpdesk Support, Auditing, and Quality Control processes.
- Mapped customer agency Pay-Setting and Analysis process and researched Federal agency practices and procedures supporting recommended improvements to enhance effectiveness and employee experiences.
- Consulted with SC project lead and technical expert regarding reduction in force mapped alignment of tasks and activities to roles and responsibilities in support of training across Federal agencies.

v/r

(b) (6) [redacted]

U.S. Office of Personnel Management
HR Solutions / HR Strategy & Evaluation Solutions
(b) (6) [redacted]
(b) (6) [redacted]@opm.gov
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) [redacted]

Sent: Mon 2/24/2025 4:29:09 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Hello,

Below are my accomplishments for the work week of Tuesday, February 18 through Friday, February 21:

- Provided case status updates and expert guidance to agency customers on various sensitive and complex retirement and benefits related topics. Responses were sent to customers within the same day or the next day if received after hours.
- Collaborated with fellow team members to finalize the slide deck and speaking times for the upcoming Benefits Officers Network Meeting.
- Prepared notice for Agency Benefits Officers government-wide about Retirement Services' next roundtable session focusing on refund application processing and common errors encountered that result in processing delays.
- Worked in partnership with project co-lead from Healthcare & Insurance to prepare a companion Carrier Letter to be issued in conjunction with our Benefits Administration Letter (BAL) providing agency guidance on processing and coordinating health insurance enrollments for married federal employees and retirees.
- As project lead, worked with a project team member to prepare a new prototype of the continuation of life insurance coverage form (SF 2818) for retiring federal employees based on customer feedback. This prototype iteration will be reviewed by the project team members from Retirement Services and Healthcare & Insurance for final evaluation before submission to Healthcare & Insurance leadership.
- Co-led a meeting with agency representatives to review retirement application package error definitions and solicit feedback to improve the Agency Retirement Case Accuracy Report.

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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:29:31 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Greetings,

-(b) (5) [redacted] for Human Resources Solutions
-(b) (5) [redacted] capture for Office of the Chief Information Officer
-Provided timely updates to customers regarding the status of their requests
-Conducted comprehensive research for current employees, focusing on their military status, eligibility for veteran preference in [redacted], and (b) (6) [redacted]
-Reviewed comp level codes and made necessary corrections

(b) (6) [redacted].
Human Resources Specialist
(b) (6) [redacted]
Talent Acquisition, Records & Processing Division (TARP)
Office of the Chief Human Capital Officer
(b) (6) [redacted]
(b) (6) [redacted]@opm.gov

OPM U.S. Office of Personnel Management

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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) [redacted]

Sent: Mon 2/24/2025 4:29:33 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]; (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

Good afternoon,

Per your request, please see the information below.

- Worked for the American People
- Worked relentlessly and put in great effort for the American People
- Worked diligently to serve the American People
- Worked above and beyond for the American People
- Worked to accomplish the goals and the mission of the Office of Personnel Management and the Federal Government

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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:29:19 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Created a database of OPM Guidance and Executive Orders for OPM OGC reference.
- Provided legal advice and support to Department of Justice on active litigation matters pending in district court.
- Drafted guidance for 278 filers regarding their reporting obligations and compliance with federal ethics laws in 2025.
- Reviewed OPM insurance guidance and contracts for compliance with Executive Orders and Presidential Actions.
- Responded to questions related to retirement policies and regulations.

(b) (6) [redacted]
Office of the General Counsel
U.S. Office of Personnel Management

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:29:22 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Greetings,

Please see bullet points for tasks from last week:

- Clarified ID Card Policy by gathering and reviewing guidance on ID card requirements for PSHB annuitants, ensuring compliance with existing policies.
- Prepared outline to address key issues and guide discussion for carrier pre-negotiation meeting.
- Addressed member healthcare emergencies with PSHB Carriers.
- Monitored and maintained Postal health insurance program business updates/Carrier questionnaire in Carrier Connect.
- Met with internal and external Postal stakeholders to address cross-cutting issues.

Best regards,

(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.

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From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:29:27 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]; (b) (6) [redacted] opm.gov]

Subject: RE: What did you do last week?

- Successfully began preparing Client and USAL documentation for contract close out. CPARS, Final Invoicing, ECOPS (European Contractor Online Processing System) and SPOT (Synchronized Pre-deployment and Operational Tracker) contract data base close out for CONUS and OCONUS for contractors outside of the US.

- Succeeded in preparing Client documentation PWS, IGCE etc. for task order renewal

- Finalized Contract Modification with OPO to ensure task order award issued, communicated with client to schedule kick of call

- Reviewed invoices for vendor payments

- Collaborated with clients on request for modifications/PWS changes, Client calls mtgs.to review and monitor deliverables

(b) (6) [redacted]
U.S. Office of Personnel Management
HR Solutions /USALearning
c: (b) (6) [redacted]
o: (b) (6) [redacted]
(b) (6) [redacted] @opm.gov
U.S. Office of Personnel Management
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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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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:27:47 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Hi all,

Here are 5 things I did this past week:

- Acquired lots of historical information from my supervisor and another team member who are retiring this week.
- Reviewed several system documents to identify privacy concerns and provided feedback.
- Worked with system owners, OGC, and others to respond to privacy questions from the public).
- Began drafting a guide on how program offices can establish and renew computer matching agreements (CMAs).
- Worked with OCIO on projects that will impact a privacy (e.g., ZeroTrust, DLP).

(b) (6) [redacted]
(b) (6) [redacted]
(b) (6) [redacted]
U.S. Office of Personnel Management
(202) 606-3213
(b) (6) [redacted]@opm.gov
OPM.gov

U.S. Office of Personnel Management

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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) [redacted]

Sent: Mon 2/24/2025 4:28:31 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Per instructions, please see the following response to the hr@opm.gov request for approximately five bullets describing OPM OIG activities accomplished in the previous week:

- (1) Conducted case reviews in accordance with the guidance and standards set forth in Attorney General Guidelines.
- (2) Reviewed case notifications and Qui Tams to determine the impact on OPM programs and operations.
- (3) Conducted and prioritized assigned oversight work, and participated in projects, as appropriate, and performed other related duties as assigned.
- (4) Reviewed investigative reports, memos and documents submitted for review in the electronic case management system.
- (5) Wrote and edited material in response to inquiries related to the topics encompassed by the Office of the Inspector General Office of Investigations, aiding in the assessment of complex issues involving the administrative and operational functions.

(b) (6) [redacted]
U.S. Office of Personnel Management
Office of Inspector General
300 N. Hogan Street, (b) (6) [redacted]
Jacksonville, FL 32202

Office: (b) (6) [redacted]
Cell: (b) (6) [redacted]
Email: (b) (6) [redacted]@opm.gov
Web: https://oig.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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From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:28:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

Good afternoon,

Below is our 5 bullet points of actions I take on the daily.

- 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

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From: (b) (6)

Sent: Mon 2/24/2025 4:28:23 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 my accomplishments for last week.

1. Communicated with stakeholders to document use cases for the new LMS.
2. Worked on UI designs with UI designers that align with functional requirements.
3. Wrote user stories in Azure DevOps to communicated functional requirements to the development team.
4. Provided updates to the project managers for a project briefing with senior leadership.
5. Reviewed API documentation provided by the LMS and drafted technical stories for necessary data pulls.

Regards,
(b) (6)

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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From: (b) (6)

Sent: Mon 2/24/2025 4:28:23 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

Good afternoon,

While I was in an approved leave status for most of last week (M -Federal holiday, T- annual leave, Th-F- two days of sick leave), on the day that I worked I:

- Met with Department of Energy CHCO and OPM senior leadership to provide guidance (b) (5)
- Worked with WPI staff to resolve NASA's concern (b) (5) and payment of union dues
- Led a Special Session for agency CHCOs on return-to-office that included OMB and GSA representatives, to include a follow up message with key takeaways to assist with implementation
- Informed the development of legal authority codes for return-to-office and processing (b) (5) and retirements
- Conducted a team check-in upon my return from leave to ensure I was current on any items that developed while I was on away and to provide my team with instructions and assignments for the remainder of the week, to include logistics for a CHCO Council monthly meeting the following week and an additional session with SAHRC to relay information on (b) (5)

Thank you,

(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) [redacted]

Sent: Mon 2/24/2025 4:28:35 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Subject: RE: What did you do last week?

Hello,

Below are my accomplishments for the work week of Tuesday, February 18 through Friday, February 21:

- Provided case status updates and expert guidance to agency customers on various sensitive and complex retirement and benefits related topics. Responses were sent to customers within the same day or the next day if received after hours.
- Collaborated with fellow team members to finalize the slide deck and speaking times for the upcoming Benefits Officers Network Meeting.
- Prepared notice for Agency Benefits Officers government-wide about Retirement Services' next roundtable session focusing on refund application processing and common errors encountered that result in processing delays.
- Worked in partnership with project co-lead from Healthcare & Insurance to prepare a companion Carrier Letter to be issued in conjunction with our Benefits Administration Letter (BAL) providing agency guidance on processing and coordinating health insurance enrollments for married federal employees and retirees.
- As project lead, worked with a project team member to prepare a new prototype of the continuation of life insurance coverage form (SF 2818) for retiring federal employees based on customer feedback. This prototype iteration will be reviewed by the project team members from Retirement Services and Healthcare & Insurance for final evaluation before submission to Healthcare & Insurance leadership.
- Co-led a meeting with agency representatives to review retirement application package error definitions and solicit feedback to improve the Agency Retirement Case Accuracy Report.

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)

Sent: Mon 2/24/2025 4:28:50 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?

- Worked with my employees as their supervisor working through (b) (5) and other related OCIO leadership tasks.
- Worked with HCDMM leadership team identifying project areas on EHRI and HR Insights for focused attention with (b) (5). Together we identifying project areas and processes that need further documenting and support. Shifted employee resources to accommodate.
- Helped facilitate team knowledge (b) (5).
- Had meetings with OCIO Postal Project manager on the critical PSHBS processes and architecture (b) (5).
- Reviewed all our EHRI and HRI Insights project team (b) (5) check in/out status, and proper documentation in READMEs.
- Had multiple USA Learning (USAL) development team meetings and leadership discussions regarding project statuses and short / mid-term plans for the project. Working through resource/project plans (b) (5)
- Reviewing all current and new process documents placed in our EHRI / HR Insights SharePoint site for completeness and thoroughness. Looking for project areas and processes needing further documentation.
- Coordinated with HCDMM PO and Dev team on updating and deploying April/May/June FedScope released data to our production Databricks gold layer (user access layer) for the EAS Program team use.

(b) (6)

(b) (6)
U.S. Office of Personnel Management
OCIO, Business Application Services
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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:28:58 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Reviewed, updated, and edited Teams data, Salesforce data, marketing, and sales information to ensure accuracy as I transfer the information to remaining team members.
- Contacted potential clients and made them aware that my work is being transitioned and they will be contacted by another team member.
- Searched for opportunities on SAM.gov;
  - Government Publishing Office (GPO): GPO is seeking a contractor to provide human capital support in the areas of talent acquisitions, transactions processing and records management, classification, medical services and more.
  - Army: Army is seeking a contractor to assist with development and implementation of new HR IT systems, simulations, strategies, programs, processes, structures, training support, and doctrine as directly related to HR Transformation and new Army HR systems implementation across all three Army components.
  - HUD: HUD is seeking a contractor to develop and provide a virtual training on carbon monoxide poisoning risks and the benefit of having a carbon monoxide detector.
  - Navy: Navy is seeking a contractor to provide continuous education and training for its financial management and comptroller workforce.
- Attended several meetings to discuss the state of project activity and potential opportunities.
- Assisted team members with data collection for projects and senior leadership.

Thursday and Friday I was out of the office on pre-approved leave.

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]

Sent: Mon 2/24/2025 4:26:09 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Attended and provided input at many (small group) sessions where we targeted ways to streamline (b) (5) [redacted]

- Attended and provided input at many meetings targeted at reducing or minimizing the busy messages occurring in the Retirement Call center.

- Monitored the everyday activity of the Retirement Information Office (call center) to assure that every person that contacted our Retirement Information Office was serviced and given an opportunity to have their inquiries answered. This is a daily occurrence. This also includes gathering data in multiple types, using the reporting tools contained in our telephone platform.

- Provided guidance to the management team and the staff of the Retirement Information Office by relying on both my experience and my institutional knowledge.

  This is a daily occurrence.

- Worked with the web services team to stay ahead of the game, by getting an early start on updating the customer facing platforms used by annuitants who are contacting Retirement Services, regarding the upcoming Retirement claim number format changes

- Met with members of the Postal Health Benefits Team along with other members of Retirement Services regarding the continuation of assisting with the administration of the Postal Service Health Benefits System from the Retirement Services side.

These are just a snippet of my daily efforts as a (b) (5) [redacted] in the Retirement

information Office.

(b) (6)
U.S. Office of Personnel Management
Retirement Information Office
(b) (6)
(b) (6) @opm.gov

OPM U.S. 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

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]

Sent: Mon 2/24/2025 4:26:22 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

--Worked several Interagency agreement and or modifications to such agreements, to include communication with partner agency, monitoring and identifying with G-Invoicing to ensure execution. If warranted ensure financial system is updated with appropriate information, and requested appropriate project coding to ensure the project can continue/begin without delay. Records management continues as outline by the program area

--As project Lead for USA Class AI tool, continue to providing IT resources with necessary information to ensure FES occupational series are all inclusive to the development team in order for appropriate coding. Provide recommendations to developers as progression on phase II continues

--Reconcile project invoicing cycle for the month of February, to ensure appropriate IPACs are submit to partner agency for payment for services

--Research and development best resources in order to provide recommendation to management on best resource/course to delegate or assume responsibilities of this position

--Program area administrative tasking, meetings, clarify processes procedures with staff, management, partnering agencies as necessary to accomplish organizational effectiveness

---

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)

Sent: Mon 2/24/2025 4:26:31 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

- Cancelled personally hosted Teams meetings (b) (5)
- (b) (5) for the duration of the week
- Coordinated with 11 DoD contacts regarding (b) (5) and appropriate contacts moving forward
- Inventoried current DoD equipment in (b) (5)
- Reviewed and forwarded (b) (5) account manager for action

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 11:46 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) [redacted]

Sent: Mon 2/24/2025 4:26:52 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Collaborated in Consumer Assessment of Healthcare Providers and Systems (CAHPS) procurement meeting and began collecting information to complete the Statement of Work for the procurement.

- Continued to write code to complete 2024 Subscription Income for Community Rated Carriers.

- Performed quality control review for Subscription Income and Performance Adjustment.

- Provided intuitional knowledge on Performance Adjustments to the team.

- Participated in meeting with the National Committee for Quality Assurance's (NCQA) Committee on current Healthcare Effectiveness Data and Information Set (HEDIS) measures and, on related to measures of interest for PPA.

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]

Sent: Mon 2/24/2025 4:27:26 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

1. Processed agency maps and rosters for the upcoming FEVS administration (in support of National Defense Authorization Act (NDAA) for Fiscal Year 2004, Public Law 108– 136, sec. 1128 (5 USC 31, 41, 43, 45, 53 and 5 CFR § 250 subpart C).
2. Leveraged training related to PowerBI in support of future use of Power BI dashboards for reporting FEVS data (b) (5) [redacted] in accordance with 5 U.S.C. 7101 which requires comparable survey results governmentwide) .
3. Developed communication to assist the team in the efficient and standardized notifications to FEVS POCs across all agencies.
4. Managed inquiries and communication to individuals across government agencies regarding the administration of the FEVS.
5. Evaluated current FEVS administration processes and collaborated to identify strategies to cut costs and increase efficiencies. This resulted in a decision memo that will be shared with OPM leadership to facilitate decision making related to future FEVS administration.

(b) (6) [redacted]
Program Analyst
U.S. Office of Personnel Management
Workforce Policy and Innovation | Strategic Workforce Planning | Survey Analysis
(b) (6) [redacted]@opm.gov
OPM.gov

U.S. 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

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]

Sent: Mon 2/24/2025 4:27:25 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Hello,

Please see tasks that I accomplished last week below:

- Worked with contracted FEDVIP Dental Carrier to resolve provider complaint, ensuring the program enrollee's concerns regarding a possible HIPAA violation was properly addressed. This helped to guarantee compliance with privacy regulations and improve overall quality of service.
- Collected and analyzed key performance reporting materials (Quarter 4 Utilization reports, Quarter 4 QASP reports, and Geo Access reports) submitted by assigned Dental Carriers. This information is used to evaluate program compliance.
- Worked with contracted FEDVIP Dental Carrier to resolve disputed claim submitted by program enrollee, facilitating the thorough review and reassessment of rejected claims, enhancing customer satisfaction and operational efficiency.
- Served as primary point of contact for all related marketing material inquiries. Reviewed and approved marketing materials submitted by assigned FEDVIP Dental Carriers, ensuring effective communication of benefits to enrollees and compliance with program guidelines.
- Reviewed and revised the FEDVIP Inquiry Management standard operating procedures (SOP), including updating FEDVIP team processes to reflect current practices, improve response time, and increase efficiency.

(b) (6) [redacted] | Program Analyst
FEDVIP | Healthcare and Insurance
U.S. Office of Personnel Management | Phone: (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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:27:32 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Responded to emails from leadership and other agency officials.
- Final edits to the Surge Hiring special study report.
- Final edits to the Governmentwide Study of ALJ Hiring report.
- Reviewed/approved correspondence to various agencies.
- Reviewed/edited an evaluation report still in draft.

(b) (6) [redacted]

(b) (6) [redacted] | Agency Compliance and Evaluation | (b) (6) [redacted]
Merit System Accountability and Compliance
U.S. Office of Personnel Management
Phone: (b) (6) [redacted] | Mobile: (b) (6) [redacted]
(b) (6) [redacted]@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) [redacted]

Sent: Mon 2/24/2025 4:27:37 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

1. Launched A-123 DATA Act risk analysis
2. Completed test of design phase for 24 A-123 Appendix A business processes
3. Engaged in A-123 ICC Team, RSO and DATA Act meetings
4. Analyzed A-123 financial business processes breakdown
5. Prepared ICC OCFO monthly meeting slides

(b) (6) [redacted]
Office of the Chief Financial Officer
Internal Control and Compliance (ICC – (b) (5) [redacted]**)**
U.S. 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

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]

Sent: Mon 2/24/2025 4:27:52 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

I was on leave last week (Feb 17 – 21). The previous week (Feb 10 – 14) I accomplished:

1. Planned and conducted AI training on AI chatbot feature called Document Chat, which is an application of RAG (retrieval augmented generation) within the HRS AI chatbot tool. The new feature will enable HRS personnel to make better use of large document sets with large language models.
2. Managed new user requests and onboarding for the HRS AI chatbot tool and addressed user issues, giving HRS users approved access to AI to improve efficiency within daily tasks.
3. Planned and prioritized features for the MVP application for an AI position description generator including offering expert guidance and reviewing stakeholder feedback on the AI components of the application. The MVP app will allow agencies across the government to more efficiently develop new PDs.
4. Offered strategic guidance and recommendations for team projects building the foundation for developing small scale proof of concept AI prototypes.
5. Supported USAJOBS data team with planning for upcoming AB testing of the new search engine. Improvements to the search engine will enable users to more easily locate jobs of interest.

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) [redacted]

Sent: Mon 2/24/2025 4:32:02 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- I reviewed eOPF records (b) (5) [redacted]
- I reviewed HR Links and various spreadsheets (b) (5) [redacted]
- Provided customer service to employee seeking guidance regarding (b) (5) [redacted]
- Provided customer service to current employee (b) (5) [redacted]
- Provided customer service to former OPM employee seeking information regarding leave balances that did not transfer.

- (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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:32:04 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Adjudicate and made determinations of eligibility on entitlement cases.

Acted on allegations of fraud or impropriety of benefits under the retirement program.

Monitored the annuity rolls to safeguard its integrity.

Prepared responses to Congressional inquires

Provided advisory service and technical guidance to federal agencies.

OPM U.S. 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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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:32:05 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

- (b) (5) my area of responsibilities (b) (5)
- Imported current OPM Federal Employees and OPM Contractor distribution lists into GovDelivery topics for newsletter distribution and (b) (5)
- Removed all deactivated OPM Box accounts in preparation for contract end April 4, 2025
- Updated the Box requisition information and followed up with HCDMM, MSAC, OCFO, OD, OCIO, and OPO to confirm the number of Box licenses needed for the next contract (April 5, 2025) and request the Lines of Accounting (LOA) for the draft requisition
- Reached out to WPI, OC, and HRS to gather additional information on Intake requests pending CIO approval and updated each request based on feedback. Provided ITSP ACIO Larry Allen with consolidated list of requests pending CIO approval along with the Program Offices justifications to pursue.
- Updated the OPM 2.0 contract details in the OCFO Data Call - daily audit list

Sincerely,
(b) (6)

(b) (6)

U.S. Office of Personnel Management
IT Strategy and Policy
o: (b) (6)
c: (b) (6)
(b) (6) @opm.gov
OPM.gov

U.S. Office of Personnel Management

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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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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:29:40 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

- Coordinated with USA Performance Developers to generate reports for the reports ensure agency performance plans comply with (b) (5)
    - Analyzed data and conducted quality control analysis on each spreadsheet to ensure the agencies requests can be properly used for the intended purpose; randomly selected plans to review; coordinated with developers to adjust the search criteria
- Served as key contributor to Power BI Change management Team briefing. Met with Team to conduct future project planning for Power BI to eventually be launched to all USA Performance agencies. Pilot 1 is live; Pilot 2 will launch after some changes to the program and after the dust settles as many of our agency HR offices are currently consumed with other taskers
- Tuesday: Met with (b) (5) ; had a 1-hour USA Performance Team Huddle; Attended portions of USA Performance Falcon & Orion Planning Meetings; Thursday: Attended USA Performance Internal "what's new for Release 49 meeting
- Liaised with DOJ-Interpol throughout the week to help them delve into their Performance Plans and templates. On top of a major overhaul of their plans, they are editing (b) (5) and they have a new Agency Admin
- Misc: R(b) (5) signature automatically applying to progress review phase; worked w/(b) (5) on USAP Proxy issues/concerns; worked w/4 agencies on user logon issues/troubleshooting; answered several emails from USAP agency admins

Note: Monday, February 17 was a Federal Holiday

(b) (6)

(b) (6)
Account Manager, USA Performance
OPM HR Solutions (HRS), USA Performance

cell: (b) (6)

(b) (6) @opm.gov | www.opm.gov/HRS

U.S. 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

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) [redacted]

Sent: Mon 2/24/2025 4:29:59 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Subject: RE: What did you do last week?

1. PIV card updates
2. PIV card enrollments
3. PIV card activations
4. Timesheet reviews
5. Timesheet corrections

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) [redacted]

Sent: Mon 2/24/2025 4:29:48 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

- Collaborated with internal departments and the FSAFEDS contractor to prepare for the Benefits Officer Network meeting, focusing on equipping Agency Benefits Officers with FSAFEDS and Login.gov requirements, procedures, and troubleshooting techniques.

- Assisted in reviewing and developing communication materials, planning, coordinating with multiple stakeholders, and developing resources for upcoming for DoD Special Enrollment Period (beginning March 3rd).

- Managed and addressed participant inquires via email and phone regarding enrollment, qualifying life events, and other enrollment related matters, ensuring accurate guidance and resolution.

- Reviewed FSAFEDS enrollment information, educational materials, and communication templates for compliance with (b) (5) [redacted].

- Reviewed cost-benefit analysis for CY 2025 to determine the savings for Government associated with FSAFEDS program ($82M).

Thanks,
(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) [redacted]

Sent: Mon 2/24/2025 4:29:57 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- As a (b) (5) [redacted], I help our retirees this past week with their retirement accounts by updating their bank accounts, help them with their federal or state withholding (state if applicable). Help with information regarding their Life Insurance explaining to them how their Life insurance amounts change when they reach 65 years old. As well by sending them forms to update their Life Insurance beneficiaries and Retirement Beneficiaries forms.
- As a (b) (5) [redacted] this past week, I help our federal retirees with their federal health benefits plans giving them information on how much their premiums will be for the specific plan they are choosing to update. I send various emails to our retirement benefits branch for status on their RI79-9 form. This form is used when our retires our survivors want to cancel or suspend their health plan. As well I sent emails directly to the health insurances to correct the spelling on the id cards of the retirees as well the survivors due that without the correct name they can't go to their doctors' appointments.
- As a (b) (5) [redacted] this week I help with relay calls regarding their payments and premiums that they will receive for 2025 due that they received their annuity adjustment, and they did not understand why the amounts receiving this year were lower than the previous year.
- As a (b) (5) [redacted] this week we have a training with management regarding stolen checks as well explaining our annuitants and survivors the process that takes to get those funds back.
- As a (b) (5) [redacted] this week I submit requests to our tax department for figures on the 1099R for 2024 that survivor stated where not correct. As well I help our retirees this past week explaining why there "UNKNOWN" wording is showing on their 1099R under the "taxable amount". As well this past week I submit an email for a re issue of a survivor payment that was sent via paper check and until now she has not received it. This is done when a paper check has been sent to the annuitant or survivor and has not been cashed by third parties . We sent an email to our supervisors so they can re issue the check and sent it to the new method the annuitant or survivor has now on file.

Thank you

(b) (5) [redacted]
US Office of Personnel Management
Retirement Information Office

U.S. 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

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]

Sent: Mon 2/24/2025 4:30:01 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: Key Accomplishments from Last Week

Dear HR Team,

Below is a summary of my key accomplishments from last week:

- Processed PSHB suspensions, cancellations, and reinstatements, as well as plan changes for postal annuitants and their dependents, ensuring all actions were completed efficiently and accurately.
- Addressed and resolved congressional inquiries and escalations related to postal annuitants' and their dependents' health benefits in a timely manner.
- Responded to postal annuitants' emails and followed up with phone calls, ensuring all concerns were addressed promptly.
- Identified and reported enrollment issues affecting postal annuitants and their dependents, clearly highlighting the need for corrective action, and providing detailed explanations on how these issues would be addressed and resolved to prevent future occurrences.
- Participated in all scheduled meetings and efficiently sorted and processed incoming mail related to health benefits requests for postal annuitants and their dependents, updating associated logs meticulously to ensure accurate tracking and future accessibility.

I successfully met 100% of the tasks and duties required by my position, while also going above and beyond to exceed both my performance expectations and the objectives set by my manager.

Best regards,

(b) (6) [redacted]

Retirement Services Postal Team
Tel: (b) (6) [redacted]
opm.gov
U.S. Office of Personnel Management

Manage your Federal retirement account anywhere and anytime at www.servicesonline.opm.gov and www.opm.gov/retire

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]

Sent: Mon 2/24/2025 4:30:06 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- In process of completing research and analysis of agency program performance by evaluating various internal and external source documents to determine agency posture during review process
- Conducting comprehensive review/appraisal of agency policies, practices and processes in support of SuitEA's mission to ensure the suitability of persons working for the Government
- Worked efficiently, effectively and collaboratively in a team with another oversight Inspector to conduct review activities by comparing and combining notes; sought additional interview information to begin compiling an acceptable report summarizing review findings and recommendations
- Reviewed and analyzed data to draw conclusions regarding the effectiveness of an agency's vetting program to help them effectively carry out their suitability functions
- Participated in a staff meeting to ensure my understanding of OPM requirements regarding the Deferred Resignation Program and Return to Office.

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]

Sent: Mon 2/24/2025 4:30:10 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Five Items

Reviewed and provided legal analysis regarding (b) (5) [redacted] for a draft guidance document, to implement complex decision by the United States Court of Appeals for the Federal Circuit. Title 5 U.S. Code § 8332; 5 USC § 8411.

Bankruptcy petitions of Federal retirees under CSRS and FERS: Reviewed numerous bankruptcy petitions involving retirees; Prepared technical guidance about bankruptcy discharges for several individuals so that RS can close out debt recovery in the cases; Coordinated with OGC to consider a petitioners request to pay back debt to OPM outside his plan; Coordinated with court ordered benefits office about a retroactive adjustment of a wage withholding that had to be sent to a particular Trustee's. Title 11 U.S. Code Chapters 7 and 13 (the Bankruptcy Code).

Postal Services Health Benefits (PSHB). Participated as the Retirement Policy representative and Subject Matter Expert (SME) to assist with the transition of the health benefits enrollments of all USPS retirees and survivors from the Federal Employees Health Benefits (FEHB) program to the new PSHB. Specific focus this week was coordinating the Retirement Services systems accounts of disabled adult surviving children for enrollments in the PSHB. 5 USC § 8903c, § 8341 and §8443.

Debts of deceased retirees. Reviewed the debts of several deceased annuitants to assess whether further collection from the estate, the survivor or the heirs would be possible. Researched state probate systems. Recommended termination of collection (write-off) in several cases. 5 U.S. Code 83 and 84. Title 31 U.S. Code Ch. 37, Subch. II.

Debt Regulations for Debts to the Civil Service Retirement and Disability Fund (CSRDF). Reviewed as part of team to update and revise the provisions for debt recovery and consideration of requests to waive the collection of a debt that an individual accrues to the CSRDF. 5 U.S. Code § 8346,§ 8461, § 8470. Title 5 U.S. Code of Federal Regulations Parts 831, 835 and 845; 31 CFR Subtitle B, Ch. XI Federal Claims Collection Standards.

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]

Sent: Mon 2/24/2025 4:30:15 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Hi,
The following are what I accomplished last week:

1. Trained/taught my colleagues to navigate through Mainframe to create programs/files on mainframe
2. Showed them how my programs create files/reports on mainframe for annual Financial Statement
3. Provide support and information for obtaining data from other offices and organizations for our input data
4. Modified mainframe programs according to senior actuaries' instructions for annual Financial Statements
5. Reviewed/tested new actuarial data inquiry system

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) [redacted]

Sent: Mon 2/24/2025 4:30:18 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Reviewed all documents received from the eOPF Program Management Team in preparation for uploading to the eOPF Toolkit
- Submitted and followed up on Global Profile Access Request to eOPF instances received from OPM Retirement Services
- Attended the eOPF Team Mid-Week TouchPoint_FY25 OPS Meeting
- Confirmed my access and reviewed the eOPF Document Management Process Map
- Met with the eOPF Training Project Team to discuss a strategy to support future training sessions resulting from upcoming reduction in available staff

---

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)

Sent: Mon 2/24/2025 4:30:47 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: What did you do last week?

Good afternoon,

Consistent with my responsibility to assist in developing and implementing policies required by law, presidential directives, and other government-wide strategic initiatives led by OPM and WPI, here are highlights of what I accomplished last week:

- Downloaded 141 decisions by (b) (5) for review to determine whether any decision has (b) (5) of such decisions (5 U.S.C. § 7701 and 5 U.S.C. § 7703).

- Reviewed and analyzed 100% of my 48 assigned (b) (5) and whether to recommend, in coordination with (b) (5) of such decisions (5 U.S.C. § 7701 and 5 U.S.C. § 7703).

- Reviewed and analyzed public comments received regarding the interim final rule (b) (5) and drafted responses (38 U.S.C. 721, 38 U.S.C. 723, 5 U.S.C. 553).

- Reviewed, analyzed, and prepared proposed responses to agency comments on the (b) (5) Federal Register notice (5 U.S.C. 553, (b) (5)

- Monitored EA mailbox for agency inquiries (to include (b) (5)) in preparation for assuming mailbox management responsibilities due to the (b) (5)

V/r

(b) (6)
Human Resources Specialist
Workforce Policy and Innovation | Accountability and Workforce Relations | Employee Accountability
U.S. Office of Personnel Management
(b) (6)

U.S. Office of Personnel Management

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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]

Sent: Mon 2/24/2025 4:30:47 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Data analysis and comment transcription/coding for employees departing customer agency determine agency strengths and areas of opportunity
- Data analysis of customer experience data to present to leadership on a biannual basis
- Pre- and post-course data analysis for participants and supervisors involved in leadership and training courses; results used for technical deliverable, including recommendations for improvement
- Provided OPM ISSO team with information related to survey system security to follow compliance protocols
- Coordinated with POCs on supplemental FEVS deliverable expectations; generated deliverables based on expectations from POCs

(b) (6) [redacted]
U.S. Office of Personnel Management
HR Solutions / Assessment & Evaluation Branch
c: (b) (6) [redacted]
(b) (6) [redacted]@opm.gov
OPM.gov

U.S. Office of Personnel Management

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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)

Sent: Mon 2/24/2025 4:31:03 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 multiple customer help desk tickets that are within five different containers, addressing issues related to the USA Staffing and USAJOBS systems.
2. Analyzed and responded to special request inquiries from leadership, other government agencies, and other OPM system groups.
3. Presented collaboration information to Business Analysts and Account Managers on system data analytics, both orally and in writing.
4. Provided effective support to Human Resources users, Hiring Managers, Onboarding Users, and applicants, ensuring their questions and concerns were addressed promptly with comprehensive guidance and support, both in writing and orally.
5. Addressed technical issues, application process problems, and HR user inquiries with a high level of expertise and professionalism, both in writing and orally.
6. Managed high-priority customer issues by thoroughly investigating them, providing timely updates, and delivering satisfactory solutions, resulting in increased customer loyalty and positive feedback.
7. Attended USAJOBS UIS calls to maintain system functionality and security in compliance with USAJOBS requirements.
8. Collaborated on and wrote technical requirements for the Chatbot process, working with developers on system requirements, security, and logic. Created chatbot knowledge-based questions and answers and tested the chatbot process.
9. Communicated in writing and orally effectively with job applicants, federal HR offices, and other stakeholders to ensure their needs were met and issues were resolved satisfactorily.
10. Analyzed applicant supporting document issues, including researching and manually reformatting documents to the required format to process through the system.
11. Analyzed, researched, and collaborated with USA Hire reasonable accommodation job applicants, manually adjudicating reasonable accommodation requests to allow applicants to continue their application package submission.
12. (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) @opm.gov]
Sent: Mon 2/24/2025 4:30:58 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

-Reviewed position information, qualification requirements, and finalized for release a Law Enforcement Specialist job announcement for DHS's Federal Protective Service.

-Entered project information and data into the new SATURN project management software, which has just been rolled out in the past week to better track project deadlines and financials.

-Coordinated with DHS Federal Protective Service subject matter experts who will be reviewing qualification requirements for applicants for a Law Enforcement Specialist position.

-Coordinated with coworker to serve as her backup to cover her job examining work for US Secret Service and DHS while she is out of the office.

-Attended Individual Occupation Requirement (IOR) training, which covered complex aspects of how to correctly apply OPM's merit-based qualification standards for various job series.

-Worked with DHS Subject Matter Expert to complete initial qualifications reviews of applicants for a Supervisory General Biological Scientist/Supervisory General Physical Scientist position, GS-0401/1301-15, for DHS's Countering Weapons of Mass Destruction office.

-Completed audits for Certificates of Eligibles for Criminal Investigator positions for DHS's Federal Protective Service.

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)

Sent: Mon 2/24/2025 4:31:19 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:

As requested, please see my accomplishment for the week of February 17th below:

- Met with assigned carrier as a touch point to discuss relevant items related to PSHB administration
- Sought resolution to enrollment issues forwarded from PSHB Hotline, member inquiries, and/or USPS
- Addressed enrollment issues above with PSHB carrier for immediate processing and added each issue to PSIO PSHB Enrollment Escalation Log
- Finalized Congressional inquiry and prepared revised draft for response submission
- Began the (b) (5)

Thank you.

(b) (6)

(b) (6)
U.S. Office of Personnel Management
Postal Service Insurance Operations (PSIO)
(b) (6)
(b) (6) @opm.gov
OPM.gov

OPM U.S. 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

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) (5) [redacted]

Sent: Mon 2/24/2025 4:31:15 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Attended and completed Federal Acquisition Institute training course "FLD 210 – Data Driven Decision Making."
- Finalized (in consultation with Office of the Chief Information Officer (OCIO) staff) and submitted for review/approval a draft revision of OPM's Cloud Computing clause and a draft revision of OPM's Contracting Officer's Representative Designation Memo template to address recommendations from the GAO-24-106137 – Cloud Computing report.
- Finalized (in consultation with OCIO staff) and submitted for review/approval a draft revision of OPM's Supply Chain Risk Management clause in order to implement the requirements of Executive Order 14028 and OMB Memos 22-18 and 23-16.
- Attended meetings to obtain updates and instructions regarding organizational transitioning and restructuring.
- Prepared for (b) (5) [redacted] and (b) (5) [redacted]

(b) (6) [redacted]

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Office of Procurement Operations
Acquisition Policy & Innovation
(b) (6) [redacted] opm.gov
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) [redacted]

Sent: Mon 2/24/2025 4:31:51 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!

- Facilitated pre-negotiation meetings with Postal Health Plans in preparation for proposal submissions.
- Contract oversight and compliance – Runout claims reviewed for health plans.
- Assessed carrier information regarding a security breach.
- Ensure business requirements in the PSHB system/ enrollment files are updated.
- Perform PSHB health insurance contract enrollment reconciliation activities with Carriers, USPS and Retirement Services.

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) [redacted]

Sent: Mon 2/24/2025 4:31:39 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

For the week of 2/17/25, I was on approved leave and thus was not working. However, I've provided a summary of activities from the previous week (2/10/25) to be responsive to this request:

- Conducted a review of the project plans for Talent Acquisition Analytics Group (TAAG) projects and provided feedback to project leads and analysts. TAAG has 45 active projects covering all HRS practices areas; these projects range from the development of an (b) (5) [redacted] The project plans are designed to improve the communication of projects status to customers and to generally improve the project management practices in TAAG.

- Solved a problem in OPM's (b) (5) [redacted] by developing a technological solution to improve the efficiency of their work (only general information is provided here to comply with the Acting Director's direction to not transmit "information related to taskings for or by political appointees").

- Met with all direct reports to receive an update on their work, provide feedback, and answer questions related to Administration directives. Counseled team members who (b) (5) [redacted] to other staff.

- Directed a TAAG Agile team in the development of a data collection and reporting tool (through Power BI) to inventory and visualize the competencies of HRS staff in reduction in force policies and procedures. The information will be used to establish teams to assist agency customers in adhering to (b) (5) [redacted]

- Reviewed and approved January invoices from TAAG contractor partners.

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]

Sent: Mon 2/24/2025 4:31:51 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week? - 02/22/2025

1. Participated in the sprint planning and backlog grooming discussions for the next sprint, identified resolutions for the issues in the production environment.

2. Provided ongoing support, maintenance, and enhancements for the federal IT business systems to improve the business processes and automate approvals.
3. Gained overall project understanding of the Retirement services application to ensure effective support and maintenance.
4. Familiarized with the Retirements services applications and documented business processes and functionalities to support the applications.
5. Participated in the architecture discussions and contributed recommendations for implementing best practices within the existing applications to support the PMO IT Business systems and Retirements 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) [redacted]

Sent: Mon 2/24/2025 4:32:38 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Good afternoon,

Below is the 5 bullet points of actions I take on the daily.

- 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) [redacted]

Sent: Mon 2/24/2025 4:32:24 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: Re: What did you do last week?

Good afternoon,
The following bullets outline my primary activities and accomplishments from last week, all completed in accordance with my position description, (b) (5) [redacted] and the requirements of Section 8350 of Title 5, which mandates that OPM train agency retirement counselors. These efforts strengthen our advisory support, improve retirement processing accuracy, and advance modernization initiatives across federal agencies:

- I met with a partner agency and the Office of General Counsel (OGC) to discuss how to handle overpayments from settlement agreements. We focused on clearing up legal and procedural issues, improving compliance, and making sure the agency's actions are consistent with settlement agreement guidelines.

- I organized meetings with agency partners to discuss the the impact of changing the retirement claims number format on our IT systems. The purpose of these discussions at to ensure a smooth transition, avoid disruptions in retirement claims processing, and align our modernization efforts across agencies.

- I worked with agency partners to review the latest Agency Retirement Case Accuracy Report guidance. I provided recommendations and technical help to improve the accuracy of retirement applications, which supports our efforts to make the processing more efficient and reduce mistakes.

- I evaluated the submitted Agency Retirement Financial Education Plans, which are provided annually to OPM's Associate Director for Retirement Services. I reviewed what activities agencies conducted under their financial education programs and suggested improvements to enhance federal employees' financial literacy and retirement readiness.

- I responded to over 80 agency inquiries on complex retirement topics, including (b) (5) [redacted] and other entitlement issues. I provided clear, accurate, and timely guidance to ensure agency Benefits Officers have the necessary information to assist federal employees effectively.

- I planned and developed content for the upcoming Benefits Officers Network Meeting, where I will present updates on the claims number format change and provide guidance on the (b) (5) [redacted] (b) (5) [redacted]. These efforts support interagency collaboration and ensure agencies receive updated, actionable retirement guidance.

If you have any questions regarding these activities, please contact my supervisor CC'd in this email.

Thank you,

(b) (6)

U.S. Office of Personnel Management

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) [redacted]

Sent: Mon 2/24/2025 4:32:28 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Served as a project resource and manager on reimbursable HR projects in support of nationwide, highly visible, and complex organizational solutions.
- Tracked and reported on expenditures incurred by projects, while ensuring that projects operated within approved budget, timeline, and scope.
- Conducted in-depth evaluation of agencies' organization design to help align structure and processes with strategic mission and objectives and analyzed the structure, process, workforce, leadership, and cultural elements of organizations to identify strategies to address current and future mission demands.
- Facilitated consulting discussions with leaders and technical experts regarding organization design strategies and identify the goals, purpose, and influencing factors for redesign, restructuring, and/or reduction in force.
- Provided consultation to agency leaders, based on professional subject matter knowledge, communication skills and integrated understanding of the relationships between agencies' strategic goals and organization development interventions.

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)

Sent: Mon 2/24/2025 4:32:27 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 my task list below.

1. Conducted feedback sessions
2. Completed survey platform transition tasks
3. Worked with customer experience data
4. Survey administration tasks
5. Built survey on new platform

Best,
(b) (6)

(b) (6)

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c: (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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:32:51 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

Please see my bullets below of what I accomplished last week:

- Coordinated the review and approval of pending purchase card transactions.
- Upon receiving approval, coordinated the process of raising purchase card limits to proceed with purchasing pending transactions and monitoring accounts to then lower the limit once the transactions have been posted.
- Participated in leadership meetings to address (b) (5).
- Facilitated team meetings to review executive orders and impact to acquisition and small business policies.
- Completed the (b) (5) who (b) (5) (b) (5).

(b) (6)

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Office of Procurement Operations (OPO)
c: (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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:33:20 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 what I accomplished last week in furtherance of my responsibility to assist in implementing and executing policies required by statute, presidential directives, and other government-wide strategic initiatives led by OPM and WPI.

Week of February 17 - 21, 2025

- Analyzed public comments and drafted OPM responses in relation to OPM's Interim Final Rule (b) (5) 38 U.S.C. 721 and 723, 5 U.S.C. 553).
- Reviewed, analyzed, and prepared proposed responses to agency comments on the (b) (5) notice (5 U.S.C. 553, (b) (5)).
- Reviewed and analyzed 100% of 55 assigned (b) (5) to determine whether (b) (5) and whether (b) (5)
- Responded to inquiries in the Employee Accountability (EA) mailbox as directed and monitored the EA mailbox for those emails (b) (5) .

Thank you.

(b) (6)
Human Resources Specialist
Office: (b) (6) **(b) (6) !***
E-mail: (b) (6) @opm.gov
Accountability
and Workforce Relations
U.S. Office of Personnel Management

U.S. 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

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)

Sent: Mon 2/24/2025 4:33:25 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: Re: What did you do last week?

- Shared Carrier Letter 2025-0X for peer review.
- Collected documents for (b) (5) cases and forwarded to the Medical Officer.
- Responded to an OGC inquiry regarding (b) (5) and FEHB/TCC eligibility.
- Collaborated with peers on FEHB Handbook updates.
- Attended a coordination meeting for the Benefits Officers Network meeting
- Notified TG workgroup members to begin prepping feedback for the project's debrief.

Very Respectfully,
(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 16:45
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) [redacted]

Sent: Mon 2/24/2025 4:33:42 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Served as one of the main points of contact at OPM for all training related to the (b) (5) [redacted] software. In addition, have had significant contact with agencies external to OPM.
- Conducted scheduled and impromptu training for OPM employees, supervisors, and managers on (b) (5) [redacted] topics. related to Tracked and reported on expenditures incurred by projects, while ensuring that projects operated within approved budget, timeline, and scope [can add dollar values or number of hours].
- Provided (b) (5) [redacted] and counsel to various levels of OPM leadership and management related to strategy and planning for current and future considerations.
- Conducted evaluation and testing with agency representatives on (b) (5) [redacted] for roll out to OPM end users and IT HelpDesk.
- Served as point of contact for assisting OPM application developers on building (b) (5) [redacted] software for internal and external use.

(b) (6) [redacted]
(b) (6) [redacted]
U.S. Office of Personnel Management
HR Solutions / Strategic Consulting / Organization Design
Cell: (b) (6) [redacted]
Teams: (b) (6) [redacted]
(b) (6) [redacted]@opm.gov
OPM.gov

U.S. Office of Personnel Management

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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

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]

Sent: Mon 2/24/2025 4:33:47 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]; (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

1. Met with CAPS Team, both as a team and with each team member individually, to discuss the week's priorities, provide direction, and receive feedback.
2. Analyzed list of congressional inquiries to identify trends and briefed leadership.
3. Worked with team to finalize new Microsoft 365 tools to modernize how we solicit and organize recommendations for annual changes to standard contracts and plan brochure language.
4. Met with CAPS and OCFO staff to continue cross training efforts for the Letter of Credit Account system; provided direction to staff for developing a new SOP for processing new user requests, including identifying opportunities for efficiencies; and analyzed existing OPM 1802 to identify opportunities for revisions that would modernize the form.
5. Provided direction to (b) (5) [redacted] who (b) (5) [redacted] in the (b) (5) [redacted] and are (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) [redacted]

Sent: Mon 2/24/2025 4:34:15 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Per the requirements of 5 U.S.C. 1104 and Public Law 114-136, last week, I did the following:

- Developed 10 slides of information, data, and trends for our (b) (5) [redacted] to brief the (b) (5) [redacted] on OPM's (b) (5) [redacted]
- Reviewed reports and personnel actions (and mentored a colleague) to identify at least 8 (b) (5) [redacted] and to (b) (5) [redacted]
- Prepared the FY24 Q4 report to Congress on (b) (5) [redacted] to (b) (5) [redacted] (b) (6) [redacted] and (b) (6) [redacted] (b) (5) [redacted]
- Addressed questions from agencies in talent areas by researching statute and regulation as part of my regular and recurring work
- Discussed strategy for future of two ongoing projects

(b) (6) [redacted]

U.S. Office of Personnel Management
Merit System Accountability and Compliance | Agency Compliance and Evaluation
michelle.strom@opm.gov
OPM.gov

OPM U.S. Office of Personnel Management

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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)

Sent: Mon 2/24/2025 4:34:32 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Subject: RE: What did you do last week?

- (b) (5) and (b) (5) and (b) (5)
- Reconciled and paid the bill to Lumen for the EIS contract for all telecommunications services in OPM.
- Reviewed master list of OPM telecommunications services in (b) (5).
- Reviewed COR Contracting Officer's Representative duties (b) (5).
- Reorganized and cleaned archive files to provide (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) [redacted]

Sent: Mon 2/24/2025 4:34:57 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Good morning,

Please find the information requested.

1. Initiated development of new procedure for processing Federal Employee Retirement System (FERS) Disability offsets due to team member resignation.
2. Processed FERS Disability offsets using monthly and PIA information from Social Security Administration.

   2.a Processed FERS Disability offsets from monthly list provided by Washington DC office.
3. Responded to FERS Disability offset information requests from DC.
4. Processed FERS Annuity supplements from Correspondence generated C#s.
5. Ordered FERS Disability offset cases from files.

Sincerely,

(b) (6) [redacted]
(b) (6) [redacted]
U. S. Office of Personnel Management
(b) (6) [redacted]
(b) (6) [redacted]
Boyers, PA 16017
1-888-767-6738
(b) (6) [redacted]@opm.gov

WARNING: Any intentionally false or misleading statement or response you provide is a violation of the law punishable by a fine of not more than $10,000 or imprisonment of not more than 5 years or both (18 USC 1001).

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) [redacted]

Sent: Mon 2/24/2025 4:34:51 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] opm.gov]

Subject: RE: What did you do last week?

- Read and responded to emails
- Researched case law
- Reviewed regulations
- Attended all required meetings
- Ensured compliance with new upcoming in office requirements

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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)

Sent: Mon 2/24/2025 4:34:57 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

You are asking for what I accomplished, or what I did last week. I will provide your 5 bullet points of what you have asked of me.

- I receive 60-90 calls a day, and provide outstanding customer service to all our Federal retirees, widows, and refund recipients.
- I provide assistance in changing banking information, tax deductions, and made health insurance changes every day.
- I submit online form requests and requested information using available resources for annuitants, and widows, SF28-23 forms, change of banking information forms, SF2809 Forms, PRM forms, VOLI's and VOA's, 1099-R Requests.
- I provide assistance through the OPM Customer Support Center website with their questions, concerns, or requests responding to hundreds of email requests.
- I have exceeded all expectations expected from me, as explained in my job description, and have excelled in my Performance Ratings with talk time guidelines of Outstanding, and Availability being rated as Outstanding.

(b) (6)

(b) (6)
U.S. Office of Personnel Management
(b) (6)

OPM U.S. 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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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:35:05 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Good afternoon,

Below are some of the work achievements that I accomplished last week:

- I reviewed, conducted research, analyzed, reviewed and commented on a series of collective bargaining proposals and union information requests. As a part of this assignment, I consolidated (b) (5) [redacted] working until 11:30pm to do so.
- Upon receipt of a filing by an external agency, I reviewed and summarized the filing and conducted legal research and analysis to provide (b) (5) [redacted] with the information needed to initiate a coordinated multi-agency response.
- I worked with our administrative team, IT Office, and e-discovery system contractors to resolve technical issues with our e-discovery system's two-factor authentication process, resulting in the (b) (5) [redacted] without additional costs.
- I reviewed and provided supervisory comments on multiple motions for summary judgment and discovery responses in several active personnel litigation cases, resulting in timely filings. To ensure successful coordination of OPM's personnel litigation docket, I held meetings with clients and (b) (5) [redacted] for several matters.
- I led and coordinated the creation of an (b) (5) [redacted] and guidance documents applicable to OPM operations and authorities.

(b) (6) [redacted]
(b) (6) [redacted]
U.S. Office of Personnel Management
1900 E Street, N.W.
Washington, D.C. 20415
Email: (b) (6) [redacted]@opm.gov
Mobile: (b) (6) [redacted]

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and may contain information that is privileged, confidential or otherwise legally protected. Unauthorized review, distribution or copying of this message or of any accompanying attachments is prohibited. If you have received this message in error, please contact me by return email or by telephone, and permanently delete it and any accompanying attachments from any system on which they may be stored.

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)

Sent: Mon 2/24/2025 4:35:04 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Arranged for and executed travel to the Retirements Operations Center (ROC) in Boyers, PA to support my AD's site visit
- Engaged with ROC leadership and staff to address inquiries and deliverables
- Coordinated meetings between Boyers, DC, and DoD throughout the week
- Facilitated secondary approvals for special retirement cases
- Received and routed retiree inquiries for action and next steps

Regards,

(b) (6)

U.S. Office of Personnel Management
Retirement Services
o: (b) (6)
(b) (6) @opm.gov
OPM.gov

U.S. Office of Personnel Management

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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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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:35:05 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted] @opm.gov]; (b) (6) [redacted] @opm.gov]; (b) (6) [redacted] @opm.gov]

Subject: RE: What did you do last week?

Last week after the Observance of Presidents Day I worked in office at my assigned duty station.

I am with the Office of Personnel Management in Retirement Services/Development Section.

- My main workload function is to compile a complete retirement case to Retirement Claims for final adjudication.

The total cases assigned and processed for this week were [redacted].

- Retirement claims is currently in surge mode. I was able to process additional [redacted] cases through the weekend as an extra support of our department.
- Customer Service plays a large part in developing these Retirement packages by reaching out to agencies and retirees for required documents. Multiple entries of phone/e-mail communication.
- Additional assistance in prepping retirement cases is necessary during our busy period. I was tasked with creating 100 fresh jackets that would be stuffed with documents from agencies HR departments.
- Gathering dozens of forms by creating and receiving these correspondences through the USPS is a crucial part of the work that this section completes.

(b) (6) [redacted]
Retirement Development Section
U.S. Office of Personnel Management

P.O. Box 45
Boyers, PA 16017-0045
(b) (6) [redacted]

(b) (6) Fax

www.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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From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:35:15 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Oversight of 2025 (b) (5) [redacted] application process for over 5K non-profit organizations

a. Strategy Development- Drafted application strategy review plan and outline for review of over (b) (5) [redacted] from national and international (b) (5) [redacted].

b. Application Review- reviewed (b) (5) [redacted] for National and International and worked with other operation specialists to assign applications and reviews.

c. Contract and System Management: Consulted with (b) (5) [redacted] and system support for application reviewers in (b) (5) [redacted].

d. Held meetings with (b) (5) [redacted] and (b) (5) [redacted] of reviewer roles to ensure timeliness in application reviews for zones assigned to them.

e. Planning and Coordination with internal (b) (5) [redacted] and (b) (5) [redacted] to identify key issues in loss of application reviewers

f. Brainstorming with key partners to develop marketing and oversight of application process to meet critical deadlines.

(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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)

Sent: Mon 2/24/2025 4:35:37 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) @opm.gov]

Subject: RE: What did you do last week?

- Facilitated and collaborated with internal and external stakeholders to develop and prepare for presentation at Benefits Officer Network meeting, ensuring seamless integration of FSAFEDS and Login.gov requirements, procedures, and troubleshooting techniques.
- Managed and addressed participant inquires for FSAFEDS via email and phone regarding enrollment, qualifying life events, and other enrollment related matters, ensuring accurate guidance and issue resolution.
- Conducted a cost-benefit analysis for CY 2025 to determine the savings for Government associated with FSAFEDS program (b) (5)
- Reviewed FSAFEDS educational materials and communication templates for compliance (b) (5) .
- Provided proactive engagement in development of communication materials, planning, coordinating with the FSAFEDS (b) (5) and developing resources for the upcoming for FSAFEDS (b) (5) .

(b) (6)
U.S. Office of Personnel Management
(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) [redacted]

Sent: Mon 2/24/2025 4:36:14 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

Good afternoon,

- Participated in O&M activities of automated systems that produce and manage financial information.
- Identified and made recommendations for viable solutions of complex processes and procedural improvements.
- Lead assignments and projects with a primary focus on financial management, program integrity, and financial policies.
- Modified procedures, guidelines, and instructions to ensure compliance with standards and program requirements.
- Performed system analysis to ensure that data and records are maintained to provide the quality and reliability of information.

Receipt acknowledgment is appreciated.

Thanks,
(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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [redacted]

Sent: Mon 2/24/2025 4:36:04 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

Cc: (b) (6) [redacted]@opm.gov]

Subject: RE: What did you do last week?

- Prepared planning spreadsheet for OPM leadership engagement with 119th Congress.
- Reviewed and processed internal clearance items.
- Assisted in providing guidance for constituent casework inquiries from Members of Congress.
- Completed 2025 (b) (5) [redacted].
- Drafted and collated standard procedures for responding to constituent and public inquiries about (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

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