

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=66B976DDAE3F4E0C95A9561E0CF359B2-(b) (6)]
Sent: Mon 2/24/2025 1:36:15 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good afternoon,

Below are five (5) bullets of what I accomplished last week.

Allocations

In accordance with the 5 CFR 214.401 and 402, and the OPM Memo on Guidance Regarding Redesignating SES CIO Position, and the OPM Memo on Maintaining the Integrity of the Career Senior Executive Service, processed agency requests for redesignation of SES positions:

- Conducted review of agency submissions to ensure compliance, detect errors, and identify missing information.
- Engaged agency partners to resolve identified discrepancies and collect additional information required for processing.
- Update tracker to ensure all requests have been addressed.
- Prepared, coordinated, and submitted OPM responses to agencies.
- Completed Executive and Schedule C System updates of all processed approvals.

V/r,

(b) (6)

Human Resources Specialist

Agency Operation and Services (AOS)

Executive Services and Workforce Development

(b) (6) @opm.gov

*(202)(b) (6) -direct



How is our customer service? Please click on the link below for a brief survey that should take you less than 3 minutes to complete. My organization is **Agency and Operation Services**. Your input is valuable and will help us improve processes and products so we can support you most effectively and efficiently. Your response is anonymous. (b) (6)

From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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Sent: Mon 2/24/2025 1:36:14 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

1. Coached an executive on leading an organization through change; discussing how to show up as a leader during times of uncertainty.
2. Coached a leader on how to lead through her values (guiding principles to help make tough decisions during periods of crisis).
3. Conducted consultation with a supervisor on performance plans for two positions.
4. Researched facilitation best practices and principles to develop guides and tools in support of PM Team Goal 4.
5. Determine status of a project and determine best course of action to move forward in support of their organization's objectives while remaining agile to the changing environment.

(b) (6)



HR Consultant

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Sent: Mon 2/24/2025 1:36:17 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) ; (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Received funding from agencies for their HRLOB service and submitted it to the FAA Enterprise Services Center (ESC) for processing.
- Sent email reminders to agencies that have not paid regarding their FY25 HRLOB service funding.
- Meetings to discuss status of ongoing projects, focusing on received funding and the remaining amounts.
- Created GT&C to initiate agency agreement
- Worked to ensure a seamless transition of my duties, responsibilities, and work assignments.

(b) (6) PMP®
HCDMM Resource Management Office
(b) (6) @opm.gov - Office: 202 (b) (6)


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Importance: High

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Sent: Mon 2/24/2025 1:36:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) opm.gov]
Subject: RE: What did you do last week?

- Manage day-to-day operations for OPM PIV card program, to include terminating cards for separated employees and contractors, tracking eligibility and issuance of PIV cards, and sponsoring new political appointees to OPM for PIV cards
- Collaborate with and advise staff on National Security, Public Trust, fitness and credentialing adjudicative determinations for OPM employees and contractors; monitor and assign workloads to staff as needed to meet priority requests, surges (such as employee separations), and daily incoming work; reassign duties from staff who accepted the DRP
- Coordinate with other Federal agencies to submit visit requests for OPM appointees being detailed, PIV card issuance and to support OPM's reimbursable workload (providing credentialing, fitness and Public Trust and National Security adjudicative recommendations to 13 other Federal agencies as a shared service under the Economy Act)
- Serve as COR for personnel security support contract and HSPD-12 PIV issuance and maintenance agreement; track and process interagency agreements with external customers, invoicing customers, coordinating with customers to obligate and deobligate funds, and monitoring budgets for each agreement
- Coordinate with OCIO personnel to correct and enhance Personnel Security internal tracking database

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Sent: Mon 2/24/2025 1:36:37 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

1. Optimized SATURN to maximize workflow efficiency and minimize costs.
2. Applied a strategic scope to Department documentation practices to eliminate error.
3. Provided consultation to multiple POCs within the USDA OCIO DISC office in order to streamline their strategic planning activities for Q3 2025.
4. Reviewed all open cases within USAS to ensure that all documentation was up-to-date and free of waste.
5. Prepared for my upcoming delivery of DE Training in order to uphold my standard of excellence as a Lead Trainer with a cumulative instructor rating of 4.8/5.0.

(b) (6)

Human Resources Consultant
OPM HR Solutions, Staff Acquisition

(b) (6)

M: 2024 (b) (6)

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



OPM HR Solutions
Staff Acquisition

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 3:46 PM
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Sent: Mon 2/24/2025 1:36:39 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Hello,

Please see the list below of some of the work completed last week:

1. Complete Weekly Activity Report (WAR).
2. Ensured customer had their scheduled maintenance completed and the system was back up and running.
3. Holiday Leave, out 1-day last week for Presidents' Day.
4. Worked with management on our strategy regarding customer notifications and monitored customer responses.
5. Completed training hours for professional certifications.

Thank you,
Athena

(b) (6)
Program Manager

U.S. Office of Personnel Management
HR Solutions / USALearning
c: (202)(b) (6)
o: (202)(b) (6)
(b) (6) @opm.gov
OPM.gov



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Sent: Mon 2/24/2025 1:36:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- In accordance with 5 U.S.C. 3391- 3395 and 5 CFR Part 317, Subparts E and F, I managed the accomplishment of review of agency Senior Executive Service (SES) Qualifications Review Board (QRB) case submissions to ensure submission compliance, detect errors, and identify missing documents/information.
- In accordance with 5 U.S.C. 3330(f) and OPM Memos on guidance regarding SES position redesignations, I managed the accomplishment of trouble shooting on inability for agencies to print Forms 1019 and 1652.
- In accordance with 5 U.S.C. 4507, Executive Order on Ending Radical and Wasteful Government DEI Programs and Preferencing, and Executive Order on Restoring Accountability in the SES, I managed the accomplishment of identifying statutory and regulatory language defining OPM responsibilities with PRA program in preparation for suspension of FY2025 PRA program.
- In accordance with 5 U.S.C. 4311-4315, 5 CFR Part 430, Subparts C and D, 5 U.S.C. 4507, 5 CFR 451, Subpart C, 5 U.S.C. 3393(d), 3592, 5 CFR 317.503, 5 U.S.C. 3595, 3595(a), and 5 CFR Part 359, Subpart F and Subpart H, and Executive Order on Ending Radical and Wasteful Government DEI Programs and Preferencing, and Executive Order on Restoring Accountability in the SES, I drafted language for NRPM to revise 5 CFR 430.305, 5 CFR 430.308, and 5 CFR 430.311 on Forced Distribution and Appraising SES Performance.
- In accordance with 5 U.S.C. 4311-4315, 5 CFR Part 430, Subparts C and D, 5 U.S.C. 4507, 5 CFR 451, Subpart C, 5 U.S.C. 3393(d), 3592, 5 CFR 317.503, 5 U.S.C. 3595, 3595(a), and 5 CFR Part 359, Subpart F and Subpart H, and Executive Order on Ending Radical and Wasteful Government DEI Programs and Preferencing, and Executive Order on Restoring Accountability in the SES, I led an ESWD working session in preparation for OPM SES RIF procedures and responsibilities.

Thank you,

(b) (6)

(b) (6)

Group Manager

Policy and Special Programs

Executive Services and Workforce Development || Workforce Policy and Innovation

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



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*How is my customer service? Please click on the link below for a brief survey that should take you less than 3 minutes to complete. My organization is **Policy and Special Programs**. Your input is valuable and will help us improve processes and products so we can support you most effectively and efficiently. Your response is anonymous.*

[https://\(b\) \(6\)](#)

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Sent: Mon 2/24/2025 1:37:05 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Mailed EFT letters for all the techs (added their personal phone numbers)
- Opened and distributed all incoming mail
- Logged cases coming into the office to appropriate techs
- Logged out cases returning to Boyers, PA
- Answered all incoming calls and voicemails: If for Service Credit I assisted the employees with account information: (Balance updates and walked through paying their accounts online)
- Printed, emailed and mailed Service Credit statements to the rest

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2. Applied a strategic scope to Department documentation practices to eliminate error.
3. Provided consultation to multiple POCs within the USDA OCIO DISC office in order to streamline their strategic planning activities for Q3 2025.
4. Reviewed all open cases within USAS to ensure that all documentation was up-to-date and free of waste.
5. Prepared for my upcoming delivery of DE Training in order to uphold my standard of excellence as a Lead Trainer with a cumulative instructor rating of 4.8/5.0.

(b) (6)
Human Resources Consultant
OPM HR Solutions, Staff Acquisition

(b) (6) 64106
M: 202-(b) (6)
(b) (6) @opm.gov | www.opm.gov/HRS



OPM HR Solutions
Staff Acquisition

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Sent: Mon 2/24/2025 1:37:56 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 focused on the following tasks:

- Worked on case auditing for my project.
- Completed my monthly billing and charged the project for case work completed.
- Collaborated with HRS staff on Veteran preference training.
- Addressed needs of additional training for my Delegated Examining Certification that will expire in August, as well as, completed 2 practice exams.
- Completed close out of all cases for my project in the ETS system and moved project to the new Saturn system.

Please let me know if you need any additional information. I am committed to supporting our objectives and driving results.

Best regards,

V/R

(b) (6)

HR Consultant

OPM HR Solutions, Staff Acquisition

(b) (6)

M: 2025 (b) (6)

opm.gov | www.opm.gov/HRS



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From: (b) (6) (FEB)/[O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A50994E213794806BDF3A19B7E B1C0D4-D66864CA-86]
Sent: Mon 2/24/2025 1:37:59 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Per direction:

- Upon receipt of Executive Order “Commencing the Reduction of the Federal Bureaucracy” on February 19, 2025, eliminating the Federal Executive Boards, began an orderly shutdown of the 5 Boards under my area of responsibility, including ensuring appropriate recordkeeping and documentation as required by law.
- Communicated with staff, Board leadership and members and with vendors for open commitments regarding orderly shutdown.
- Coordinated with NOAA and FEMA to identify alternative routes for agency leaders to obtain situational awareness for the protection of their staff and fulfillment of their missions during emergencies, as the Federal Executive Boards will no longer support their efforts to do so.
- Coordinated with staff for the closure of FEB offices (previously planned), including compliance with legal and procedural requirements.
- Provided support for the Hawaii State Legislative Reference Bureau Library, assisting in updating their list of local federal agency points of contact.

(b) (6)
(b) (6)
Center for Federal Executive Boards
Office of Workforce Policy and Innovation
U.S. Office of Personnel Management
(b) (6) Standard Time Zone

c: (202) (b) (6)
o: (202) (b) (6)

(b) (6) @opm.gov



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 11:46 AM
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Sent: Mon 2/24/2025 1:38:13 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 is a list of five tasks I accomplished last week:

1. Attended a training session on the latest compliance standards and best practices.
2. Reviewed the new project management software, SATURN, for accuracy of migrated cases and updated case progress.
3. Reviewed and closed out onboarding cases in compliance with the hiring freeze Executive Order.
4. Collected data and prepared necessary materials for an upcoming team project.
5. Continued to refine and streamline internal processes to optimize operational efficiency.

Best,

(b) (6)

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Sent: Mon 2/24/2025 1:38:30 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Completed supervisory tasks, such as holding one-on-one meetings, approving timesheets and leave, providing development/learning opportunities, and managing workload distribution across the team.
- Researched RIF procedures and guidance to be well-prepared for upcoming projects to assist other agencies in executing RIF procedures.
- Transitioned work from exiting employees to ensure that all work is assigned to the remaining staff and we are able to provide continuity of service to internal and external stakeholders.
- Monitored and facilitated transition to a new workload tracking system, including providing guidance on adoption and implementation procedures/strategies.
- Began preparations for RTO, including preparing the physical space, editing guidance documentation, and communicating with staff to address inquiries, concerns, etc.

Thanks,

(b) (6)
Branch Manager
U.S. Office of Personnel Management
HR Solutions / Staff Acquisition
c: (202)(b) (6)
(b) (6) @opm.gov
OPM.gov



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Sent: Mon 2/24/2025 1:38:36 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Performed several contract representative actions including submitting, cancelling, reviewing, and end of week reconciliation of the contractor's WAR report with current REQs/TDLs
- Updated Salesforce with new leads and began reconfiguring/combining all Salesforce opportunities into department-level entries
- Drafted, finalized, and submitted CPARS for option year 3 of the USAH Assessment contract
- Continued work on updating our process of recording Salesforce entries and associated documents (Power Apps/Power Bi)
- Began the contract requisition process for renewing Zendesk licenses for option year 1

(b) (6)
Management Analyst

U.S. Office of Personnel Management
HR Solutions / USA Hire
c: (202) (b) (6)
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OPM.gov

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Sent: Mon 2/24/2025 1:39:04 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Below are my accomplishments from last week:

- Reviewed FEB records management schedule to prepare for sunseting the FEB program in accordance with EO Commencing the Reduction of the Federal Bureaucracy. We will need to coordinate with NARA to ensure all permanent records are appropriately transferred for archival.
- Updated draft FEB regulations (5 CFR 960) to align with administration Executive Orders [work conducted prior to EO eliminating FEB program]. Updating FEB regulations is included in OPM's unified agenda. Intended purpose was to elevate regulation language to a strategic focus to ensure long-term relevance and removed outdated references.
- Updated draft FEB bylaws to incorporate feedback from FEB Field Advisory Council [work conducted prior to EO eliminating FEB program]. Intended purpose was to align FEB bylaws to the FEB Strategic Plan and ensure consistent standards across all FEBs.
- Lead the efforts to coordinate with the team on the FEB results dashboard that tracks FEB-sponsored programs, with a focus on measuring the participating agencies and number of attendees. The dashboard enables FEB leadership to develop tailored strategies for agency engagement [work occurred prior to EO eliminating FEBs program].
- Provided technical assistance to FEB field staff regarding FEB role during emergencies/severe weather and Return to the Office procedures [work occurred prior to EO eliminating FEB program]. FEBs provide detailed reports to Agency/Office Heads that support agencies' internal decision-making processes. Technical assistance ensures FEB staff comprehend and follow HQ guidance.

(b) (6)
Senior Program Manager
Federal Executive Boards: National Operations
Office of Workforce Policy and Innovation
U.S. Office of Personnel Management
Eastern Time Zone

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

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Sent: Mon 2/24/2025 1:43:15 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

1. Title 5, Chapter 1, Subsection C, Part 1001(b)
 - Maintains confidentiality of sensitive and privileged information, while performing a variety of administrative duties, relieving the Principal Deputy and Associate Director of Workforce Planning & Innovation of time-consuming details, enabling directors to focus on strategic initiatives in support of the Acting Director of OPM and the Administration initiatives.

2. Title 5, Chapter 1, Subsection C, Part 1001(c)
 - Prepared contact card of key personnel to support contingency of operations smoothly while safeguarding for official use only information in accordance with the Privacy Act of 1974.

3. Presidential Directives
 - Updated base schedules for timecards for the AD, PDAD, and key personnel to remove all telework codes in according with workforce reshaping in accordance with Presidential Directive to Return to the Office (RTO).

4. Set up meetings for the Associate Director and Principal Deputy with multiple stakeholders to discuss multiple key priorities that align with administration priorities, making sure the right people are at the table across the OPM mission areas.

5. Assists in a key point of processing documents distributed across government for action by chief human capital officers, or to specific agencies, contributing to their workforce management success.

(b) (6)
Executive Assistant
Workforce Planning & Innovation
(b) (6)

Executive Certificate in Business Administration

Professional Administrative Certificate of Excellence

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CBDAD09FC6B249E0A0557B858BD7CE44-(b) (6)]
Sent: Mon 2/24/2025 1:43:35 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,

Below is a summary of work performed:

- Developed and maintained position classification, job grading, and qualification standards and guides for occupations and job families under the General Schedule and Federal Wage System.
- Assisted in the development and maintenance of competency profiles and model assessment tools and strategies for Governmentwide occupations.
- Served as a technical resource to other OPM units and Federal agencies on classification, qualifications, competency, and assessment policy matters in relation to implementing Title 5 U.S.C., Chapters 11, 21, 23, 31, 33, 35, and 51 and Executive Orders.
- Recommended improvements or solutions to problems; explained decisions, conclusions, findings, and recommendations; reviewed reports, documents, and other materials; and composed correspondence and other written work.
- Evaluated alternative methods for developing classification and qualification standards (Skills Based Hiring); assisted in designing assessment procedures and technologies to develop, implement, and evaluate new classification and qualification requirements.
- Provided special subject matter expertise in the development of integrated classification and qualification standards.
- Represented the organization as both a subject matter expert and classification/qualifications expert.
- Conducted job analyses, evaluations, examinations, and other fact-finding studies. Collected, compiled, analyzed, and interpreted information.

All work was performed in accordance with, but not limited to the following statutes, regulations and Executive Orders:

1. Title 5 U.S.C., Chapters 11, 21, 23, 31, 33, 35, and 51.
2. Title 5 CFR 300, *Employment (General)*
3. Title 5 CFR 307, *Veterans Recruitment Appointments*
4. Title 5 CFR 332, *Recruitment and Selection through Competitive Examination*
5. Title 5 CFR 335, *Promotion and Internal Placement*
6. Title 5 CFR 337, *Examining System*

7. Title 5 CFR 338, *Qualification Requirements (General)*
8. Title 5 CFR 339, *Medical Qualification Determinations*
9. Title 5 CFR 353, *Restoration to Duty from Military Service or Compensable Injury*
10. Title 5 CFR 930, *Programs for Specific Positions and Examinations(Miscellaneous)*
11. Chance to Compete Act of 2024 Public Law 118-188
12. Executive Order (13932) on Modernizing and Reforming the Assessment and Hiring of Federal Job Candidates
13. Executive Order (14171) on Restoring Accountability to Policy-Influencing Potions With-in the Federal Workforce
14. Executive Order (14170) on Reforming the Federal Hiring Process and Restoring Merit to Government Service
15. Executive Order (14151) Ending Radical and Wasteful Government DEI Programs and Preferencing
16. Executive Order (14168) Defending Women From Gender Ideology Extremism and Restoring Biological Truth to the Federal Government

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) (FEB)/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0D9E497649EB4D0ABADCBF2F524F6136-31E2DEBC-42]
Sent: Mon 2/24/2025 1:43:53 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

As requested:

- Monday, 2/17/2025 – this was a paid holiday. As such, I did not work.
- Tuesday, 2/18/2025– Organized and facilitated the Oregon Federal Executive Board Forum for federal leaders in Oregon and SW Washington to discuss their progress with the Return to Office Executive Order. Leaders shared their successes, challenges, and reported out on their RTO schedules for managers/supervisor, non-bargaining unit staff, and bargaining unit staff. Twenty-four leaders attended the meeting.
- Tuesday, 2/18/2025 – Continued progress on preparing historic and current records for the Oregon Federal Executive Board office suite closure to occur on 2/28/2025
- Wednesday, 2/19 – Received notice that the Oregon Federal Executive Board office suite closure was moved up to 2/21/2025. Created a plan to close the office in less than 48 hours given that I would be on schedule the afternoon Thursday 2/20 and all-day Friday 2/21. Canceled an Emergency Management (C3) meeting to focus on supporting the shift in the lease termination date.
- Thursday, 2/20/2025 –
 - Sent an email to all Oregon Federal Executive Board federal contacts to announce that all FEBs were eliminated via Executive Order and that the Oregon Federal Executive Board will be moving forward with the orderly termination of activities and programs.
 - Accelerated procedures to close the Oregon Federal Executive Board office suite. In four hours, I categorized and boxed decades worth of records for retention or shredding; organized equipment for GSA removal and prepared all remaining items to be disposed. Completed and passed suite inspection with GSA and turned in my keys.
 - Answered emails regarding the closure of Oregon’s mentorship and job shadow program.
- Friday, 2/21/2025 – I was on leave.

V/r,

(b) (6)
(b) (6)
Oregon Federal Executive Boards
Center for Federal Executive Boards
Office of Workforce Policy and Innovation
U.S. Office of Personnel Management
(b) (6)

O: 202-(b) (6)

C: 202-(b) (6)

(b) (6) @opm.gov



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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) R[/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EB12F5B1F252434FB4E29CC691998078-(b) (6)]
Sent: Mon 2/24/2025 1:45:22 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?

Here are five bullet points summarizing my work for the prior week:

- Monday, 2/17 – Wednesday, 2/19 – Observed the holiday (2/17), scheduled day off (2/18), and leave (2/19).
- Thursday, 2/20 – Traveled to FEI in (b) (6), to pick up a government vehicle and returned to the OPM main building.
- Thursday, 2/20 – Attended a meeting focused on closing some field offices.
- Friday, 2/21 – Participated in several meetings, including discussions on closing field offices, and closing FEI.
- Friday, 2/21 – Worked on an inventory PowerPoint for Asset Management Training.

(b) (6)
Lead Personal Property Disposal Specialist
Facilities Manager
U. S. Office of Personnel Management
1900 E Street, N.W. (b) (6)
Washington, D.C. 20415
Office: 202-(b) (6)
Cell: 202-(b) (6)

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

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=10C350B8945941C2AC7529AEE49F0657-(b) (6)]
Sent: Mon 2/24/2025 1:45:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Brett Sirmons Performance Bullets 2/17 – 2/21

- Reconciled January's USA Hire program invoices with Vendor's billing.
- Continued to process and work on program's Interagency Agreements.
- Reconciled program's financials with Resource Management Office's financial statement.
- Participated in organizing program's documentation in Microsoft Teams.
- Submitted two Order Period of Performance extensions in G-Invoicing.

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.

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9696B19945664A7E90A59604366532EE:(b) (6)]
Sent: Mon 2/24/2025 1:45:28 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

In accordance with 5 U.S.C. 4311-4315, 5 CFR Part 430, Subparts C and D, 5 U.S.C. 4507, 5 CFR 451, Subpart C, 5 U.S.C. 3393(d), 3592, 5 CFR 317.503, 5 U.S.C. 3595, 3595(a), and 5 CFR Part 359, Subpart F and Subpart H, and Executive Order on Ending Radical and Wasteful Government DEI Programs and Preferencing, and Executive Order on Restoring Accountability in the SES:

- Revised draft language for new governmentwide SES performance plan and SES performance appraisal system
- Drafted language for NRPM to revise 5 CFR 430.305, 5 CFR 430.308, and 5 CFR 430.311 on Forced Distribution and Appraising SES Performance
- (b) (5)
- Reviewed a request for a performance award over \$10k submitted by PBRB, researched the agency, reviewed their justification, and provided my recommendation to appropriate staff
- Hosted ESWD working session in preparation for OPM SES RIF procedures and responsibilities

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=4F2EB2A843884866BDF7903C297B91CC-(b) (6)]
Sent: Mon 2/24/2025 1:45:30 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

1. I calculated and processed survivor benefits and lump sum payouts.
2. I set-up health benefits for the surviving spouses and children.
3. I coordinated information between the Office of Personnel Management and other agencies.
4. I set-up and calculated disabled children and student benefits.
5. I reviewed claims, verified required documentation, checked calculations, and put the survivors into pay.

Sincerely,

(b) (6)
Legal Administrative Specialist
US Office of Personnel Management
P.O. Box 45
Boyers, PA 16017
Phone: 202 – (b) (6)
FAX: 724 – (b) (6)



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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1053917EB77D4B01872A41B00CD94526-(b) (6)]
Sent: Mon 2/24/2025 1:41:33 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Please see the listed accomplishment of my work last week:

1. Worked on a SME Panel to finish the final review for the FSC 0201 Assessment Development effort.
2. Researching and creating training slides for ICTAP.
3. Auditing case files.
4. Trained on Saturn Project setup.
5. Preparing for DE (Delegated Examining) training and exam.

Respectfully,

(b) (6)
HR Specialist
OPM HR Solutions, Staff Acquisition

1900 E St. NW, Suite 2469, Washington, DC 20415
P: (b) (6) | F: (b) (6)
(b) (6) @opm.gov | www.opm.gov/HRS



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=3CA70AF39D134098BEDE906D6A679F31-(b) (6)]
Sent: Mon 2/24/2025 1:42:09 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 my bullets for what I accomplished last week.

- Performed clerical activities to support the functioning of the office to ensure SuitEA operates efficiently in carrying out its mission.
- Reviewed suitability referrals from other government agencies to determine if the cases meet guidelines for OPM jurisdiction and adjudication as defined under 5 CFR 731 in support of SuitEA's mission to ensure a trusted workforce to serve the American people.
- Made telephone calls and sent written inquiries to clarify or resolve suitability issues in order to fully establish the nature of the conduct in question in support of promoting the efficiency and protecting the integrity of the service.
- Responded to inquiries from other government agencies about suitability matters and provided guidance to help the agencies effectively carry out their delegated suitability functions.
- Prepared written summary of the identified issues, supporting evidence, and pertinent additional considerations for an unfavorable suitability action in support of SuitEA's mission to ensure the suitability of persons working for the Government.

Respectfully,

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



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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=75B65E58B1924D74993DCB31519D1575-(b) (6)]
Sent: Mon 2/24/2025 1:42:37 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]; (b) (6) @opm.gov]
Subject: Re: What did you do last week?

- Coordinate kick off meetings with external agency's EMF POCs to discuss future digitization of the EMF to meet government mandate.
- Training in the SATURN stage environment to prepare for the upcoming launch.
- Complete EMF project slides to report to senior leadership.
 - Consolidate agencies EMF POC information on a single document to source from.
 - Collaborate with project lead and team members to draft kick off meeting slides and next steps guidance for agencies.

Thank you,

(b) (6)
Human Resources Specialist

(Business Analyst Detailee-HCDMM)

U.S. Office of Personnel Management
HR Solutions, Staff Acquisition Group

c: (478) (b) (6)

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



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From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:45 PM

Subject: What did you do last week?

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

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6EEC9BDF310243C88D3D35E35683F897-(b) (6)]
Sent: Mon 2/24/2025 1:42:31 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. Tested changes to USA Staffing in response to requests from the Director's office to provide them with greater flexibility and visibility into approving requests for new hire access from agencies across government. These changes were deployed to USA Staffing's production environment on 2/24/25.
2. In consultation with other supervisors and managers across the Federal Staffing Center's suite of systems, reviewed all employees who were removed due to their probationary status or who opted into the DRP. Documented impacts to programs and system stability in light of these departures.
3. Began the process of evaluating the utility of expanding the feature toggle feature that gives our program office control over when features are deployed to each USA Staffing environment. Brainstormed options with system architects, including procuring (b) (5) or similar or expanding the functionality we have today.
4. Met with USA Staffing system architect to discuss priorities for our scrum teams, initiatives that we should pause vs. pursue, and ensure our various teams are working on the highest priority features at all times.
5. Met with members of USA Staffing's onboarding and interconnections teams to evaluate the feasibility and advisability of an enhancement request from Treasury's ARC. The team decided that the enhancement was out of scope, so worked with their account manager on language to communicate the decision to them.

(b) (6)
USA Staffing Product Manager
202 (b) (6) | Jennifer.Reaves@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) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=17C03BECE3A649D0B84950D83442642C:(b) (6)]
Sent: Mon 2/24/2025 1:49:55 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]; (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good afternoon,

As an (b) (6), please find below some of my accomplishments from last week, in support of the Administration's priorities and SuitEA's mission to ensure the suitability and trustworthiness of persons working for and on behalf of the U.S. Government:

- Conducted ongoing Program Review activities, reviewing the operating practices and internal controls of an agency to determine compliance with applicable statutes (5 CFR 731, etc), laws, regulations, and policies, and to develop recommendations to improve the efficiency and effectiveness of operations
- Reviewed and analyzed data to draw conclusions regarding the effectiveness of an agency's vetting program and to identify potential risks to the Agency
- Worked on a report on an agency's personnel vetting program that accurately described agency procedures, presented findings, cited applicable policies, identified causation, and recommended corrective actions
- Participated in staff meetings within SuitEA to ensure communication of priorities is streamlined, efficient, and to comply with OPM and Administration requirements
- Shared training information and additional resources related to personnel vetting and the 5 CFR 731 suitability factors with an Agency that inquired about suitability matters, to ensure that Agency can properly vet and onboard appointees

Respectfully,

(b) (6)
Inspector
U.S. Office of Personnel Management
Suitability Executive Agent Programs - Oversight
1900 E Street, NW, (b) (6)
Washington, DC 20415
Mobile: (b) (6)



From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EA31A5E2D2EF4751B208C1FD77DB6D1B-(b) (6)]
Sent: Mon 2/24/2025 1:50:01 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Coordinated with Office of Chief Information Officer (OCIO) on a list of contracts that are expiring by 14 March 2025. Developed justification on why a new contract/option should be completed, forwarded the information through the chain of command to the director for approval.
- Actively assisted team members that took the fork in the road (deferred resignation) to closeout any active projects. Additionally, assisted, comforted, and provided leadership to team members as they went through the RIF process.
- Reviewed, edited, and advised on internal documentation for procurement packages up to the point that they require the authorization to proceed. This includes managing and processing critical paperwork with precision, maintaining compliance with federal guidelines, and ensuring integrity of records to support operational success.
- Fostering interdepartmental collaboration by actively participating in meetings and working groups, contributing to discussions that aligned team efforts with departmental goals and promoted a cohesive organizational strategy. This collaboration also included communication with interested vendors.
- Handled essential administrative tasks including but not limited to workload distribution, scheduling, coordination, and resource allocation. Ensuring smooth operations and enabling colleagues to focus on their primary responsibilities. This included coordination with the other branch chief who took the deferred resignation as I will be supervising that team's workload.

Sincerely,

(b) (6)

(b) (6) Branch Chief

Office of Procurement Operations (OPO) | U.S. Office of Personnel Management
Telephone: (202) (b) (6) | E-mail: (b) (6)@opm.gov

Have a contracting question? Please visit the OPO Customer Portal [here!](#)

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) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=29D48AB0C48949588B6E28A7E3B914FB-(b) (6)]
Sent: Mon 2/24/2025 1:50:06 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hello,

What I did last week was answer the phone in the Retirement Information Office which is non-stop.

- Change direct deposit when needed
- Change address when needed.
- Update both state and Federal income tax amounts
- Give any updates on the FEHB being put on suspension
- Took care of miscellaneous for the retiree/surviving spouse

Thanks have a good one!

(b) (6)

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

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=DAB37DD4F0344607A7AAD82887152CD8-(b) (6)]
Sent: Mon 2/24/2025 1:47:31 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Greetings,

- Approved leave for the week; however, these are the tasks that I am currently working on: project management data.
- Performing technical and consultative services
- Reviewing/auditing case files for quality assurance
- Preparing for HR re-certification and researching regulations
- Providing data for the migration of our new workload tracking system

(b) (6)

HR Consultant
U.S. Office of Personnel Management
HR Solutions / Staff Acquisition

(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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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E3A8E9332A024FCCB6E8DC43C4018129:(b) (6)]
Sent: Mon 2/24/2025 1:47:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Review and Quality Control Work Products such as Evaluations and Position Reviews and Recertifications done by HR Consultants
- Create and manage Assignment Cards for Review and Recertification Project
- Update Program Tracker that tracks work progress for deliverables
- Attend various management and leadership meetings
- Provide consultation and training regarding a variety of classification issues

(b) (6)
Lead HR Consultant
U.S. Office of Personnel Management
Federal Classification Center
HR Strategy and Evaluation Solutions
Cell: (202) (b) (6)
Office: (202) (b) (6)
(b) (6)@opm.gov
www.opm.gov/HRS

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) [redacted] [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=3D9FB20CCF00427482CA3D8DF570A25A:(b) (6) [redacted]]
Sent: Mon 2/24/2025 1:47:34 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?

- Attended various meetings with VRRM, CFO and FAA
- Answered and assisted in areas of concerns from colleagues
- Researched obligated funding
- Researched program funding to be deobligated
- Processed travel vouchers

(b) (6) [redacted]
Voting Rights & Resource Management (VRRM)
Merit System Accountability and Compliance
U.S. Office of Personnel Management
Office | (202) (b) (6) [redacted]
Mobile | (303) (b) (6) [redacted]
Email | (b) (6) [redacted]@opm.gov - (b) (6) [redacted]

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) L./O=EXCHANGELABS/OU=EXCHANGE
ADMINISTRATIVE GROUP
(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A35E84DC56834B8A82BDB435F
A2C5A4C-(b) (6)
Sent: Mon 2/24/2025 1:47:39 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Worked on upcoming procurement requirements to support the OIG mission
Completed market research for upcoming micro purchase renewals
Reviewed the Acquisition Plan in support of the organization's budget execution
Audited file documentation to support monthly micro purchase reviews
Completed fair and reasonable price analysis for acquisition requirement
On medical leave from Wednesday, February 19 - Friday, February 22, 2025

V/r,

(b) (6)
Contracting Officer
U.S. Office of Personnel Management (OPM)
Office of the Inspector General (OIG)
(b) (6) @opm.gov
(w) 202-(b) (6)

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

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D1AFF855D1924F46BADF8CDD387C1B22-A2F2D342-5C]
Sent: Mon 2/24/2025 1:47:40 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: Re: What did you do last week?

In preparation for my transition out of federal service, I accomplished the following items last week:

1. I wrote a written summary of the strategic planning process as currently practiced, an explanation of statutory requirements for agency strategic plans, and a recommendation for to meet minimum statutory requirements for strategic planning.
2. I wrote a written summary of the agency priority goal formulation and reporting as currently practiced, an explanation of statutory requirements for agency priority goals, and a recommendation for to meet minimum statutory requirements for agency priority goals.
3. I wrote a written summary of OPM's transparency practices and public reporting as currently practiced, an explanation of statutory requirements for transparency and public reporting, and a recommendation for to meet minimum statutory requirements for transparency and public reporting.
4. I reviewed colleagues draft transition materials and provided feedback.
5. I communicated with key partners about transitioning workstreams for my departure.

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) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=297D19E6BA33486EA798F6AC0C422F72:(b) (6)
Sent: Mon 2/24/2025 1:47:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov]
Subject: RE: What did you do last week?

Thank you for the opportunity to respond. I appreciate the effort to make government more efficient and transparent.

Last week, I accomplished the following:

1. Drafted and circulated a transition plan for the Postal Services Health Benefits Program and the Enterprise Program Management Office, focusing on transitioning major responsibilities, such as Data Reconciliation, Enrollment Reconciliation, Customer Service, and overall program orchestration, back to relevant stakeholder Offices.
2. Successfully closed out multiple Postal Program Management series, including the Executive Steering Committee, the Postal Leaders meeting, the ePost series, the EPMO Data Tiger Team check-in, and the Program Management Weekly. Per the transition plan cited above, going forward, as the Program pivots out of Open Season into O&M, these activities will be managed by various OPM Offices.
3. Finalized and cleared (b) (5) two draft answers to outstanding OIG information requests related to Postal. (b) (5)
(b) (5)
Therefore, after drafting the proposed responses, we uploaded them to STAMP (the OPM document management/approval portal) so that the Front Office can review, ask clarifying questions, and choose whether to send the information to OIG.
4. I worked with the Program Management Office and multiple OPM stakeholders to rescind the Stop Work Order issued to Boston Consulting Group and their team that provides Postal Program management support. In consultation with the Office of Procurement, it was determined the Order was issued erroneously, so I led multiple discussions that led to the reversal of that order, the reintegration of certain team members, and the re-commencement of critical work, including Program Scenario Planning in anticipation of new leadership direction.
5. As part of our weekly series, I briefed the United States Postal Service and other stakeholders on imminent changes to the Postal Program Management Structure and Operations. This includes, but is not limited to, the dissolution of the Enterprise Program Management Office and the transition of certain responsibilities cited above.

Respectfully,

(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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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8E10D381BD854B65BA65103377A867AE-(b) (6),]
Sent: Mon 2/24/2025 1:47:54 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 was in a leave status for personal vacation after the Federal holiday on Monday. Here are a few bullets for some of what I would typically accomplish in a week's time in direct support of the Postal Service Health Benefits Program:

1. Manage Customer Service Ecosystem – collect metrics from each of 7 customer service entities (internal/external to OPM), prepare for weekly meeting, hold meeting, email requirements post meeting, and coordinate with each entity as needed.
2. Oversee Budget – review updates to PSHB budget, consider actions for each program office RMO, determine next steps, and prepare briefing materials to keep budget on track across program.
3. Project Management – review program milestones and determine updates, delays, or new milestones. Prepare for delivering milestone updates and continue project planning. Work on program stabilization efforts.
4. Change Management – review and update change management requirements, especially for program stabilization. Manage communications, information management, and continuous training updates.
5. Participate in and support various meetings for numerous aspects of program oversight, issue resolution, and continuous forward planning.

Thank you,

(b) (6)
Senior Advisor for Postal Transformation
U.S. Office of Personnel Management
Office of Strategy and Innovation
M: 202-(b) (6)
(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
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Importance: High

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From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FB403E47E3DC4036A92208B530971F97-(b) (6)]
Sent: Mon 2/24/2025 1:47:57 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good day,

- I managed activities related to the preparation for this week's launch of a new PowerApp to replace an existing Excel solution.
- I reviewed and validated the final data migration from Excel to the Dataverse tables/PowerApp with ADF that took place last Wednesday and Thursday.
- I created/published new resources for staff on how to use the new PowerApp and the increased features/functionality.
- I communicated the migration/launch plan to our staff and hosted daily open-door office hours where I advised our project managers on updating their projects in the PowerApp prior to launching this week.
- I managed and communicated with our staff who assist in developing our Power Platform solutions on the support plan for the week of release and any issues related to the data migration process.
- In addition, I also participated in an Understanding IORs Training session for staff members.

Regards,

(b) (6)
Human Resources Specialist

U.S. Office of Personnel Management
HR Solutions / Staff Acquisition

c: (202) (b) (6)
o: (757) (b) (6)
(b) (6) @opm.gov



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

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

and cc your manager.

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6FC71A2FAB7E459B8C3864CB72533F0F-592595FC-C9]
Sent: Mon 2/24/2025 1:48:39 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Hello,

Please see my weekly accomplishments for the week ending February 21, 2025

- Completed updates to the agency enterprise risk register and performed an extract of the register for transmission to be included in the Office of Strategy and Innovation (OSI) Transition Plan. The agency enterprise risk register comprises the list of the most significant risks that the agency faces and is updated routinely in Microsoft Lists and extracted for reporting purposes.
- Provided a detailed description of policies and procedures required for completion of the Agency Risk Profile in alignment with the Federal Managers Financial Integrity Act of 1982 (FMFIA) to be included in the OSI Transition Plan. Documentation included listing of regulatory or sub-regulatory guidance, plain language translation of the applicable policies and procedures, overview of the current treatment in place to address the requirements, listing of OPM-specific resources and systems used to address the requirements, and recommended procedures to follow to meet statutory minimum requirements in an efficient and effective manner going forward.
- Provided a detailed description of policies and procedures required for completion of the Agency Fraud Risk Profile in alignment with the Fraud Reduction and Data Analytics Act of 2015 (FRDAA) and FMFIA to be included in the OSI Transition Plan. Documentation included listing of regulatory or sub-regulatory guidance, plain language translation of the applicable policies and procedures, overview of the current treatment in place to address the requirements, listing of OPM-specific resources and systems used to address the requirements, and recommended procedures to follow to meet statutory minimum requirements in an efficient and effective manner going forward.
- Led the completion of the Final Draft of the OSI Transition Plan including completion of a comprehensive technical document review that included document reformatting; fixes to grammar, spelling, and consistency; review of all contents for comprehensiveness and concision; review of all acronyms; review of all proposed changes; review of all open comments; and review of all hyperlinks.
- Met with Office of the Chief Financial Officer (OCFO) to discuss coordination of fraud risk management activities and revisit how fraud risk is managed across the agency to better adhere to the leading practices for fraud risk management identified by GAO and better meet statutory minimum requirements.

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.

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From: (b) (6) (FEB)/[O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=392DC91FAC024F25AE54543F3A43F9D9-6E7EBE59-27]
Sent: Mon 2/24/2025 1:48:51 PM (UTC-05:00)
To: HR10[HR10@opm.gov]; (b) (6) [REDACTED]@opm.gov
Subject: Re: What did you do last week?

~ Monday, February 17, 2024 - Presidents' Day
~ I was on leave for the rest of the week of February 17, 2024.

Respectfully,

[REDACTED]

Program Director

Federal Executive Board - Southern Region

U.S. Office of Personnel Management

(202) [REDACTED]

[REDACTED] [opm.gov](mailto:[REDACTED]@opm.gov)

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E5E252E85B6A47B6B9944B73C24424DA-(b) (6)]
Sent: Mon 2/24/2025 1:48:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good afternoon,
Per your request, please see below my list of five accomplishments from last week:

- Provided excellent customer service to stakeholders and Individuals while taking calls on our Suitability Helpline.
- Took a suitability action-Wrote and issued a Proposed Removal Letter in support of SuitEA's mission, while meeting the internal timeliness due date.
- Took a suitability action-Wrote and issued a Final Decision Letter in support of SuitEA's mission, while meeting the internal timeliness due date.
- Conducted pre adjudicative work, in part, by reviewing additional investigation results received to determine if we obtained necessary evidence to adequately assess the Individual's suitability for Federal employment. Followed up after assessment to request additional information needed, while mindfully managing workload according to internal processing dates/deadlines on cases.
- Answered question/provided guidance to a lower-grade employee regarding a pre adjudicative work process.

Sincerely,

(b) (6)

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Sent: Mon 2/24/2025 1:49:16 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Weekly Activity/Accomplishments 2/17/25 – 2/21/25

1. Held staff meeting with team to provide instructions and guidance related to close-out activities following the issuance of EO, "Commencing the Reduction of The Federal Bureaucracy" on 2/19/25.
2. Corresponded with GSA officials regarding office space closure for team members under my supervision; ensured office space was clean, and boxes packed to meet the GSA deadline to vacant space (Atlanta, Dallas and South Florida) by Friday, 2/21/25.
3. (b) (6)
(b) (6) Also, provided exit instructions to team members under my supervision who accepted DRP/VERA.
4. Held standing one-on-one meetings with staff to answer questions and provide clarification on expectations.
5. Reviewed and provided comments on documents outlining close-out procedures to sunset programs.

(b) (6)
Regional Director, South Region
Federal Executive Board (FEB)
U.S. Office of Personnel Management
(202)(b) (6)
(b) (6) @opm.gov

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Sent: Mon 2/24/2025 1:49:07 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Assisted a Drug Enforcement Agency HR Specialist with a request for a few historical pay tables that are no longer available on the OPM website.
- Developed a shared archive of historical pay tables covering the years 2011-2015.
- Researched OPM precedent for terminating special rate tables at the request of an agency.
- Reviewed a Special Rate request from the Department of Veterans Affairs to terminate certain special rate tables covering General Engineers occupations.
- Started a draft staff analysis of the VA request to terminate some of its General Engineer occupations tables.

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Sent: Mon 2/24/2025 1:49:31 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

I accomplished the following tasks last week:

- Performed research and analysis of agency program performance by evaluating internal and external source documents to determine agency posture prior to review
- Reviewed and analyzed data to draw conclusions regarding the effectiveness of an agency's personnel vetting program
- Conducted a review of the operating practices of an agency's personnel vetting program and developed recommendations to improve the efficiency and effectiveness of operations
- Prepared a draft report on an agency's personnel vetting program that accurately described agency procedures, presented findings, cited applicable policies, identified causative situations, and recommended corrective actions
- Participated in a staff meeting to ensure my understanding of OPM requirements regarding the Deferred Resignation Program and Return to Office

Thank you,

(b) (6)

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
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Sent: Mon 2/24/2025 1:45:34 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. Completed RIF training
2. Completed CLC training
3. Completed 3 FEMA PD Reviews/ Recertifications
4. Completed 3 FEMA PD Advisories
5. Completed PD DOI Review and Advisory

(b) (6)
HR Specialist (Classification)
U.S. Office of Personnel Management
HR Strategy and Evaluation Solutions
Federal Classification Center
MS Teams: (202) (b) (6)
Cell: (771) (b) (6)
(b) (6) @opm.gov
OPM.gov



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Sent: Mon 2/24/2025 1:45:45 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Proposed a suitability action in a case falling within OPM's jurisdiction.
- Drafted a proposed suitability action.
- Made telephone calls, in an attempt to resolve suitability issues by obtaining the necessary evidence to adequately assess the individual's character and conduct and its potential impact on the efficiency and integrity of the service.
- Sent a written inquiry to an individual to obtain necessary evidence needed.
- Participated in a staff meeting to ensure my understanding of OPM requirements regarding the Deferred Resignation Program and Return to Office.

(b) (6)
Suitability Adjudicator
Suitability Executive Agent Program
US Office of Personnel Management
(202) (b) (6)



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Sent: Mon 2/24/2025 1:46:02 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon: Please see activities listed below.

- The White House issued an Executive Order revoking the Presidential Memorandum of November 13, 1961 (Need for Greater Coordination of Regional and Field Activities of the Government), thereby eliminating the Federal Executive Boards. Last week, I participated in the review/redlining of the Federal Executive Boards' regulations—5 CFR 960—in preparation for deregulation.
- In support of the Return to Office Executive Order, I participated in meetings with National Ops and facilities regarding the return of office space, timeline, and guidance for impacted staff. Seven office locations (Atlanta, Colorado, Dallas, Detroit, Seattle, South Florida, and Oregon) where staff are present had until COB Friday, 2/21, to remove personal possessions and box/ship official records, leaving government issued equipment and furniture in place.
- As program manager of the FutureFeds Fellows pilot program, I led efforts to sunset the FutureFeds Fellows initiatives—including cancelling agency listening sessions, issuing an assessment survey, and offboarding the fellows (i.e., providing performance input to employing agencies and facilitating the return of OPM issued equipment).
- Led efforts to sunset the “*What’s in Your Federal Retirement Wallet?*” two-day workshop scheduled for March 25-26, with over 2,000 federal employees and uniformed services pre-registered. Activities included notifying cross-agency trainers and pre-registered employees, establishing a resource page on Connect.gov, and cancelling Zoom webinar and ASL interpreter reservations. Continued to provide customer service to federal employees and uniformed services, related to the cancellation of this programming and how to access resource materials. This training provided no cost retirement readiness training to federal employees and uniformed services presented by the federal experts.
- Engaged in records retention activities, such as backing up legacy electronic records in alignment with federal records retention requirements.

(b) (6)
Senior Program Manager
Federal Executive Boards: National Operations
Office of Workforce Policy and Innovation
U.S. Office of Personnel Management

o: (202) (b) (6)

(b) (6) @opm.gov

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Sent: Mon 2/24/2025 1:46:41 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Developed, edited, reviewed, and finalized a Notification of Findings and Recommendations (NFR) for Lead Auditor and Chief approval, which was later issued to OPM management regarding OPM operations.
- Indexed/referenced and signed off NFR for Lead Auditor review.
- Finalized and signed off on internal workpapers (to be reviewed by Lead Auditor) for current evaluation regarding OPM operations.
- Developed, edited, and reviewed the current evaluation's draft report while we await management response to the finding. This included preparing sections that accurately documented our scope, methodology, and results of evaluations.
- Met with OE team to discuss current evaluation finalization, including the draft report and the process going forward to issue the draft and final reports.
- Reviewed upcoming evaluation topics and began background research as well as development of initial communications with internal and external stakeholders.
- Reviewed various peer review guidance in preparation for an upcoming peer review.

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Sent: Mon 2/24/2025 1:46:44 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- I took various calls regarding status of refunds requested from former civil service employees.
- I assisted annuitants with gaining access to their online account, so they can make changes as needed.
- I updated annuitants banking information and reissued payments as needed.
- I processed health insurance updates for annuitants and survivors.
- I mailed out various forms needed, designation of beneficiary forms, health care cancellation forms, rep payee forms, duplicate 1099 R requests, verification of life insurance, and Verification of annuity letters.

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B6A1648A2EE64E1192D7FB69ABD795AD(b) (6)]
Sent: Mon 2/24/2025 1:53:19 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 is some of my accomplishments from last week:

- Collaborated with colleagues to discuss further steps of the audit that we are currently performing
- • Making edits to a checklist pertaining to the audit that I am on in our software system.
- • Reviewing and writing up the audit steps and summarizing the results.
- • Ensuring that all documents that are pertinent to the audit are stored in a safe folder and added into the software system.
- Reviewed documentation and audit evidence for potential fraud.

Thanks.

(b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=45F8E2C24C584149A5D9CA417 CDC44BB-B0FA8224-81]
Sent: Mon 2/24/2025 1:50:39 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

As requested:

1. Worked on case examining for (b) (5) by conducting applicant quality reviews, in accordance with the exemption to the hiring freeze.
2. Performed project management duties by preparing and presenting detailed reports for multiple revenue generating customers, enhancing both collaboration and customer service for external stakeholders.
3. Collaborated with internal team to ensure operational efficiency, transparency, and compliance with administrative priorities.
4. Enhanced skillset by attending numerous trainings to include Military Veteran preference to ensure compliance with title 5 and 38, United States Code; AI training focusing on leveraging and fostering AI; collaboration; and oral and written communication.
5. Met with customer to provide guidance and review Reduction in Force (RIF) policies to align with administrative priorities.

Regards,

(b) (6)
Human Resources Specialist
Office of Personnel Management
HR Solutions, Staff Acquisition
P: 202 (b) (6)
(b) (6) @opm.gov | www.opm.gov/HRS



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=309F851AE9DF4DD99C8CD3AB0FE42ECD-(b) (6)
Sent: Mon 2/24/2025 1:50:59 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Conducted research and developed preliminary questions related to upcoming project
- Addressed Senate request related to issued recommendations
- Updated/completed work papers related to an ongoing audit
- Met with representatives of the agency to discuss changes to upcoming audit criteria
- Took training course related to 2025 Yellow Book updates

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

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From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C38EBD121CF4445E8BD0F47D D38EF4CB-(b) (6)]
Sent: Mon 2/24/2025 1:52:21 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Dear OPM HR,


Thank you for your email.

Last week, I was on approved personal time off (annual/sick leave from February 12th to February 21st) to care for my elderly parents. I returned to work today and am fully committed to catching up on any pending tasks and ensuring my responsibilities are up to date. During my absence, all urgent matters were addressed by my colleagues to avoid disruptions.

Please don't hesitate to reach out if there's anything further you need from me at this time.

Best regards,

(b) (6)
HR Strategist
(b) (6)
Talent, Learning, and Development Group
Executive Services and Workforce Development | Workforce Policy & Innovations
o: 202 (b) (6) || Email: (b) (6) @opm.gov

 U.S. Office of
Personnel Management
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[OPM.gov](#)

How is our customer service? Please click on the link below for a brief survey that should take you less than 3 minutes to complete. My organization is Executive Services and Workforce Development. Your input is valuable and will help us improve processes and products so we can support you most effectively and efficiently. Your response is anonymous.
<https://feedback.opm.gov/Community/se/076F44102F24FA34>

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0CAE12F5966046C9B5838B3515702B57-(b) (6)]
Sent: Mon 2/24/2025 1:52:51 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good morning:

My accomplishments last week include, but are not limited to:

- Prepared documentation and responses to several requests from OCIO, OPO, and our ORMO for information about contractor accomplishments during several invoice periods.
- Strategically re-assigning work to my team to cover the loss of our one probationary employee.
- Worked with Product Owner to re-prioritized ADO tickets related to the Brochure Creation Tool (BCT), narrowing it down to the top 4 that must be completed by our development contractor by the end of May.
- Conducted one on one meetings with my staff to discuss project statuses, impediments, and other individual work-related issues.
- Met with CFO to discuss the status of bug fixes and required PSHB-related changes to the Headcount Collection System (HCS).

(b) (6)

(b) (6), Supervisory Analyst
Business Solutions Team, System Development and Implementation
Program Development and Support
Healthcare & Insurance
Office of Personnel Management

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7F36D954872E4607B777D74A3BC0A298-8E62791C-75]
Sent: Mon 2/24/2025 1:52:51 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. Facilitated discussions with subject matter experts to analyze plan to code data collection, access downstream impacts, and proactively address potential roadblocks in Databricks integration.
2. Played a key leadership role in the successful enhancement and deployment of regular file processing that has been put into place after January.
3. Worked directly with staff to drive the seamless processing of monthly provider and postal files for February, ensuring operational continuity.
4. Led cross-functional coordination efforts to refine the deliverable timeline for admin file login integration into the Power BI dashboard, enhancing data accessibility.
5. Spearheaded the implementation of a new structured communication process, ensuring staff receive timely and critical updates on return to office and in office practices.

(b) (6)
Supervisory Analyst

U.S. Office of Personnel Management
Data Management Team- ROVR (Research and Oversight Repository)
Systems Development & Implementation [HI]
Office: (202)-(b) (6)
(b) (6) @OPM.GOV



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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=20593EA510DA4126A88B7379B4239CCD-B8AE1649-4C]
Sent: Mon 2/24/2025 1:52:38 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good Afternoon,

Below is a numbered list of the work tasks I accomplished last week (02/17/2025 - 02/21/2025):

- Created announcement drafts for Department of Homeland Security (DHS) positions, which is exempt from the hiring freeze in accordance with the executive order.
- Revised internal progress documents to streamline operation efficiency.
- Worked on developing certificates to be used by DHS clients.
- Reviewed documentation from client agencies to efficiently determine case acceptance.
- Updated electronic case management software with the most recent status and future deadlines.

Sincerely,

(b) (6)
Human Resources Assistant
OPM HR Solutions, Federal Staffing Center, Staff Acquisition
(b) (6) @opm.gov
m: (202)(b) (6)



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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EB3A6A4ED83F43E98E3FE0FA6D2F058C-(b) (6)]
Sent: Mon 2/24/2025 1:52:42 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon:

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

- Began transition planning for my departure as the Deputy Associate Director along with the Employee Accountability Manager and a senior Human Resources Specialist on my team enabling a smooth transition and continued timely delivery of services.
- Provided oversight and direction to staff responsible for drafting supplemental guidance on the OPM Memorandum “Guidance on Probationary Periods, Administrative Leave and Details,” for distribution across the government-wide CHCO community.
- Provided oversight and direction to the team responsible for reviewing, analyzing, and preparing proposed responses to interagency agency comments on the draft Schedule Policy/Career Federal Register notice (Executive Order 14171, 5 U.S.C. 553)
- Provided oversight and direction to the team responsible for reviewing, analyzing, and preparing responses to public comments received on an interim final rule seeking public comment regarding “Appeal Procedures for Recoupment of Awards, Bonuses, or Relocation Expenses Awarded or Approved for All Employees of the Department of Veterans Affairs” (38 U.S.C. 721 and 723, 5 U.S.C. 553)
- Provided oversight and direction to the teams responsible for reviewing and updating OPM guidance regarding administrative furloughs and shutdown furloughs on labor relations and employee accountability matters due to changes in law or case law.
- Provided general labor relations and employee accountability policy and technical guidance to multiple agencies, upon request, regarding implementation of various presidential directives.

(b) (6)

Deputy Associate Director, Accountability
and Workforce Relations

Workforce Policy and Innovation
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) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F3ED7386136D4941924C8E986950816C-(b) (6)]
Sent: Mon 2/24/2025 1:53:17 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]; (b) (6) @opm.gov]
Subject: RE: What did you do last week?

For the week of 2/17-2/21, I was out of office. Time was requested in advanced.
Prior to my absence, the following tasks were completed in the days leading up to it:

- Testing additional tables and connections added into BI Gateway for DEV and PROD
- Working with EIS team to push ROVR file logging dashboard into production
- Troubleshooting and coming up with resolution to FDC dashboard which needs to be converted post-Azure migration
- Generating and sending updated data documents for benefit year 2024 necessary for the FEHB team
- Began converting FDC dashboard formula and conditions for case information to different syntax (required for Azure migration/BI gateway)

Best Regards,

(b) (6)
Program Specialist
US Office of Personnel Management (OPM)
Healthcare & Insurance (HI) | Program Development & Support (PDS)
W: (202)-(b) (6)

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=343F60AA58EC4BCCBA64F0A99ADBCCA9-707C12B7-8A]
Sent: Mon 2/24/2025 1:53:00 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 supported and defended the Constitution of the United States against all enemies, foreign and domestic; I bore true faith and allegiance to the same; I took that obligation freely, without any mental reservation or purpose of evasion; and I well and faithfully discharged the duties of the office which I hold, and any other duties that were assigned to me.

I took the necessary actions to preserve and make available for future civil servants and the American people the work I did for hundreds of talented and hard-working government leaders and executives over my years of service at the Federal Executive Institute, to ensure that federal leaders and executives have the tools and mindsets that allow them to help all Americans achieve greater prosperity through their high-productivity, public sector, jobs.

(b) (6)
Faculty

U.S. Office of Personnel Management
HR Solutions / Center for Leadership Development / Federal Executive Institute
(b) (6) @opm.gov | (202) (b) (6) | opm.gov/FEI

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D55582A9E6054D28987907001C B2C390;(b) (6)]
Sent: Mon 2/24/2025 1:53:09 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon, HR,

My accomplishments for last week are as follows:

- **17 February 2025, Monday:** President's Day (OOO)
- **18 February 2025, Tuesday:** Sent out payroll reminder email to PMO; attended one-on-one weekly with Program Director; Transferred personal emails to personal email address to clear out computer, responded to internal emails.
- **19 February 2025, Wednesday:** Attended Mid-Week Team Touchpoint _ FY25 OPS Meeting 10:45AM-11:45AM; communicated with my PMO team regarding upcoming week of responsibilities; responded to internal emails.
- **20 February 2025, Thursday:** Completed Payroll for PMO team, attended eOPF Modernization _ Partnership with DIA & the IC _ IPT Kickoff – 1PM-2PM; worked on my Transition of Duties for my sync on Monday, 2/24/2025 w/ eOPF Program Director; completed my Time and Attendance in HR Links; responded to internal emails.
- **21 February 2025, Friday:** OOO (Appointment/Sick Leave)

Thank you.
Respectfully,

(b) (6)
Management and Program Assistant
eOPF Program
Office of Human Capital Data Management and Modernization
U.S. Office of Personnel Management (Office)
202. (b) (6) (Office)
240. (b) (6) (Cell)

202 (b) (6) (Fax)
(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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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=22186E0ABD734000B8E2639919 B1F074-D13885E0-2D]
Sent: Mon 2/24/2025 1:53:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

Good afternoon,

This week I accomplished the following:

- Processed approximately 700 close claim files, working closely with my team to share and delegate the workload.
- Mastered the concept of FERS F Corr searching and assembling, completed almost 150 cases this week, and brought down my average searching time for FERS cases by a significant margin.
- Located 60% of the extensive search cases in my workload that had previously been mis-logged, misplaced, or, incorrectly filed.
- Completed 82 customer service cases on or before the promised response date.
- Learned how to process Non-Case FERS records for search requests.

Thank you for your time,

(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) @opm.gov
Sent: Mon 2/24/2025 1:50:26 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,
Please see below my five bullets for what I accomplished last week.

- Participate in working groups regarding transition plans to ensure my understanding of OPM requirements
- Reviewed and analyzed data to draw conclusions regarding the effectiveness of an agency's vetting program
- Prepared a report on an agency's personnel vetting program that accurately described agency procedures, presented findings, cited applicable policies, identified causative situations, and recommended corrective actions
- Performed clerical activities to support the efficient functioning of the office in support of SuitEA's mission
- Participated in a staff meeting to ensure my understanding of OPM requirements regarding the Deferred Resignation Program and Return to Office

Thanks 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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A0BA744029B44C85BB62FDE8689B13E0-B7AFA584-D3]
Sent: Mon 2/24/2025 1:50:14 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

1. Reviewed documentation provided in response to my review of Provider Offsets, after updating with that information, the review is 80% complete
2. Reviewed documentation provided in response to my review of Health Benefit Refunds, after updating with that information, the 2 reviews (Solicited and Unsolicited Health Benefit Refunds) in this review are 90% complete
3. Completed my review of Medical Drug Rebates
4. Reviewed documentation provided in response to my review of Fraud Recoveries, after updating with that information, I discovered \$205K due to the FEHBP
5. Prepared presentation of previous audit finding for \$8m due to the FEHBP

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=DDAB2F6202AB4790BD8B0EE5834DAF52-(b) (6)]
Sent: Mon 2/24/2025 1:57:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

1. Calculated and processed survivor and lump sum death benefits.
2. Computed and set up debt collection for Social Security, Interim Pay, and Health benefit debts on survivor's claims.
3. Enrolled survivors and their families in health insurance.
4. Verified, certified life insurance, and set up debt collection for underpayments when required.
5. Sent denial letters with reconsideration to ineligible death benefit applicants.

(b) (6)
Legal Administrative Specialist
US Office of Personnel Management
FERS Survivor Claims
PO Box 45
Boyers PA 16017-0045



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

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From: (b) (6) /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=05CD984636CA4D938A20CD4136C4968A-(b) (6)]
Sent: Mon 2/24/2025 1:54:31 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Tested system functionality and resolved issues on tickets for our Carrier Connect 4.0 release.
- Created the 2026 PSHB pharmacy questionnaire module for Carrier Connect
- Reviewed and documented our Brochure Creation Tool manual for content and 508 compliances. Created a list of items that must be corrected or updated ahead the release of the new manual.
- Worked with a colleague to review, troubleshoot, and documented an error in Fund Control's Headcount system preventing submissions
- Documented change is system process for Headcount

Thanks,

(b) (6)
Program Specialist
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) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6ECE43B1A65841CA9323783F699FDF58-(b) (6)]
Sent: Mon 2/24/2025 1:55:40 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

Hello,

Last week I accomplished the following:

1. Reviewed priority travel for the OPM/OIG
2. Discussed updates to the OPM/OIG FY 2025 budget projection
3. Reviewed upcoming critical procurement actions for the OPM/OIG
4. Updated OPM/OIG Criminal Investigator labor reports for payroll
5. Prepared procurement reports for OPM/OIG senior management

Thanks,

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



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

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=57E4DC6E22E14EF1B2EE3D5D FCF3E9C1-(b) (6)]
Sent: Mon 2/24/2025 1:56:24 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?

- Conducted a review of the operating practices of an agency to determine compliance with applicable statutes, laws, regulations, and policies, and to develop recommendations to improve the efficiency and effectiveness of operations
- Prepared and submitted a final report on an agency's personnel vetting program that accurately described agency procedures, presented findings, cited applicable policies, identified causative situations, and recommended corrective actions
- Reviewed and analyzed data for an upcoming agency review to draw conclusions regarding the effectiveness of the agency's vetting program
- Attended the monthly Background Investigations Stakeholders Meeting
- 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) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7C106CCA36C841C5870D6BF76D778EF6(b) (6)]
Sent: Mon 2/24/2025 1:56:46 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Please see items below as requested.

1. Researched inquiries and provided guidance related to employee relations issues.
2. Reviewed and interpreted 5 CFR regulations in reference to MDR and management rights to provide guidance to agency customers.
3. Created draft critical elements for potential government wide use for IT position descriptions.
4. Participated in an internal training to broaden scope of AI in our customer projects for performance management.
5. Established a teams folder and task cards for a performance management project developing new performance standards for an entire organization.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F38E5893C55F4358A276EC6F5EA0EF37-(b) (6)]
Sent: Mon 2/24/2025 1:56:37 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?
Attachment: What did you do last week.docx

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.

What did you do last week?

- Participated in our weekly status meetings for discussions and/or presentations of our BCBSAL audit.
- Completed all assigned tasks (including administrative duties such as travel authorizations/vouchers, updating group audit time logs, HRLinks Time & Attendance reports, etc.)
- Reviewed the Plan's response to 65 samples for the information request #17 – cost center. Put together a follow-up questions to communicate to the Plan that we have additional questions on some of the responses. Also sent the Plan an agenda requesting meetings with the cost center managers to discuss some potential issues.
- Started reviewing 20 samples for the information request #18 – General Ledger Transactions samples. The Plan provided supporting documentation (e.g., invoices and copies of checks or wire transfers issued for payment) for each of the general ledger transactions which I started reviewing.
- Started reviewing information request #19 – Allocation samples. Summarize by month the total corporate expense, FEP allocated expense, and FEP/ corporate percentage for each sample.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1F578A55D1194E97999BF9D669D6F6BC-FA1B56EB-AF]
Sent: Mon 2/24/2025 1:53:43 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Important note: I only worked 9 hours last week.

- **Facilitated Transition** – Organized essential documentation and records to ensure a seamless and compliant transition under the **Deferred Resignation Program (DRP)**.
- **Analyzed Assessment Center Materials** – Examined current assessment center exercises to identify needed updates to better align with current operational realities.
- **Assessment Feedback Report Preparation** – Performed an initial review of materials in preparation for writing assessment feedback reports.
- **Reviewed Assessments** – Revisited selection instrument content to identify any needed updates.
- **Engaged in Administrative Meetings** - Attended discussions to understand and implement new directives, ensuring alignment with organizational requirements and objectives.

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

U.S. Office of Personnel Management
HR Solutions / HR Strategy and Evaluation Solutions/Assessment and Evaluation
o: (202) (b) (6)
m: (202) (b) (6)

(b) (6)
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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:46 PM
Subject: What did you do last week?
Importance: High

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

and cc your manager.

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0458621EDA6C4CBDA1E10E27C8DFB8E3-(b) (6)
Sent: Mon 2/24/2025 1:53:49 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Hello,

Last week I

- Processed my weekly adjudication bundle using the first in/first out method.
- Responded to annuitant questions about their retirements and elections letters sent to them.
- Ensured retirement packets were completed by HR and Payroll reaching out for additional information when needed.
- Followed up on my hold files to ensure I would receive the information requested in a timely manner.
- Assisted another department in the development of retirement cases as it is our busiest season to help keep the flow of retirements moving smoothly.

Thank you,

(b) (6)

Legal Administrative Specialist
FERS Retirement Claims
202-(b) (6)
Fax: 724-(b) (6)

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5EFD1B56503945E69B3A52F252134319-(b) (6)]
Sent: Mon 2/24/2025 1:54:04 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Completed my paperwork related to the deferred resignation program and followed the required exit steps to date.
- Identified colleagues to take over management of my active survey projects. Met with each colleague to set them up for success. Informed my customers of the transition and met with many of them to discuss.
- Submitted income recognition for the projects I manage so that all billing is up to date as my coworkers take over.
- Compiled a list of roles and duties related to my role as technical expert and contract administrator for our survey systems. Met with the six colleagues who will be taking over my duties to set them up for success.
- Informed all external survey system contractor points of contact of the transition and met with them to discuss. Informed all internal IT points of contact of the transition and met with them to discuss.

(b) (6)
Lead Personnel Research Psychologist

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



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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=866D46DB53E04DCE8630DED3B66518A9-9FBD8B8D-A5]
Sent: Mon 2/24/2025 2:00:44 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Reviewed an IT Specialist position description (PD) for one of OPM's customer agencies; identified errors in the PD content and previous title/grade determination. Implementation of findings, including position downgrade, would result in approximately \$15,527 to \$20,196 annual cost savings to the government/taxpayer (based on Atlanta locality pay area of the position).
- Reviewed an Emergency Management Specialist (Regional Continuity Manager) PD for one of OPM's customer agencies; identified errors in the PD content and previous grade determinations. Implementation of findings, including position downgrade across the entire career ladder, would result in approximately \$33,253 to \$49,360 annual cost savings to the government/taxpayer (based on Atlanta locality pay area of the position).
- Participated in two OPM Reduction in Force (RIF) refresher training sessions and reviewed OPM's Workforce Reshaping Operations Handbook in preparation for involvement on OPM's RIF teams to support other Federal agencies in their reduction efforts.
- Collaborated with a manager in one of OPM's customer agencies to discuss accurately redescrining their current positions, creating developmental position descriptions (PDs) to allow the hiring of employees at lower initial entry grades, and developing a more efficient organizational structure.
- Discussed two proposed standardized PDs with one of OPM's customer agencies; implementation of both draft position descriptions should result in position downgrades across dozens of positions and an estimated \$60,424 to \$98,205 annual cost savings *per position* to the government/taxpayer (depending on the locality pay area of the position).

(b) (6)
HR Specialist (Classification)
U.S. Office of Personnel Management
HR Solutions / Federal Classification Center
Teams: (202) (b) (6)
Mobile: (202) (b) (6)
(b) (6) @opm.gov | www.opm.gov/HRS



From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FA5590BB90744AE38754EC2A7BEF0C02-(b) (6)]
Sent: Mon 2/24/2025 1:59:02 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good Afternoon,

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

- Continued drafting of an Employee Assistance Program (EAP) Guide for Supervisors to equip federal supervisors with strategies to effectively implement Employee Assistance Programs (EAP) to foster a supportive and high performing work environment.
- Conducted review of current WorkLife guidance (EAP, Childcare, Adult Care, DVSAS, Worksite Wellness) and resources to identify and remove DEI references IAW EO on “Ending Radical And Wasteful Government DEI Programs And Preferencing”.
- Conducted review of the outdated Elder and Adult Care guidance and developed project plans and strategies to update guidance.
- IAW with the responsibilities/definitions directed in PL 115-435, conducted a review of annual reporting process, evaluations of existing program frameworks for agency partners, and conducting research into emerging trends and practices to improve efficiency.
- Responded to agency inquiries and requests for interpretation of statutes, regulations, and policies to inform program decisions and implementation.

Kindly,

(b) (6)

HR Specialist

Workforce Culture

Executive Services and Workforce Development || Workforce Policy and Innovation

Phone: +1 202- (b) (6) | Email: (b) (6) @opm.gov



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

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

From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 1:46 PM

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F6B23422A3ED4630922481E8F6BD56A6-(b) (6)]
Sent: Mon 2/24/2025 1:59:47 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

In response to this request, here are a few of the tasks I accomplished last week:

- Oversight of the workload management of the Operations Program Office to ensure SuitEA operates efficiently in carrying out its mission.
- Review and approval of agency's adjudicative decisions that were flagged as inappropriately adjudicated according to suitability policy, so that appropriate communication to agencies is made in a way that will help agencies effectively carry out their delegated suitability functions, as well as comply with OPM requirements.
- Coordination with supervisors to plan work assignment to subordinates based upon priorities, consideration of difficulty, requirements of assignments, and capabilities of employees, as well as discussed plans for cross-training on all work processes that will allow us to work towards optimal program performance and ensure SuitEA operates efficiently in carrying out its mission.
- Coordination with Policy & Training office to discuss and plan support opportunities in connection with an agency request for specialized training in connection with referrals made on cases with evidence of material, intentional falsification; these efforts aim to help agencies effectively carry out their delegated suitability functions and support improvements in personnel vetting processes for a trusted workforce.
- Coordination internally within Operations as well as in collaboration with points of contacts within OPM CIO and OPM Facilities, Security & Emergency Management (FSEM), to begin the preparation and smooth transition for the return-to-office requirement for all staff by March 3rd to ensure SuitEA operates efficiently in carrying out its mission.

Kind Regards,

(b) (6)
Program Manager
Operations (Adjudications)
Suitability Executive Agent (SuitEA)
Office: (202)(b) (6)
(b) (6) @opm.gov



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=AFEF900DD6974A87A9456B0914C4C662-244CD103-24]
Sent: Mon 2/24/2025 2:00:06 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Created detailed risk assessment reports for succession planning initiatives involving multiple agencies, streamlining actionable approaches. This also included collaborating with agencies to identify workforce gaps, future talent needs, ensuring alignment with the agency's strategic goals.
- Met with agencies to discuss workforce planning challenges to identify opportunities for improvement related to creating result-driven solutions for workforce planning goals.
- Analyzed client data to create a detailed aggregated report that highlighted workforce trends, retirement risks, benchmarks, and skill gaps.
- Tracked project progress to ensure deliverables were completed on time, within budget, and aligned with individual agency goals.
- Planned and executed the collection of workforce data. This included using qualitative and quantitative to implement workforce solutions.

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D6CEAF6A48D04D33BB7961A8FC14134D-6BB1D057-1F]
Sent: Mon 2/24/2025 1:59:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hello,

Please view what I have accomplished last week:

- I had a one-on-one meeting with my lead, (b) (6) to discuss the 2210 Skills-based project that I was given and ensure that I have the correct Cyber Workforce dashboard. Learned that I had the old draft version and needed to request the authenticated version of the Cyber Workforce dashboard.
- Created and formatted a draft cyber workforce dashboard PowerPoint presentation while awaiting access to the authenticated version of the Cyber Workforce dashboard to retrieve data from FY2024.
- I had a meeting with (b) (6) (manager - WPI/TACVP/CAP) and her team, who are working on the 2210 Skills-based project where introductions have been made and to let the team know how I am helping support the project.
- Reviewed 14 out of 37 resources (Frameworks/Competency models) for a bibliography project.
- With the 14 resources that I have reviewed, I started the bibliography format and gave a summary of each framework/competency model in preparation to be shared with a focus group in March.

Very Respectfully,

(b) (6)
Student Trainee (Administrative)
Office of the Director
(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) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=68F5A3F048FD4298B041C51E95F4DA4A-(b) (6)]
Sent: Mon 2/24/2025 2:00:00 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good day,

Working days last week were 2/18 and 2/19. On leave 2/17 (holiday) and 2/20 (sick leave), 2/21 Day off. Please see accomplishments below.

1. Reviewed RIF policies and procedures to align with administration policies
2. Attended an internal agency training on specific hiring eligibilities
3. Familiarize myself with transition direction for new workload tracking system

(b) (6)
Human Resources Specialist
U.S. Office of Personnel Management
HR Solutions/Staff Acquisition
Phone: 757-(b) (6)
Teams: 202(b) (6)
(b) (6) @opm.gov



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

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Deadline is this Monday at 11:59pmEST.

From: [REDACTED] [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=4C926A05D0DF457E8FB0D52667B1948C-[REDACTED]]
Sent: Mon 2/24/2025 1:58:16 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: [REDACTED]@opm.gov
Subject: RE: What did you do last week?

Hello,

As requested, accomplishments for last week.

1. Reduction in Force Consultation: Provided expert guidance to multiple agencies on reduction in force procedures, ensuring strict adherence to current Executive Orders.
2. Policy Compliance Assurance: Conducted thorough reviews of agency policies to confirm alignment with federal mandates, mitigating potential compliance risks of reduction in force.
3. Regulatory Updates Dissemination: Kept agencies and team informed of the latest regulatory updates related to workforce reduction management.
4. Documentation Enhancement: Revised and improved documentation related to reduction in force procedures, ensuring clarity and compliance.
5. Cross-Functional Team Leadership: Led cross-functional teams in executing reductions in force, restructuring plans, ensuring seamless coordination and implementation for multiple federal agencies.

Very Respectfully,

[REDACTED]

MBA, MASCL

Branch Manager
U.S. Office of Personnel Management
HR Solutions/Staff Acquisition

[REDACTED]@opm.gov

Teams Phone 202-[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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=13C209C38B2A412D89A15FD30B642BF2-(b) (6)]
Sent: Mon 2/24/2025 2:04:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Changed the names on cases for annuitants
- Made sure annuitants cases were logged to their proper assignments
- Sorted incoming correspondence and delivered it to its proper area.
- Matched annuitants cases with incoming correspondence in order to prep it for necessary work done by our Legal Administrative Specialists.
- All other duties that were included in my job title were complete, including responding to faxes from other agencies, responding to requests for Designation of Beneficiary

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=02DB9F2F735B47F18AE9E9211D4A2976-(b) (6)]
Sent: Mon 2/24/2025 2:04:19 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

As product owner for Benefits Plus and helping stand up the new Carrier Connect replacement for Benefits Plus, my time is split between many different areas. Below is a listing of what I did last week.

- Performed 508 formatting, in accordance with section 508 laws, on the annual Financial Reporting and Audit guides. This work was done to ensure this official communication is compliant with Section 508 federal laws regulating that electronic information be accessible to people with disabilities.
- Worked on the annual Automated Data Collection survey that goes out to all FEHB and PSHB health carriers. Due to multiple system updates and security changes since the last report, extensive smoke testing is needed to identify all issues.
- Performed Carrier Connect testing of new and current features to include Contract reporting features. Extensive testing on Archiving data after completion to ensure expected functionality. Multiple User levels tested to ensure necessary users have access while others do not.
- Assisted Health Plan Carrier users of Benefits Plus with account creation and troubleshooting existing login issues. This is to included account resets and assistance in resetting (b) (6) to allow access to our systems.
- Audited tickets and work performed by contractors for the period of December through January. Reviewed for work performed across multiple systems during the specified period. All updates passed along to supervisor for reporting.

Respectfully,
(b) (6), Program Specialist
US Office of Personnel Management
Healthcare & Insurance | Business Solutions Team



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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2D871CC4BFB94862AF3AA7E0B9A351BF:(b) (6)]
Sent: Mon 2/24/2025 2:03:18 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?

Responded to customers inquiries... email and/or phone calls.

Analyzed, researched, conducted reviews of cases via reports and prepare write offs when amounts were 500 or less and/or debt was too old to correct... Reviewed daily reports of system payments.

Reconciled claims and/or generated overpayment (EFT Letters) to be sent to debtors

Reviewed, reconciled, and ensured refunds are/were before initiating request and/or make necessary corrective action to reconcile the account balance... Processed refunds due to customers.

Perform the necessary actions, i.e... requested Lexis Nexis, case building, and reviewing documentation, for debts eligible to be certified for Off Roll Collections.

Prepared abandonments and cash in-lie... working with program officers within OPM, Financial Institution (Banks) and Treasury to reconcile, analyze, and to correct discrepancies.

(b) (6)
Accounting Tech | Financial Management Specialist
United States Office of Personnel Management / CFO
Receivable Management
1900 E Street NW
Washington DC 20415

202-(b) (6) | (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

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=454F2AE770744238BFA3EFAF82C1BF46-(b) (6)]
Sent: Mon 2/24/2025 2:03:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Significant Actions Completed: February 17-21, 2025

Overview: While serving as project manager/co-project manager on three respective projects, several key organizational development and strategic consulting initiatives were executed.

These efforts focused on workload assessments, organizational design evaluations, facilitation planning, and strategic workforce development.

Key Actions:

- **Executive Briefing:** Conducted a high-level briefing for senior leadership on the next steps of an inter-agency agreement, including workload assessment, focus groups, survey assessments, and process mapping to evaluate and enhance organizational design.
- **Facilitation and Consultation:** Led discussions with key stakeholders on organizational design, providing insights into the current and future state of their operational framework to improve efficiency and alignment with strategic goals.
- **Facilitation Guide Development:** Prepared a structured facilitation guide to support an upcoming organizational analysis, ensuring a comprehensive approach to assessing and refining operational processes.
- **Executive Brief Proposal:** Developed a proposed executive briefing for leadership, outlining a strategic approach to centralizing and optimizing training programs to enhance workforce development initiatives.

- **Action Plan for Training Program Centralization:** Drafted an implementation strategy for a centralized training program, integrating internal and external stakeholder requirements. This initiative aims to streamline compliance, enhance efficiency, and support comprehensive workforce development.
- **Strategic Consulting Initiative:** Contributed to the development of an internal initiative to establish a dedicated organizational design workshop within the consulting portfolio, aimed at expanding capabilities and service offerings.

Conclusion: The past week's efforts have advanced key strategic initiatives, strengthened inter-agency collaborations, and laid the groundwork for improved organizational efficiency and workforce development. Continued progress on these initiatives will ensure alignment with long-term strategic objectives.

(b) (6)
Organization Design Practitioner-Developer
Metro-Atlanta Region
U.S. Office of Personnel Management
HR Solutions /HRSES
Strategic Consulting Center/Organization Design (SCC/OD)

c: (202) (b) (6)
o: (202) (b) (6)

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

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) @opm.gov
Sent: Mon 2/24/2025 2:00:57 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Completed updating 2025 Budget report to reflect the 2025 adjustments.
- Completed and submitted daily expense request report
- Partially completed the 2025 and 2026 budget review
- Partially completed 2nd quarter financial report for FY 2025
- Compiled and submitted information necessary for FY 2025 for current staff for the budget projections.

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A4692D81FDE04C96824537B6C76EF414-5E178EA2-3A]
Sent: Mon 2/24/2025 2:01:04 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- File close claims after they are delivered to files section verifying, they were alphabetized correctly.
- Look up blue requests and C-numbers to determine case location and alphabetize them correctly.
- Look up FCORR cases on DCCS and go pull them from filing cabinets, then assemble the paperwork into the case.
- Do initial and special searches for IRR's.
- Alphabetized blue requests, C-number requests, Desi's, and CIB faxes.

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

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=37342B174B054635A0249FB89AF8EA4C-727DD95B-A7]
Sent: Mon 2/24/2025 2:01:19 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Sent out a number of Union notifications to (b) (6) per the CBA.
- Took bargaining notes for OPM's Labor-Management.
- Updated (b) (6) CBA to make it 508 Compliant.
- Put together separation packages for termed employees.
- Confirmed current and past OPM employment for DCSA's eVoucher system.

(b) (6)
HR Assistant
OCHCO, Workforce Relations
Teams Number: +1 202-(b) (6)
U.S. Office of Personnel Management
OPM Human Resources



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1C18EF7F76F545FCA8005F59421407D9:(b) (6)]
Sent: Mon 2/24/2025 2:02:02 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Please see below:

1. Worked with team and client to transition DCMA program evaluation project
2. Worked with team and client to transition NSF Cyber SFS program evaluation project
3. Reviewed results of FEMA focus groups
4. Summarized results of DCMA CDP program evaluation
5. Provided support for coaching clients

Thank you,
(b) (6)

(b) (6)
Lead Personnel Research Psychologist

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



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

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

and cc your manager.

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=688BFF64E5C0461498AAD93276416F2A:(b) (6)]
Sent: Mon 2/24/2025 2:02:05 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

My five bullets of what I accomplished last week.

- Coordinated office maintenance for all three OPM OIG Offices related to lights, and shredding.
- Provided Security Panel Alarm Access information to OPM Security for yearly maintenance
- Assisted OPM OIG administration staff with checking the office mail.
- Assisting CFO office in updating the E2 Travel routing pool.
- Track unpaid invoices.
- February 19 was my (b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C1CF170FAC3F444EB6C5D10813BAB21E-(b) (6)]
Sent: Mon 2/24/2025 2:02:40 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]; (b) (6) @opm.gov]
Subject: Re: What did you do last week?

OPM/ FSEM
Security Assistant GS-0086-05

Major Duties and responsibilities for the business week of February 17-21, 2025

- Initiated investigations utilizing the eAPP system. Addressed completeness and accuracy of information provided. Provided review of initiated cases for scheduling with DSCA, rejecting those needed for corrections.
- • Completed reports such as the e-delivery of closed investigations and fingerprints, as well as enter on duty for interim clearance cases. Monitoring of the PSG mailbox to ensure timely communications are delivered to both the PSS and SA staff.
- • Provides support to adjudication staff and COR/ROM in addressing specific case processing concerns. All cases reviewed were moved into case management review or priority review dependent upon issues discovered.
- • Provided support by ensuring timely separation of contractors that have been removed from OPM contracts. Provided review of contractor training manual for corrections and to update outdated.
- • Provided guidance to COR's in relation to updating 1715 forms for contract extensions and continuously vetting enrollments. Provided updated and accurate information to the team enrolling contractors in the continuous vetting process.

Respectfully,

(b) (6) | Security Assistant

U.S. Office of Personnel Management
Office of Facilities, Security, and Emergency Management | Personnel Security
D: (202) (b) (6) | [OPM.gov](https://www.opm.gov)



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9230C793CBC14CC1BC7C90572A06C130-(b) (6)]
Sent: Mon 2/24/2025 2:08:00 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Completed daily budget data call issued by OCFO, on behalf of OCIO. Reviewed with CORs: payments made to (b) (5) (b) (5) contracts. Reviewed OCIO PCard and Travel transactions.

Review/approval PRISM/G-Invoicing requisition documents for award/de-obligation

IAA Data Call (data review and submission to OCFO)

Advised TBM team on data sources, data population inside of OCIO Budget Analytics model

Pulled Splash BI reports for ingestion into budget analytics model, balanced/published OCIO budget numbers to OCIO RMO Reports

Weekly synchronization with OCIO partners, via organizational meetings, to validate/realign budget forecasts

(b) (6) @opm.gov
OCIO RMO Budget Analyst
(325) (b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A72EF62967194E228013A7A94740EC3F-(b) (6)]
Sent: Mon 2/24/2025 2:08:18 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- **Workload management:** Assembled, screened, reviewed all assigned case bundles and initiated development to interagency contacts for additional necessary information required to fully satisfy retirement applications for completeness at a fully successful level. All cases requiring a thorough search of OPM files were conducted to procure payroll records older than ten years of service for former agencies the annuitant worked for.
- **Quality:** All cases assigned were done promptly and correctly with 100% accuracy assuring timeliness and completeness at a fully successful level. All work is done to assure agency timelines are met for all case types ranging from basic to advanced cases with complex requirements.
- **Customer Service:** Received and returned emails from interagency contacts, employees and annuitants to ensure prompt completion of all assigned cases. Additionally received and returned all phone calls, voicemails and fax requests for additional clarification of necessary information. Direct interaction with annuitants in the process of applying for retirement benefits via phone calls and emails to answer all questions their former agency failed to address or to correct any confusion regarding the application process in full. Full cooperation with management and coworkers to ensure smooth flow of work and maximum flexibility regarding priority cases that require immediate attention. Received numerous compliments directly from annuitants for prompt response times and the ability to clearly and effectively communicate the workings of the process and the current working timeframes via phone calls.
- **Correspondence management:** Received written correspondence, letters, forms and physical faxes for assigned cases. Accurately read and screened forms for total completeness and satisfactory ink signatures.
- **Hold file management:** When OPM receives retirement application cases that are done incorrectly we develop out to both HR and Payroll offices as well as annuitants for corrected forms to be sent promptly. We communicate via email, fax and phone calls to get the necessary documentation and at times must hold cases while we are awaiting responses from the annuitants themselves as well as HR and Payroll staff of other agencies. We conduct the initial contact and continue with courteous yet prompt follow up requests to these individuals. Cases currently being held awaiting responses from outside the agency were screened and follow up requests were completed on all cases currently being held the allotted time before being escalated legal administrative specialist for additional actions to be taken.

(b) (6)

Customer Service Specialist
U.S. Office of Personnel Management
Retirement Development Team
Phone: 202-(b) (6)
Fax: 724-(b) (6)



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Manage your retirement account anywhere and anytime
at www.serviceline.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) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=AEB35B0C55F54E06A901C79498F1CC9C-(b) (6)]
Sent: Mon 2/24/2025 2:04:50 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?

February 16-21, 2025

- Fulfilled the faculty assignment as Lead Faculty for LDS 523
- Delivered virtual federal training per faculty assignment for LDS 523
- Preparation of materials for virtual federal training delivery for LDS 523
- Respond to emails, attended meetings, maintain recordkeeping, and communications.
- Took leave as noted in HR Links.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C943FF98F6674C7BBF10608EC4B54F23-BC1B3D07-71]
Sent: Mon 2/24/2025 2:04:49 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon.

My name is (b) (6) (b) (6) I am currently employed with OPM in File Services in Boyers, Pennsylvania. Below is a brief break down of the tasked I accomplished last week.

- Filing 608 Close Claims in the filing cabinets.
- Searching for C# requests.
- Pulling 159 F CORR.
- Assembling 193 F CORR cases.
- Doing initial searching.
- Extensive searching for case requests.
- Three and a half hours of expanding.

With the increase of Close Claim and F CORR cases I have been helping where needed to get the daily required tasked completed. I am willing to learn any new skills that will help me improve and become more knowledgeable of the operations of OPM.

Thank you,

(b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7F36D954872E4607B777D74A3BC0A298-8E62791C-75]
Sent: Mon 2/24/2025 2:05:15 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Below are 5 bullet points of what I accomplished last week. My manger is cc'd.

- Facilitated discussions with subject matter experts to analyze plan to code data collection, access downstream impacts, and proactively address potential roadblocks in Databricks integration.
- Played a key leadership role in the successful enhancement and deployment of regular file processing that has been put into place after January.
- Worked directly with staff to drive the seamless processing of monthly provider and postal files for February, ensuring operational continuity.
- Led cross-functional coordination efforts to refine the deliverable timeline for admin file login integration into the Power BI dashboard, enhancing data accessibility.
- Spearheaded the implementation of a new structured communication process, ensuring staff receive timely and critical updates on return to office and in office practices.

(b) (6)
Supervisory Analyst

U.S. Office of Personnel Management
Data Management Team- ROVR (Research and Oversight Repository)
Systems Development & Implementation [HI]
Office: (202)(b) (6)
(b) (6) [i@OPM.GOV](mailto:(b) (6)@OPM.GOV)



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7408E898DE5441B5853BE23D5EE6E381-B1C6ED4F-C1]
Sent: Mon 2/24/2025 2:05:35 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

Hello,

Conducted an audit and review of examining cases to ensure compliance and completeness
Reviewed reduction in force (RIF) policies and procedures to align with administration priorities
Continued to refine and update internal processes to enhance operational efficiency
Participated in a training session on latest compliance standards and best practices
Input data into new workload tracking system, verified data accuracy and completeness

(b) (6)
Human Resources Specialist

U.S. Office of Personnel Management
HR Solutions, Federal Staffing Center, Staff Acquisition
c: (202)(b) (6)
(b) (6) @opm.gov
OPM.gov



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) (FEB)/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CB3FE935614D4F849E3ED30F902A9E64-79595446-DC]
Sent: Mon 2/24/2025 2:05:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Hello – please see below my accomplishments/activities last week.

1. Hosted and facilitated the (b) (6) FEB Recruit, Retain, Engage Committee meeting, which focused on the OPM/OMB Hiring Freeze memo and resources to assist federal HR staff. Finalized logistics, including preparing the agenda and presentation materials for the meeting.
2. Finalized the FY25 Combined Federal Campaign (CFC) charity application review process with the (b) (6) FEB. Drafted communications and reached out to the Executive Steering Committee members to document votes.
3. Completed mandatory New Employee Ethics Orientation training, as required for all new employees onboarding to OPM.
4. Upon receipt of the Executive Order “Commencing the Reduction of the Federal Bureaucracy” on February 19, 2025, began orderly shutdown of the (b) (6) Federal Executive Board and (b) (6) Federal Executive Board. Sent communications to the FEB chairs/vice chairs on the closure of FEBs and ensured access to operational documents. Additionally, held meetings with both FEB chairs/vice chairs to discuss final communications/meetings to close out the program.
5. Worked with a micro-detail on the final closure of the (b) (6) Feb office space – vacated and permanently closed as of February 21, 2025.

Best,

(b) (6)

(b) (6)

Program Director

(b) (6) Federal Executive Board

(b) (6) Federal Executive Board

Office of Workforce Policy and Innovation

U.S. Office of Personnel Management

(b) (6) Daylight Time Zone

o: (202) (b) (6)

c: (202) (b) (6)

(b) (6) @opm.gov



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2AB0B5857A254928A82E1AD370F9CE3C-(b) (6)]
Sent: Mon 2/24/2025 2:06:17 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

In response to email, "What did you do last week?"

- Attended a scheduled meeting with OPM's Medical Review Contractor to focus on definitive responses to questions regarding medical reviews and physician specialist opinions.
- Created and reviewed medical review questions and responses. Ensuring consistency between FEHB on disputed claims decisions
- Discussed Medical Review opinions, written inquiries and statements with Nurses to determine appropriateness for medical review, to ensure written inquiry statements are clear and concise, and to agree that necessary documentation is provided for medical specialist opinion reviews.
- Provided on going education and training of claims examiners regarding appeal documentation, case review, legal and medical issues associated with the appeal process.
- Ad hoc discussions on phone with various claim examiners in medical review to educate and assist in medical analysis of benefits for various medical review carriers.
- Researched and reviewed disputed claims medical documentation received from members, providers, and various Plans. Created and submitted appropriate information to the appropriate physician medical specialist for an advisory opinion.
- Collaborated with supervisor to provide an accurate response to other departments in OPM to provide answers to questions regarding FEHB process.

Thank you, please let me know if additional documentation is needed,
(b) (6)

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B20AB04B1A6D4B918D53CCA564912A3B-74165AE1-01]
Sent: Mon 2/24/2025 2:06:17 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good day,

As requested, here are my 5 accomplishments for last week:

1. Updated internal process documentation to enhance operational efficiency.
2. Attended several training sessions on the latest compliance standards and best practices.
3. Provided administrative support to team members working on complex cases.
4. Reviewed and updated team documentation for accuracy and completeness.
5. Monitored and responded to agency and applicant inquiries as applicable.

V/r

(b) (6)

Human Resources Assistant

U.S. Office of Personnel Management

HR Solutions/Staff Acquisition

Phone: (202) (b) (6)

(b) (6) @opm.gov



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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=007CEAB0CA3048519C9AE16FB484D4B4-(b) (6)]
Sent: Mon 2/24/2025 2:09:10 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- 1. Impact Assessment of Workforce Changes:** Collaborated with peers and subordinate managers to conduct a comprehensive analysis of the impacts of Return to Office (RTO), Deferred Resignation, and other workforce changes on the USA Staffing program. This assessment provided critical insights that will inform strategic adjustments, ensuring the program's resilience and sustained efficiency.
- 2. Return to Office Preparedness:** Set expectations for USA Staffing employees regarding RTO and ensured they have what they need to return on March 3.
- 3. Hiring Freeze EO Compliance:** Oversaw the design and development of multiple feature enhancements for the USA Staffing system to align with recent Executive Orders on Hiring and to ensure the OPM Chief of Staff has a performant and user-friendly interface for monitoring and approving new hire onboarding across all agencies that use USA Staffing. These features were all successfully developed and tested within a few days, were demonstrated to (b) (5) and received unanimously positive feedback, and will be released to Production Monday, February 24, 2025.
- 4. USA Staffing Hosting Strategy:** Partnered with the OPM CIO to ensure a cost-effective and efficient approach for continued hosting of USA Staffing that will optimize both on-premises and cloud resources to enhance system performance and reliability for agencies.
- 5. Closed the PMF Application Streamlining Project:** Closed out a project between OPM's Federal Staffing Center and the Presidential Management Fellows (PMF) Program that was going to move the PMF online application and assessment experience to USA Staffing and USA Hire, allowing PMF to decommission their stand-alone system. This effort ended with the termination of the PMF program by Executive Order.

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5A7285CE5388499BB9F82E3733BD9766-(b) (6)]
Sent: Mon 2/24/2025 2:09:09 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Here is a list of what I completed last week:

- completed cases in accordance with required guidelines, policies, and procedures by properly following and completing the required case review checklist.
- managed work assignments in an effective and efficient manner.
- managed aged cases and followed up appropriately in an effort to process cases in a timely manner.
- Responded to customer inquiries in a manner that is compliant with applicable regulations and internal guidance.
- worked cooperatively with others, including team members and internal and external customers.

Sincerely,

(b) (6)

Legal Administrative Specialist
U. S. Office of Personnel Management
RS Claims II Retirement Claims
Phone: (202) (b) (6)
Fax: (724) (b) (6)
Email: (b) (6) @opm.gov

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=27513E9B161C41BC8F1C91F78D84766A-(b) (6)]
Sent: Mon 2/24/2025 2:09:05 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good day,

Please see the requested information below:

1. I served as a consultant to DHS OCHCO providing advice, guidance, and metrics directly to managers and HR Specialists on all phases of the examining process.
2. I conducted quality assurance reviews and audits to ensure compliance and adherence to the Delegated Examining procedures.
3. I reviewed RIF (Reduction in Force) policies and procedures to align with administration priorities.
4. I attended a training session for team members to ensure compliance with new regulatory requirements.
5. I analyzed data from recent case studies to identify trends and areas for improvement.

Thank you,

(b) (6)
Human Resources Specialist

U.S. Office of Personnel Management
HR Solutions, Federal Staffing Center, Staff Acquisition

c: (202) (b) (6)

o: (202) (b) (6)

(b) (6) @opm.gov

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



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

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

and cc your manager.

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=23848B0145EE417E85D1D1D5A18153B9-1372A48B-E2]
Sent: Mon 2/24/2025 2:09:13 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

- Took 229 calls
- Assisted federal retirees with issues they are having regarding their health insurance enrollment
- Escalated several cases for faster processing
- Emailed various sections of OPM for various reasons to assist callers
- Checked statuses of retirement applications, refund applications, health insurance suspension applications

Thank you,

(b) (6)

Customer Service Specialist
Retirement Services-RIO
U.S. Office of Personnel Management
Phone#: 202-(b) (6)
(b) (6)@opm.gov
P.O. Box 45
Boyers, PA 16017-0045

www.opm.gov



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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=AF0F278B5D0A4034A895AE065 AAD2560-(b) (6)]
Sent: Mon 2/24/2025 2:09:29 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?

Hello,

The items that I worked last week (February 17 – 21, 2025) are listed below as requested:

- I provided guidance to agency representatives, managers, and human resources representatives in explaining the Public Law regarding the Staff Acquisition's Scholarship for Service (SFS) Program's hiring authority in accordance with agency policies and resolved Human Resources challenges, providing unique human capital situations which identified opportunities for our scholars. This presentation was delivered to the (b) (5) and their senior leadership. I prepared multiple slides for this presentation and answered many questions to clarify the scholarship program and the caliber of scholars that they would have access to for their selections.
- I collaborated with PIs to determine the amount of funding a scholar would owe if they did not complete the program requirements. I worked with scholars in various phases of reimbursement, including collecting over \$4.1 million from at least 85 scholars who did not fully complete their service obligation. This information was compiled into a package to be sent to the Department of Treasury for payment or repayment. I provided information to Principal Investigators on collecting funds when scholars defaulted on their service obligation agreement and guided them on reimbursing funds received. I calculated the amount of funds to be returned to the National Science Foundation and provided the PI with the required information for reimbursement from the scholar.
- I calculated employment dates to confirm service obligations were fulfilled and worked with Principal Investigators (PIs) and scholars to determine funding owed back to the university or the Department of Treasury if obligations were not met.
- I collaborated with colleagues and supervisors both by phone and email to review workload, create a plan of action, and obtain information to confirm data was correct on the SFS Portal.
- I responded appropriately to sensitive subjects such as repayments or requests for medical releases from the SFS program to resolve issues.

Respectfully,

(b) (6)

Human Resources Consultant, SFS Program Office

U.S. Office of Personnel Management
HR Solutions / Federal Staffing Center / Student Services Branch
C: (202)(b) (6) / O: (202)(b) (6)

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



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

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

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B89B4B05CAAC4EC3875C23FEBABAF90F-(b) (6)]
Sent: Mon 2/24/2025 2:09:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

5 things I accomplished last week are:

- Reviewed the entire BCT Manual
- Documented what sections need to be updated
- Wrote 2 essential tickets to have BCT & BCT Helpdesk year updated
- BCT checking with NAVA to plan future updates for BCT
- Reviewed and updated the entire BCT Teams Folder

Thank you,

(b) (6),

Program Specialist

Business Solutions Team

Systems Development and Implementation

Program Development and Support

Healthcare & Insurance

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) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=97B385BAA2DA48F8A727E789FB5208BB:(b) (6)]
Sent: Mon 2/24/2025 2:09:43 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) [redacted]@opm.gov
Subject: RE: What did you do last week?

During the week of February 17, 2025, I worked from Wednesday, February 19th through Friday, February 21st (I was off on Monday, February 17th for federal holiday and used (b) (6) [redacted] leave on Tuesday, February 18th) and I accomplished the following:

- Reviewed and analyzed audit support documentation to assess whether the auditee appropriately assigned full-time, qualified small business technical advisers as required by the Small Business Act and documented results in a workpaper. (Executing Fieldwork for Current Audit)
- Reviewed and analyzed audit support documentation to evaluate the auditee's cooperation and consultation efforts with the Small Business Administration as required by the Small Business Act and documented results in a workpaper. (Executing Fieldwork for Current Audit)
- Reviewed and analyzed audit support documentation to determine whether the auditee made recommendations to contracting officers to advocate and maximize federal contracting opportunities for small business concerns as required by the Small Business Act and documented results in a workpaper. (Executing Fieldwork for Current Audit)
- Obtained and reviewed the 2023 and 2024 Pharmacy Benefit Manager (PBM) Agreements and associated amendments and started developing a risk-based audit approach for conducting a PBM audit in the fourth quarter FY 2025. (Conducting Planning for 4th Quarter Audit)
- Reviewed edits and finalized the notification letter and pre-audit information request to the Carrier and the PBM for the upcoming PBM audit. (Conducting Planning for 4th Quarter Audit)

Respectfully,

(b) (6) [redacted]

(b) (6) [redacted]

Auditor, Special Audits Group

U.S. Office of Personnel Management | Office of the Inspector General

(b) (6)

(b) (6)

Office: (724) (b) (6) | Fax: (724) (b) (6)

Email: Rhonda.Surrena@opm.gov

From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=3A312A1D8FA74905AB5DA46F6121E4B7-86CBAB48-E3]
Sent: Mon 2/24/2025 2:10:15 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

1. Answered calls efficiently and quickly due to high call times
2. I took 65-75 calls per day
3. Answered calls with varying topics-
 - a. Life insurance
 - b. Health insurance
 - i. RBB
 - ii. PSHB
 - c. Court orders
 - d. Post 56
 - e. Reporting death
 - f. Verification of annuity
 - g. Address changes including direct deposit changes
 - h. General retirement questions
3. Answered calls with varying levels of complexity
 - a. Health benefits
 - b. Court orders
4. Respond to emails from health providers and other departments

(b) (6)

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

P.O. Box 45
Boyers, PA 16017-0045
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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D72D5707D015431299E9BB5D138ED5A6-E04E7D15-B8]
Sent: Mon 2/24/2025 2:10:16 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

- Cleaned, deduplicated, and validated a subset of digital SF2809 Datahub transactional data for use in an analysis on FEHB Open Season 2024.
- Created a Sankey diagram illustrating (b) (5) carriers to better understand customer sentiment expressed via open season transactions. Visualization portable to prior and future years for evergreen analysis.
 - Investigated approximately 20,000 questionable PSHB records for erroneous or duplicate closeout transactions last Nov-Jan. Resolved approximately 2,000 matches so far using transactional data. Process ongoing and continuing to investigate for other patterns.
- Took preliminary steps exploring RX formulary data for Databricks migration. Evaluating historical data, flat files, and Oracle tables that need to be migrated and integrated into a single catalog.
- Remedied firewall access and software setup on new laptop, worked with IT on firewall clearances for Databricks. R/Python toolchains for old apps tested and where needed libraries updated.

(b) (6)

Economist

Health System Analytics | Healthcare & Insurance

U.S. Office of Personnel Management

Teams Tel: +1 202-(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.

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0B83FF4A9E0442F8A662A7C57841F99B-016D3DB1-BB]
Sent: Mon 2/24/2025 2:10:20 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

WC Accomplishments week of February 17, 2025

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

- Continued drafting of an Employee Assistance Program (EAP) Guide for Supervisors to equip federal supervisors with strategies to effectively implement Employee Assistance Programs (EAP) to foster a supportive and high performing work environment.
- Conducted review of current WorkLife guidance (EAP, Childcare, Adult Care, DVSAS, Worksite Wellness) and resources to identify and remove DEI references IAW EO on “Ending Radical and Wasteful Government DEI Programs and Preferencing”.
- Conducted review of the outdated Elder and Adult Care guidance and developed project plans and strategies to update guidance.
- IAW with the responsibilities/definitions directed in PL 115-435, conducted a review of annual reporting process, evaluations of existing program frameworks for agency partners, and conducting research into emerging trends and practices to improve efficiency.
- Responded to agency inquiries and requests for interpretation of statutes, regulations, and policies to inform program decisions and implementation.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=57FA67D4BDCA49669BFEDC10B11981CB-C023BC59-DF]
Sent: Mon 2/24/2025 2:10:47 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 my list for the week of Feb 17th.

- Completed re-alignment and prioritization for HR Insights FY25 workstreams. This includes work to bring two major data systems (EHRI and eOPF) onto platform and unify into a single system. Summary report sent to Executive Leadership. Workstreams include:
 - Architecture
 - Data Migration & Management
 - Data Layer Unification for EHRI and eOPF
 - Program Onboarding
 - Serving/Gold Layer Definitions & Governance Processes
 - Data Products
 - Data Quality Management/Data Assurance
 - Administration and Data Management Capabilities
- Defined immediate next steps for One Data to Collibra migration. Removed impediments. This will enable team to configure data, in Collibra, more efficiently and at a faster pace.
- In conjunction with OCIO, completed process for recent EHRI data releases (April, May and June 2024 Status). New data ingested into Databricks and accessible by DSA (for reporting purposes) as of 2/21/24.
- Admin Related:
 - All recurring meetings held and statuses updated accordingly
 - Wrote extension justifications for two team members (OCIO)

Thank you,

(b) (6)

HCDMM – DSMM

OPM

M: 240-(b) (6)

From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:45 PM

Subject: What did you do last week?

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ABBA605EA3AF47E99B4B53862F6E972B-(b) (6)]
Sent: Mon 2/24/2025 2:10:57 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good Afternoon:

My accomplishments are:

- Contacted Health Carrier and corrected the error (b) (6) could get her medication.
- Received a positive response about a refund payment that a retiree was trying to receive for a sometime.
- Was able to guide a caller to the correct agency to get the help needed.
- Helped retirees/survivors having problems with online access.
- Completed my calls to callers' satisfaction.

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=763FFD47F2FC426896A8667D726432B3-(b) (6)]
Sent: Mon 2/24/2025 11:36:43 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 Survey Analysis Team, responsible for administering the country's largest employee survey – the Federal Employee Viewpoint Survey – results from which are used to (1) drive and support strategic organizational change initiatives in every federal agency, (2) function as a critical data asset for assessing multiple policies/programs (e.g., Veterans), (3) supports oversight activities (Congress, GAO, OMB), and (4) supplies a critical resource for members of the public to assess questions regarding human capital questions for government. By participating in the FEVS, executive branch agencies satisfy a mandate in statute for each agency to conduct an annual survey of their employees (National Defense Authorization Act for Fiscal Year 2004, Public Law 108– 136, sec. 1128, codified at 5 U.S.C. 7101.). During the week in question, I engaged in multiple work assignments including but not limited to:

- Led a brainstorm and created alternatives for the FEVS administration during 2025.
- Reviewed the current survey contract - developed and submitted to leadership several cost-cutting alternatives,
- Led an effort to identify scenario and associated costs for future FEVS. Co-authored final memo with alternatives identifying continuing of the current centralized survey as is current practice with one professional team administering for the entire government, versus a decentralized approach with each agency administering the survey. Team lead research, interview of consultancies and other sources of collected information clearly demonstrates greater efficiencies and cost effectiveness is accrued through a centralized effort, with savings of millions of dollars.
- Led review and planning for ongoing dashboarding of FEVS results with a focus on efficiencies and expanded customer service.
- Met with the team to brainstorm improved archiving of 20+ years of work and data in the event that the team is RIFF'ed. Considered strategies for setting agencies up for success should they have to take on the survey themselves (for the first time since the survey was mandated in 2004).
- Reviewed several reports removed from our website in the wake of executive orders. Met with team to plan for re-do of the reports to ensure public access to materials aligned with current EOs.
- Attended the Federal Data Excellence Award Ceremony, PPS, where my team was honored as an award recipient for best practices in federal data excellence.

We are an extremely busy and dedicated team of professionals. We welcome opportunities to demonstrate and discuss the value of our work and plans for the future.

(b) (6)

Manager, Survey Analysis
Strategic Workforce Planning/WPI
U.S. Office of Personnel Management

(b) (6) [@opm.gov](mailto:(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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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=DA2BEA2A9D514E3D81F3A358F0DA181F:(b) (6)]
Sent: Mon 2/24/2025 11:37:32 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

- Litigated appellate cases before the Merit Systems Protection Board Board related to federal retirement.
- Effectively resolved inquiries from external customers about their retirement benefits.
- Met with my manager one on one to discuss my weekly assignments and other administrative issues.
- (b) (5)
- Completed remand memoranda detailing the decisions of the Board and instructed retirement claims how to process the retirement cases based on the orders from the Board.

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FDE13D022D774EBE93F917379B285AF8-(b) (6)]
Sent: Mon 2/24/2025 11:39:59 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Adjudicated final determinations on medical pass over requests for veterans' preference eligibles in accordance with 5 U.S.C. 3312 and 3318 and 5 CFR 339 Medical Qualification Determinations.
- Collaborated with Hiring Policy team members to develop, ongoing guidance for senior leadership on reduction -in-force (RIF) FAQs.
- Provided technical guidance and assistance to agencies on medical standards approval process in accordance with 5 CFR 339 Medical Qualification Determinations.
- Reviewed physical qualification requirements for safety sensitive positions in accordance with 5 CFR 339 Medical Qualification Determinations.
- Provided consultative advice and guidance to federal agency Medical Review Officer on the role of the U.S. Office of Personnel Management (OPM' s) in the adjudication of psychiatric and psychological objections and to clarify the procedures and guidance used in evaluating these types of cases in accordance with 5 U.S.C. 3312 and 3318; 5 CFR 339 Medical Qualifications Determinations).

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=549361A1BC3044B6917C3E6047920DD9-(b) (6)]
Sent: Mon 2/24/2025 11:40:23 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. Collaborated with the Product Owner and stakeholders to clarify requirements, refine user stories, and ensure acceptance criteria were well-defined.
2. Participated in sprint planning meetings to help prioritize work based on business value, dependencies, and readiness for development.
3. Acted as a bridge between business stakeholders and the development team, providing clarifications, answering questions, and ensuring smooth communication.
4. Assisted with user acceptance testing (UAT), reviewed test cases, and ensured developed features meet business needs before release.
5. Demonstrated completed work to stakeholders, gathered feedback, and contributed to continuous process improvement in retrospectives.

(b) (6)
Business Analyst
U.S. Office of Personnel Management
HR Solutions | USA Staffing® Program Office
c: 202-(b) (6)
o: 202-(b) (6)
(b) (6) @opm.gov
www.OPM.gov



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=3B0A44ACC9474A1C867D9944A3770CE9(b) (6)]
Sent: Mon 2/24/2025 11:40:38 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: Re: What did you do last week?

- Developed performance ratings reporting model to support performance management reporting data products.
- Collaborated with change management partners and stakeholders by knowledge-sharing and planning to ensure continuity of operations given the sudden reductions in force.
- Worked with Agile team to develop short & long term product developments plans toward creating more efficient performance management data products.
- Enhanced existing performance management activity reports to improve report efficiency and human-centered design.
- Collaborated with internal stakeholders to identify business and research questions related to performance rating tracking.

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

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7427BCB34CC7426F82F2C154CA02D8C5-(b) (6)]
Sent: Mon 2/24/2025 11:41:25 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- I checked and responded to email daily Tuesday February 18th-Friday February 21st, 2024.
- Answered 25 calls the week of February 18th-February 21st, 2024. Checked voicemail and responded to calls Tuesday-Friday.
- Responded to callers (Patients, Enrollees, and Doctors of Patients) inquiring about their Disputed Claims Status. Verified the Name, confidential case number with the callers to search the Patients Case and track any updates such as closed cases, and or any additional information needed from patients.
- Checked incoming correspondence, and determined which are disputed claims, Congressional, Correspondence, or Return (Need Additional Information).
- Created 6-8 Cases, and 6 Returns the week of February 18th-February 21st. In addition, mailed confidential high importance documents created by Supervisors, and Legal Claims Examiners.

(b) (6)

Contact Representative

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B2DB9749E7A045EB8DAC69BF9535BD75(b) (6)]
Sent: Mon 2/24/2025 11:42:44 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Reviewed and evaluated Paralegal Specialist processed work to determine if the court orders were interpreted and processed correctly.
- Interpreted and administered court orders by applying laws and federal regulations of various retirement systems as provided in Title 5, of the Code of Federal Regulations.
- Responded to difficult inquiries from Congressional offices, Attorneys, retirees, and other customers, internal and external regarding their eligibility for court awarded benefits.
- Provided technical guidance and assistance to less experienced Paralegal Specialist on complexed cases that require seasoned judgment.
- Calculated and processed former spouse's monthly court awarded benefits against Pending retirement and Post retirement cases.

Thank you,

(b) (6)

(b) (6)

Senior Paralegal Specialist
Court Ordered Benefits

(b) (6) @opm.gov

(202)(b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=ADEBD42539F14994A7E223AAB F6C7DDA(b) (6)]
Sent: Mon 2/24/2025 11:43:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. Prepared reports, memoranda, and other requested documents as required for additional information, evidence, and corresponds with the concerned parties and/or their legal counsel ensuring that deadlines for compliance are met (**responses to agency proposals, agency decisions etc.**).
2. Prepared, negotiated, and communicated relevant findings and conclusions to affected parties, citing applicable legal references (**return to office, telework/remote work policies etc.**).
3. Made referrals as necessary to appropriate agencies and organizations (**FLRA decisions etc.**)
4. Provided guidance and documentation for assisting customers (**bargaining unit employees**) in understanding decisions rendered.
5. Examined case files (**grievances**) to determine issues and sufficiency of evidence or documentation, coordinating with the policy office for legal precedents and analyzing their applicability, as needed

(b) (6)

Retirement Services (Paralegal Specialist)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=851FBC72A4714A04A5287D268 AEEF655-(b) (6)]
Sent: Mon 2/24/2025 11:49:24 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Below is a summary of my accomplishments from last week:

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

Best,
(b) (6)
Paralegal
U.S. Office of Personnel Management
Office of the General Counsel
1900 E Street NW | Washington, DC 20415
Tele: (202) (b) (6)
Fax: (202) (b) (6)

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

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

and cc your manager.

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9165DC7F04854613A478A13C187D3EDF-(b) (6)]
Sent: Mon 2/24/2025 11:54:51 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

My accomplishments for the week of February 17, 2025 include the following:

- (b) (5) [REDACTED]

- (b) (5) [REDACTED]

- (b) (5) [REDACTED]

- (b) (5) [REDACTED]

- (b) (5) [REDACTED]

(b) (6) [REDACTED]
Associate General Counsel
Merit Systems and Accountability
1900 E Street, N.W.
Washington, D.C. 20415
T: 202-(b) (6)
F: 202-(b) (6)

This message, including any attachments, is intended for the use of the addressee(s) only, 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) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0B012D484A0E45DA857C325B2C2A1126-(b) (6)]
Sent: Mon 2/24/2025 11:57:37 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Accomplished last week:

- Support for Retirement Services- Created pattern letters that were sent to approximately 2,300 annuitants to ensure enrollment into the appropriate PSHB plan. This is needed to ensure annuitants are enrolled in the correct health program and the correct premium is being withheld for each annuitant.
- Identified a population of annuitants that will be notified of their health benefit enrollment status and will need to take action/make a new election in order to remain enrolled in their selected HB plan
- Provided on-going analysis and corrections for health benefit reconciliation and reporting.
- Worked with users, Help Desk and Network Support to ensure end-users have access to print functions (i.e. NRPAs, Facebriefs, 1099s, etc.). Identified a specific type of HOD configuration that will need to be updated for continued use with the existing infrastructure.
- Continued analysis on BRGM system programs for the claim number reformatting project. Identified programs that are unaffected and made modifications to programs that required changes to accept the new processing standards for the claim number field.

(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) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8E710C4EF666443DB9B4963A5E084AE5-(b) (6)]
Sent: Mon 2/24/2025 11:57:30 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: Re: What did you do last week?

Here are five accomplishments for last week:

1. Onboarded recent appointed Agency PMF Coordinators and Human Resources Specialists for the PMF Program.
2. Coordinated activities to finalize the peer mentoring activities of Agency PMF Coordinators participating in cohort three.
3. Evaluated the effectiveness of the mentoring program and documented recommendations for future event.
4. Consulted with Agency on the PMF Program requirements to include key provisions, agency responsibilities and available resources.
5. Responded to incoming phone calls and emails from stakeholders on the PMF Program processes.

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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 4:45:48 PM
Subject: What did you do last week?

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A39A41ABA3A4FDF85C304E37068D800-4D4320B0-18]
Sent: Tue 2/25/2025 12:42:05 AM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

What I accomplished last week:

- Answered inbound calls and assist customers with inquiries, issues, or complaints
- Provided accurate account information to retirees
- Resolved inbound complaints in a professional and timely manner
- Documented call details and updated retirement records in Orion
- Escalated unresolved issues to the appropriate departments

Thank you.

(b) (6)

Call Center Representative
Retirement Information Office
U.S. Office of Personnel Management

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

P.O. Box 45
Boyers, PA 16017-0045

www.opm.gov



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

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and cc your manager.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=668BB2C8F779444480D04682798BA147-(b) (6)]
Sent: Tue 2/25/2025 4:59:55 AM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

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

- Conducted review of agency nominations to identify examples related to DEI.
- Responded to agency questions on PRA nominations with respect to DEI language.
- Uploaded and Distributed agency nomination packages among planned Review Boards.
- Identified statutory and regulatory language defining OPM responsibilities with PRA program in preparation for suspension of FY2025 PRA program.
- Drafted language for OPM memo announcing suspension of PRA program.

Thank you.

(b) (6)
Human Resources Strategist
Policy and Special Programs
Executive Services and Workforce Development | Workforce Policy and Innovation
202 (b) (6) | (b) (6) @opm.gov

-Pain is temporary. Quitting lasts forever.



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

[https://\(b\) \(6\)](https://(b) (6))

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7778642B9600436C81A83073EE195BD5-(b) (6)]
Sent: Tue 2/25/2025 6:06:52 AM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good Morning! I work an AWS schedule and am not present on Mondays, I hope this is considered in the reasoning for my delayed response. I also do not telework, so bringing my laptop home is not necessary and I do not have a way to access this email while I am not in office.

Last week I:

- Opened 596 pieces of mail and directed each correspondence to the appropriate department
- Completed 15 COA requests, 21 DD requests, 16 tax change requests, 2 password resets, 104 VOA/VOLI requests, and sent back 36 pieces of return mail for incomplete requests
- Processed 30 designation of beneficiary forms
- Sorted and delivered cases from incoming bins from the DC Offices
- Sorted and counted mail incoming from the post office
- Logged Accountable Mail
- Help Desk Ticket, regarding the updated systems not allowing me to print/fax the above requests

I hope this is compliant to what you are requesting from me.
Thank you, enjoy your week.

(b) (6)
CSR-ROC Mailroom
U.S .Office of Personnel Management
Retirement Operations Center
PO Box 45 Bovers. Pa 16017-0045
Phone: 202-(b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0A4A8EA185A84481A8A125BC1E87D8FD-11C73D0B-FA]
Sent: Mon 2/24/2025 8:06:33 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good evening,

5 bullets of what you accomplished last week

- As an Emergency Management Specialist, I monitored the unclassified and classified information channels.
- I tracked and monitored all local (NCR) and National weather forecasts for potential storms or natural disasters.
- I tracked and monitored emerging security threats and risks to the NCR.
- I completed 2025 Continuity of Operations Training last week.
- I maintain and updated equipment in our facilities used in an emergency response.

Thank you,

(b) (6)
Emergency Management
U.S. Office of Personnel Management
Office of Facilities, Security, and Emergency Management
1900 E St NW | (b) (6) | Washington, DC 20415
O: (202) (b) (6)
(b) (6) @OPM.gov | OPM.gov

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=92A76407416A4BA0952ACDCDA6F5F966-(b) (6)]
Sent: Mon 2/24/2025 8:07:38 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Ensured that systems and processes met critical Postal Service Health Benefits Program needs
- Coordinated with stakeholders within OPM, other Federal agencies, and contractors
- Served as the liaison with contractors that perform critical services for the Postal Service Health Benefits Program
- Developed business and administrative processes to support critical Postal Service Health Benefits Program operations
- Maintained relationships with key internal and external stakeholders to ensure systems and processes meet their needs

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2F8AA6AE1BA446B99DF85CBEF8468F83-(b) (6)]
Sent: Mon 2/24/2025 8:07:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Below are my five bullets of the work I completed last week.

- **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 FAA 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)
Senior Account Manager, COR

U.S. Office of Personnel Management
HR Solutions /USALearning

c: (202) (b) (6)

o: (202) (b) (6)

(b) (6) @opm.gov

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From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D78BED4EFF5A45658113BEDF54331CEE-(b) (6)]
Sent: Mon 2/24/2025 8:09:01 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Work I did last week:

- Conducted coaching for government leaders
- Delivered a leadership development program to government leaders
- Collected and archived records supporting knowledge management
- Coordinated in the planning for delivery of future workshops

(b) (6)
Faculty
U.S. Office of Personnel Management
HR Solutions / Center for Leadership Development
Cell: 202-(b) (6)
(b) (6) @opm.gov

(b) (6) | (b) (6) 22903
(b) (6)

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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) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=38F547946A8E42CAAC3B2D68F4F8FFE-75509380-88]
Sent: Mon 2/24/2025 8:09:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Progressed on the API implementation for usas
- Developed and tested a databricks notebook to streamline data processing
- Authored and refined sql scripts for efficient data manipulation
- Integrated essential features into the API call for enhanced functionality
- Coordinated with the team to ensure smooth integration

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5EFA0480FDAB47A69BE33BCA9BC25448-(b) (6)]
Sent: Mon 2/24/2025 8:09:58 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?

Below are a few of my accomplishments for last week:

1. Served as a senior advisor to HR Specialist (Evaluator) in the development of evaluation plans for human capital management evaluation.
2. Conducted engagement meeting with assigned agency APM to determine pending action items and planned internal audits/evaluations prior to APM's departure.
3. Participated in ongoing meetings in support of the EOs and OPM memorandums.
4. Provided support to team members regarding the implementation of the various workforce-related EOs/PMs and OPM-related memorandums.
5. Developed training materials to include a slide deck (PowerPoint presentation), talking points, participant handouts, etc. in support of human capital planning, implementation, and evaluation in the Federal environment.

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

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From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EEE990AB5F0B433EB39FE5BC C803DC9F-(b) (6)
Sent: Mon 2/24/2025 8:12:54 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?

- Developed required Business Impact Statement for critical program SaaS that helps reduce bureaucracy, as a result of new changes affecting the overall agency.
- Achieved quality output utilizing agency-approved Artificial Intelligence (AI / A.I.) GPT tool by generating prompts for assistance in certain areas and then reviewing outputs, in order to reduce bureaucracy.
- Contributed to team during sessions focused on critical project of streamlining hiring processes across government, in order to reduce bureaucracy.
- Conducted migration of important and approved bureaucracy-reducing SaaS tool to SharePoint, as a result of monthly purchasing shutdown across the agency, causing an inability to continue using the bureaucracy-reducing SaaS and instead necessitating a switch to the less nimble SharePoint.
- Participated in various team meetings on a variety of subjects; last week was short - one day was a federal holiday and one other day was using award leave.

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D86CDAEACB0F47828EB5D8A2873C3AE7-(b) (6)]
Sent: Mon 2/24/2025 8:13:08 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?

- Attended UAT meeting to discuss scenarios to be tested. Completed UAT within the time frame provided.
- Communicated and collaborated with OCFO colleagues to obtain and provide necessary supporting documents to complete my daily tasks.
- Provided reports, charts, or financial reports to supervisor within the time period given by supervisor.
- Provided reports requested by the insurance carriers within the time period given by supervisor.
- Reviewed pertinent insurance carrier documents and updated their records in the system as deemed necessary.

(b) (6)

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

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Sent: Mon 2/24/2025 8:14:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: FW: What did you do last week?

- Screened boxes of court order cases for missing service. Then went to files to retrieve missing documents so cases could be sent to DC OPM for adjudication. Also answered interim pay questions that the surge group had.
- Provided guidance to CSS 10-15 times per day so development and USPS health benefit updates could be completed in a timely manner. Also attended CSRS LAS Offset training for additional steps when entering the ARAPS 2.h Began writing a simplified version of the training for RDS.
- Completed development on complicated retirement cases by contacting agencies, payroll offices and the Retirees. Completed Congressional inquiries and updated the Retiree that the issues were resolved.
- Analyzed retirement cases that were returned to RDS because development steps were missed. Had to determine if it was RDS development or possibly development needed to be completed by a LAS.
- Worked on electronically screening and developing cases for the ORA project. Also had to attend daily meetings to provide updates on my progress.

Thank you

(b) (6)
Legal Administrative Specialist / Escalations
Office of Personnel Management
Phone # 202-(b) (6)
Fax # 724-(b) (6)



From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7B746397D545455BAC171CA0E FE693E2-(b) (6)]
Sent: Mon 2/24/2025 8:15:02 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

This week I accomplished the tasks and duties required of my position description related to:

- Assisted Customer Experience Group Chief with management and oversight in the RIO Call Center
- Participated in Escalation process meetings – to streamline the telephone call escalation process in Retirement Services
- Worked with telephone system vendor (b) (6) to troubleshoot CXOne busy messages
- Worked with web services team to make appropriate changes in systems to accommodate the new retirement claim number format
- Facilitated Performance meeting with RIO managers to spotlight employees struggling with meeting their performance metrics
- LAS – Training recap – Facilitated meeting to discuss who received additional coaching and mentoring this week
- I worked with the RIO management team on our return to office plan of action for the Call Center.
- Facilitated testing of physical work-stations with the help desk in anticipation of staff returning to office on 3/3
- I ensured that my team's payroll was accurate, approved and submitted in a timely manner.

Sincerely

(b) (6)
Program Manager
Retirement Information Office
U.S. Office of Personnel Management

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

P.O. Box 45
Boyers, PA 16017-0045

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BC4F128257764E3CB0688E34B672830D-(b) (6)]
Sent: Mon 2/24/2025 8:19:44 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Created custom vulnerability compliance reports in WiZ for Information Security Officer review.
- Conducted daily health checks for vulnerability management tools to include agent status, scan coverage, and vulnerability definition uploads.
- Uploaded reporting metrics for custom mean time to repair dashboard in PowerBI to help track vulnerability remediation trends.
- Contacted users and sysadmins regarding log4j vulnerabilities, helped removed outdated files, and work on recording remediation timelines.
- Troubleshoot and fixed user access issue to Tenable.

(b) (6)
Information System Security Officer (ISSO), Cybersecurity Division, Cyber Engagement

U.S. Office of Personnel Management
Office of the Chief Information Officer
o: (202)(b) (6)
(b) (6) @opm.gov
[OPM.gov](https://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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FE0B28B8ECB344A5884DB631F65DA567-(b) (6)]
Sent: Mon 2/24/2025 8:19:59 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

As the Deputy Associate Director, Talent Acquisition, Classification, and Veterans Programs, I:

- In support of EO “Implementing The President’s ‘Department of Government Efficiency’ Workforce Optimization Initiative” I reviewed and recommended approval for several agencies (i.e., USAID, HUD, GSA, CFPB, SSAB) to except the 90 day competitive area rule and/or waive the 60 day RIF notice to employees, turning around most requests same day, expediting RIF actions across government in support of the administration’s priorities.
- Also in support of EO “ Implementing The President’s ‘Department of Government Efficiency’ Workforce Optimization Initiative” I approved Voluntary Early Retirement Authority for several agencies (i.e., CFPB, DOE IG, IMLS) to incentivize employee retirements in support of the administration’s efforts to streamline government.
- In support of EO “Commencing the Reduction of the Federal Bureaucracy,” I co-led a cross-functional team designed to sunset the Presidential Management Fellows Program charged with developing a communication plan, crafting regulatory revisions, and devising recommendations for dispensation of current PMF Fellows.
- In support of Executive Order 14151 Ending Radical and Wasteful Government DEI Programs and Preferencing, and Executive Order 14168 Defending Women From Gender Ideology Extremism and Restoring Biological Truth to the Federal Government, I directed my team to review plans submitted by agencies to RIF their DEIA offices and provided technical assistance to multiple agencies (DOE, GSA, State, USAID, Education) to appropriately revise those plans.
- Provided leadership and guidance to my team’s ongoing development of skills-based hiring policy, including a competency framework, job design model, and policy for qualifying tech talent governmentwide using a skills-based approach leveraging AI/ML tools in accordance with Chapter 51 of title 5, U.S.C., and E.O. Reforming The Federal Hiring Process And Restoring Merit To Government Service.
- I led my 40+ team members, helping them navigate implementation of the above referenced EOs, and several others, hosting all-hands Q&A sessions, with particular focus on EO Return to Work.
- The above is a subset of accomplishments in support of the administration’s priorities, particularly as they relate to our statutory requirements and responsibilities for hiring, classification, assessments, and veterans programs government-wide.

Please let me know if you have any questions.

Best,

(b) (6)

From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F46A1FA2E7C3473E91252166FE89640F-(b) (6)]
Sent: Mon 2/24/2025 8:21:42 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: Re: What did you do last week?

1. Worked on troubleshooting deployment issues.
2. Did code reviews.
3. Worked with React-Router to resolve issue with url not resolving.
4. Researched performance/cost improvements to the apis.
5. Collaborated to get a databricks api token created to our various api environments.

Thanks,

[REDACTED]

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A9CCCB18994C45189AAAF5D796FA693-815E3BEC-86]
Sent: Mon 2/24/2025 8:21:43 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good evening,

Here are bullets as requested:

- I performed all the tasks and duties that were assigned to me by my chain of command.
- Updated Procurement Center daily to ensure contract status and file data were correct.
- Conducted multiple meetings with my program office, COR's and vendors on their requirements for contract execution.
- Provided answers vendor questions in response to a request for task order quote that was solicited for a licensing requirement
- Prepared within scope determination, price analysis and modification for a service contract that is incrementally funded due to budget constraints caused by the Continuing Resolution.
- Attended meetings with leadership regarding the Agency viewing 1102 positions within OPM as non-essential where I was informed my entire department would and was RIF'd.

v/r

(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.

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F46A1FA2E7C3473E91252166FE89640F-(b) (6)
Sent: Mon 2/24/2025 8:22:09 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: Re: What did you do last week?

1. Worked on troubleshooting deployment issues.
2. Did code reviews.
3. Worked with React-Router to resolve issue with url not resolving.
4. Researched performance/cost improvements to the apis.
5. Collaborated to get a databricks api token created to our various api environments.

Thanks,

(b) (5)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5204387815CC40E4AADE5959F69360B0-A2321CE3-E3]
Sent: Mon 2/24/2025 8:25:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good Evening,

As requested:

- Provide leadership, direction, and technical guidance to staff while managing workload, performance, and staff development.
- Monitor workload tracking reports for FEHB processing and make eligibility determinations for annuitants and their survivors.
- Analyzed and identified innovative process improvements for workload efficiencies with positive impact to our customers.
- Respond to action items and inquiries from our internal and external customers ensuring prompt resolutions.
- Foster collaboration and contributed to department-wide initiative that helped further mission priorities and strategic goals.

Thanks.

(b) (6)

Program Manager
U.S. Office of Personnel Management
Retirement Services
Retirement Eligibility & Services



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=756E1D2FF7484021B8F615E313422918-13C53079-93]
Sent: Mon 2/24/2025 8:25:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]; (b) (6) @opm.gov]
Subject: Re: What did you do last week?

1. Examining for DHS
2. Examining for USSS
3. Examining for FPS
4. Reduction in Workforce (RIF) support
- 5 Cross-Gov
6. Examining for NTSB

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

On Feb 22, 2025, at 5:46 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) E[/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7E4F314CECD441BEBB24107D58FC5E50(b) (6)
Sent: Mon 2/24/2025 8:29:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- My accomplishments last week include, but are not limited to, providing executive leadership and management direction to four divisions to provide oversight of the following Programs:
 - Federal Employees Group Life Insurance Program
 - Federal Employees Health Benefits Program
 - Postal Service Health Benefits Program (including the PSHB System)
 - Federal Long Term Care Insurance Program
 - Federal Employees Dental and Vision Insurance Program
 - The Federal Flexible Spending Account Program (FSAFEDS)
- Reviewed and commented on a transition plan for the Postal Services Health Benefits Program and the Enterprise Program Management Office, focusing on transitioning major responsibilities, such as Data Reconciliation, Enrollment Reconciliation, Customer Service, and overall program orchestration, back to relevant stakeholder Offices.
- Successfully cleared guidance to FEHB and PSHB Carriers on calculating maximum out of pocket costs for members, ensuring consistency and member-focused processes.
- As part of our weekly series, I briefed the United States Postal Service and other stakeholders on imminent changes to the Postal Program Management Structure and Operations. This includes, but is not limited to, the dissolution of the Enterprise Program Management Office and the transition of certain responsibilities cited above.
- As part of our monthly series, I briefed OMB's Health Division leadership on recent Postal activities, and upcoming changes to PSHB and HI.
- To foster continuity of HI operations, worked with HI senior leadership to prepare to assume additional responsibilities to ensure continuity after my departure from Federal service on Feb 28.

- Reviewed and edited plan year 2026 FEHB/PSHB technical guidance to ensure carriers have information needed to align their benefit and rate proposals with recent executive orders and the Call Letter Addendum
- Conducted weekly meetings both jointly and separately with HI Senior Leadership to provide oversight and guidance on activities.
- Conducted a quarterly HI All-Hands meeting, honoring years of service for HI employees and answering nearly 40 questions from staff about RTO, DRP and more.
- Reviewed and approved all pending contract warrants for HI
- Reviewed and provided feedback on OPM's response to OIG's Audit of the Resolution Process

(b) (6)

Associate Director
Healthcare and Insurance

U.S. Office of Personnel Management
1900 E Street NW, Washington DC 20415

Room: (b) (6)

(202) (b) (6)

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



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A9182B61B0DF4123BEE27D6E6FC8C216-(b) (6)]
Sent: Mon 2/24/2025 8:30:16 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Hello,

Please see the following 5 bullets summarizing my accomplishments during the week of February 17, 2025, as requested.

- I attended leadership training for non-supervisors to enhance my ability to lead teams and projects.
- I collaborated with RIF workgroup members to identify upcoming project assignments, agency needs, and next steps.
- Tested functionality of two new features in the SFS UAT environment, reviewed system data, and collaborated with team members and development team on any issues or concerns identified to ensure program and system needs are met.
- Responded to a variety of inquiries and requests from SFS stakeholders ensuring program support and guidance.
- Reviewed and processed NSF approved commitment deferrals for scholars and reviewed and acted on service obligation submissions from scholars, verifying service based on a variety of documentation submitted and issued service obligation complete letters as appropriate so that scholars are aware they have completed their service obligation and met the program requirements.

Respectfully,

(b) (6)

SFS Program Office

U.S. Office of Personnel Management
HR Solutions, Federal Staffing Center



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

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

and cc your manager.

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F681F03246B84FD8B64693E06D03CC79-A4FD500A-C5]
Sent: Mon 2/24/2025 8:30:32 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

As requested, please see below:

- Collaborated with developers/stakeholders on Falcon planning requirements for USAP
- Continued to refine requirements for future USAP development
- Conducted both sprint and regression testing in support of release 49 and 50
- Supported and created content for USAP's what's new internal release, specifically identifying and creating the SL/ST materials that were included in the release 49
- Prepare and collaborate with colleagues on next steps for USAP release 49
- Complete admin tasks (b) (6)

(b) (6)
Business Analyst

U.S. Office of Personnel Management
HR Solutions / USA Performance
c: (571) (b) (6)
o: (202) (b) (6)
(b) (6) @opm.gov
OPM.gov



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

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

and cc your manager.

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From: (b) (6) [./O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E20AF081B25945489D37791F6EA9B55D-(b) (6)]
Sent: Mon 2/24/2025 8:34:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Answer and forwarded incoming calls to the appropriate office.
- Processed disputed claims.
- Enter correspondences on FDC.
- Responded to telephone inquiries.
- Responded to emails from members/providers.

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

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BF90D4AD7B194D7585D883086B3CAB96-(b) (6)]
Sent: Mon 2/24/2025 8:38:10 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Reviewed evidence presented with both initial disability retirement cases and reconsideration cases, as assigned, applying my medical background/knowledge, and 32 years of clinical experience in a wide variety of settings/practices. (One of this week's cases included a box of medical records with 7 CDs for review, resulting in several thousand pages of evidence to sift through).
- Developed cases and reached out for additional medical evidence, missing documentation/forms and other information needed to make an accurate decision regarding one's eligibility for disability retirement. (Contacts included the applicants themselves, their legal representatives, and agency employees, such as HR Specialists, Supervisors, and Reasonable Accommodation Coordinators).
- Processed claims for both current cases and those that had been on hold while awaiting the necessary information to render a final decision.
- Fielded phone calls and email inquiries from applicants and HR contacts at multiple agencies. Answered questions related to the disability retirement process, what information was required/requested for review, etc. Participated in case conferences with other Medical Specialists as needed.
- Worked with IT troubleshooting/resolving two issues that arose this past week: 1) accessing the network, and 2) opening an application that is used daily to log cases, access demographics, process action codes, and track communications.
- Created a spreadsheet for 2025 to track the amount of pages I am printing for one specific law firm, as they rely on us to print all the records provided from their clients. Plan to share this with my supervisors to see if it can be useful in determining unnecessary time/money spent.

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5367EB77884D40A385492BC0FA577EBA-(b) (6)]
Sent: Mon 2/24/2025 8:38:17 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good day,

As requested, here are 5 points listing my main accomplishments last week:

- Evaluated and analyzed complex work requiring in-depth knowledge of the statutory foundations, policy framework, and operational features of the benefit programs administered by the retirement services. Reviewed changes in automated programs, leading to improved accuracy and enhanced compliance.
- Assisted with management oversight and control of program operations, by writing reports of findings in order to improve operational effectiveness and efficiency.
- Planned and designed quality assurance reviews and management studies covering selected operational areas such as retirement claims processing, annuity roll maintenance, survivor payments, and other functions for which Retirement and Insurance Services is responsible. Revised methodology, conducted reviews, analyzed findings, and wrote up recommendations when discrepancies were discovered.
- Coordinated and conducted internal control activities, including vulnerability assessments to determine the adequacy of safeguards against waste, fraud, or abuse; Ensured compliance and operational integrity. In addition, collaborated with other groups to share professional knowledge and skills, while maintaining high professional standards.
- Utilized statistical sampling procedures to obtain scientifically valid estimates as part of monthly workloads; worked with other staff offices to institute modifications needed to maintain currency of appraisal methods in revising study plans and coverage to reflect program changes. Documented and updated work accordingly.

Thank you.

(b) (6)
Program Analyst
U.S. Office of Personnel Management
Quality Assurance/Benefits Quality
Tel: 202-(b) (6)
Fax: (202)(b) (6)
(b) (6) @opm.gov



From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) @opm.gov]
Sent: Mon 2/24/2025 8:39:45 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

Last week, I:

- Fulfilled my duties and responsibilities in accordance with my role
- Took approved comp days and observed the federal holiday
- Completed necessary steps to close out outstanding tasks
- Coordinated with colleagues to ensure a smooth transition of responsibilities
- Maintained alignment with organizational requirements as we approach the final days

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=06512FCA1E4D49B08E1DAFED289636B2(b) (6)]
Sent: Mon 2/24/2025 8:41:43 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

As requested, please find (listed below) some of my accomplishments from the previous work week:

- I attended NTSB meet and greet with ACE Western lead evaluator and NTSB's new accountability lead.
- I participated on the bi-weekly ACE Leadership Team call to discuss RTO plans/expectations, projected RIF impacts, provide updates on the my team's (ACE Western) transitional staff under DRP, and exchange ideas to mitigate disruption to critical evaluation work.
- I met with the MSAC ACE PDAD and ACE Western Operations Supervisor to discuss required work and staff transition plans in support of pending DRP departures in MSAC-ACE.
- I met with ACE Western Operations Supervisor and Senior Evaluator to revise our FY 25 evaluation schedule – ahead of a pending MSAC RIF and in preparation of the loss in staff due to DRP buyouts – and identify additional cross training needs and opportunities.
- I revised a post appointment case for FERC and submitted to PDAD for final review and concurrence.
- I participated in the MSAC All-hands meeting regarding pending MSAC RIF, Directed Reassignment and RTO, which offered clarity on the upcoming initiatives.
- I led the ACE Western Team Weekly call and provided additional insight on DRP departures for our team and work transition plans.

V/r,

(b) (6)

*Group Manager
Office of Personnel Management
Agency Compliance and Evaluation - Western*

Merit System Accountability and Compliance

Phone: 202-(b) (6)

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

From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 1:46 PM

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=150B6D5F0D004C229B6356A652EF49A5-602EEFE3-FE]
Sent: Mon 2/24/2025 8:43:40 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 a few highlights of my accomplishments from the previous week:

1. Completed over 20 retirement benefits estimates, ensuring accuracy and timely processing for departing employees.
2. Performed data capture to assist with a high priority confidential HR project.
3. Reviewed and edited return to office information that will assist with the smooth implementation of the return to in-person work executive order.
4. Completed separation packages, ensuring accuracy and timely processing.
5. Provided assistance to other divisions, handling urgent processes with discretion and efficiency.
6. Assisted with the timely execution of the deferred resignation program, ensuring its accuracy and compliance.

v/r,

(b) (6)

Strategic Workforce Planner

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=309CF9D38A144107A9C884B2B6A536E1:(b) (6)]
Sent: Mon 2/24/2025 8:44:49 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- As the Product Owner or Team Lead, I implemented updates to Power BI reports in advance of team-wide testing by Account Managers, in preparation for the second pilot launch of USA Performance with external customers.
- I also prepared a testing script to help guide the user acceptance testing with different testing scenarios. I completed updates to case scenario questions for the testing scripts, as a precursor to developing future case scenario questions for the remaining Power BI reports.
- I continued to advance the agenda of the Change Management team as OPM prepares to launch Power BI reporting to USA Performance, allowing enhanced reporting capabilities on performance management across the federal government.
- I completed testing of code in preparation for the next Power BI App scheduled for launch in Q4FY25 for USA Performance.
- I updated Project Plans for USA Performance that outline the important milestones, timelines, artifacts for our USA Performance Power BI reports.

(b) (6)
Analyst, Product Owner for Power BI
U.S. Office of Personnel Management
HR Solutions / TAAG / Applied Analytics / HRSES Data Support / Aurora
c: (202)(b) (6)
(b) (6) @opm.gov
OPM.gov

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=471A1C1C93AA4CFD9AE024F46A2DB44A-(b) (6) (b) (6)]
Sent: Mon 2/24/2025 8:47:21 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?

- Subpoena
- Customer Service
- Settlement process
- Case Notifications
- Log Input

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=97601EE275184E6BA7CD72878804E8BA-(b) (6)]
Sent: Mon 2/24/2025 8:48:51 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Contributed to delivery of PSHB services through my skilled application of program requirements unique to federal implementations (*5 U.S.C. §8903c. Postal Service Health Benefits Program*)
- Provided timely technical advice to key FEHB stakeholders internal and external to OPM (*5 U.S.C. §8901 et seq.*)
- Developed a climate of trust within our team by demonstrating the value gained through consideration of contradictory opinions.
- Identified and obliterated roadblocks that prevented access to, and utilization of, critical datasets both large and small
- Delivered written communications that provided accurate insight tailored to the audience, with consideration given to the ramifications of unique contributions.

(b) (6)
Program Specialist
OPM/HI/PDS/EMS

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5FDF97BB240453A91D01E69F68334D1-(b) (6)]
Sent: Mon 2/24/2025 8:49:33 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

OPM HR Inbox

- Worked extensively in the OPM HR mailbox reviewing, responding, and tracking requests related to various questions from employees. Questions pertaining to deferred resignation, benefits, returning equipment, resignation notification, signed DRF agreements, SF-8 request, etc.
- Reviewed 52 requests. Identified and responded to 3 three external inquires sent to OPM HR requesting assistance and/or guidance from non OPM employees. For these inquiries, I directed the sender back to their current agency for assistance.
- Created a tracking sheet to identify related questions to formulate a response in addition to utilizing responses already created by OPM HR staff and leadership. While in the mailbox, for each inquiry, I checked to see if a response had been provided, identified items ready for closure, identified duplicate requests, combined duplicate requests, and closed items that no longer required a response.

Review of Processes and Correspondence Information

- Reviewed the offboarding process correspondence to effectively respond to related inquiries. Reviewed the exit survey tracking sheet for updates. Reviewed the final list of Deferred Resignation Program participants for OCHO for awareness and the transition to administrative leave.

OFCO Daily Expense Reporting

- Review (ed) the daily expense report requested by OCFO for OCHO. All reviews and departmental input are due by 2:00 each day. Researched known expenses that were thought to have been included. Determined the expenses were incurred prior to the initiation of the daily expense data call request. Communicated with OCFO researched items.

Inter-Agency Agreement (IAA) Data Call for OCHO

- Reviewed and responded to the IAA Data for OCHO requesting detailed information on each of the 13 inter agency agreements. Highlighting the 3 that are deemed as critical. Ten of agreements are OPM to OPM. The remaining two agreements are between OCHO and Department of Health and Human Services (HHS) Federal Occupational Health

This involved reviewing each agreement and providing the following information: IAA Type (Legacy or G-Invoicing), Organization, New/Modification, GT&C, Order Number, Order Tracking #, Requesting Agency (Buyer), Servicing Agency (Buyer), Cost, Funding Source, Period of Performance, Assisted Acquisition (Y/N), Recurring IAA (Y/N), If recurring, please explain how long IAA is needed, Purpose of Agreement – Benefit to OPM, and Is there a return on investment?

- Continued to update the IAA data call as OCFO determined additional information was needed. Resubmitted a modified template for OCHO specifying the actual award date

requirement.

- Met with OCFO on questions about the data request.

Data Verification Request for Separation of Probationary Employees

- Reviewed the tracking sheet for OCHO reviewing names of separated employees verifying or updating the following information: 1. effective date of termination, 2. home address and, 3. personal email addresses.

Review of Processes and Correspondence Information

- Reviewed the offboarding process correspondence to effectively respond to related inquiries. Reviewed the exit survey tracking sheet for updates. Reviewed the final list of Deferred Resignation Program participants for OCHO for awareness and the transition to administrative leave.

Other Work Activities

- Participated in department meeting
- Communication with supervisor and leadership on various items.
- Communication with OPM employees on processes and updates on responses requested

From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F12435791BD343308D2F764F4F2DDF7B-(b) (6)]
Sent: Mon 2/24/2025 8:53:08 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Accomplishments for the week of February 17-21, 2025

- Met with clients to review feedback from a recent program entitled “Solving Problems in High-Pressure Situations”. The program was well received by participants and no changes were requested. A successful meeting.
- Submitted project resource requests to for an upcoming Senior Executive Assessment Program being held July 21-25, 2025.
- Updated the Veteran Affairs Excel spreadsheet (tracker) with information from our Learning Management System regarding upcoming programs.
- Reconciled credit card charges in the Citibank system that were made prior to credit cards being shutoff, created a log sheet based on transactions, submitted them for approval and filed them in required folders.
- Met with the OPM UPS POC regarding updating the UPS administrator role in the system when I depart and any declined transactions that may be outstanding.

(b) (6)
Account Manager

U.S. Office of Personnel Management
HR Solutions / Enterprise Leadership Solutions
office: 720 (b) (6)
Mobile: 303 (b) (6)
(b) (6) @opm.gov

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



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From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 2:46 PM

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=BA0FE8A3B2C942B5BDB0946D7C69BFC-(b) (6)]
Sent: Mon 2/24/2025 8:57:48 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) r@opm.gov
Subject: RE: What did you do last week?

Hello,

Last week was a shortened week due to President's Day holiday and pre-planned personal leave.

(b) (6), my accomplishments are based around my transition of duties/responsibilities/knowledge.

- Transition Enterprise Data Platform user management and security tasks. Modified approval workflow to route to team members taking on this responsibility and transferred knowledge/documentation for managing the workflow.
- Continued to document and research Azure subscription disaster recovery strategy for resources in the Enterprise Data Platform. Worked with Microsoft and internal OPM team members to transition these tasks.
- Worked with H&I technical team to plan and document expected workloads with their data migration to the Enterprise Data Platform.
- Supervisor related tasks with my DataOps team members to also help transition their work to remaining OPM technical team members related to infrastructure and configuration automation.
- Cleaned up various architecture diagrams to make them more reflective of current state of the resources in the Enterprise Data Platform.

Thanks,

(b) (6)
Supervisory IT Specialist, Analytics and Integration Services

U.S. Office of Personnel Management
OCIO/FITBS/RSB
(404)(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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=60592932E93B41D58E61C7F3BDC0102C-(b) (6)]
Sent: Mon 2/24/2025 9:00:32 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Working with a coworker to craft code identifying schedule A new hires for OPM White House Liaison
- Provided data for MOU with the U.S. Bureau of Labor Statistics, in compliance with their statutory authority
- Responded to 9 data requests from key internal and external sources
 - Prepared data for GAO, in compliance with our MOU, to reduce ad hoc congressional inquiries

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

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From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FD3CFC33466A467FA6491DAD7 FEB30(b) (6).]
Sent: Mon 2/24/2025 9:00:59 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good day,

In response to the email received below:

- Reviewed and updated case records to reflect accurate benefit enrollment at the request of annuitants
- Ensured the proper and timely processing of applications for Medicare, VA Benefits, and OWCP benefits as well as provided information related to the aforementioned programs to the appropriate federal agency, as requested
- Provided the specific, requested information to annuitants in the form of computer-generated documents, as well as typed correspondence based on a review of their case file
- Recalculated and reissued retirement claims based on updated information provided to our office by an annuitant's former agency after the initial calculation was complete
- Examined customer correspondence to ensure proper routing and if necessary, took steps to ensure correspondence and case material were routed to the appropriate location

Thank you,

(b) (6)

Legal Administrative Specialist
Customer Inquiries Branch
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) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=AFF980EB7DBE4C68A4F3B5AA58798879-(b) (6)]
Sent: Mon 2/24/2025 9:02:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good evening,
Please find below my accomplishments from last week:

- Mentored and assisted customer service specialist with questions and concerns with case development and desk management.
- Responded inquiries from other sections, and some of the cases translation was needed.
- Determined entitlement to and the amount of retirement annuities and survivor benefits.
- Processed escalation cases that are more aged and difficult to obtain what is required to move cases forward for adjudication.
- Processed interim payments, assembled, developed, and adjudicated cases.

(b) (6)

Legal Administrative Specialist
OPM/ROC/RDS
PO Box 45
Boyers, PA 16017

“Be kinder than necessary, for everyone you meet is fighting some kind of Battle”



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Manage your retirement account online 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) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=252905D5810646D0A5CF2BB326 DA8F37-(b) (6)]
Sent: Mon 2/24/2025 9:05:13 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Read EO's issued
- RSVPs for Skills-Based Hiring Advisory Group SME Nominations Focus Group
- Reviewed all responses received and confirm that those who can make it are all highlighted properly within the tracking system
- Compared both inboxes and informed management of who responded to me without cc'ing the SBH address
- Reviewed offboarding process

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

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

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From: (b) (6) [./O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=B9CA7468F6A642A6BC8D0B49D2576F8E-(b) (6)]
Sent: Mon 2/24/2025 9:07:04 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Good evening,

Please see the below summaries for work I completed last week:

- Managed team of eight people (economists and data scientists), including weekly 1-1s with each of them to ensure progress and maintain feedback loop in code generation and project outputs.
- Advised team on FEHB/PSHB reconciliation efforts related to multiple data integration processes, refined outputs and gave direct feedback.
- Transitioned critical work efforts to remaining staff to ensure work continuity after staffing changes.
- Facilitated multiple working sessions on Databricks/Spark planning and implementation next steps.
- Met with team to request and scope work related to Medicare enrollment reports for program integrity and actuarial analyses. Reviewed code and output for first report iteration.
- Determined next steps for network adequacy data collection and internal metric creation efforts.
- Met with leadership to determine next steps in PSHB efforts.
- Led customer service meetings with FEHB/PSHB carriers to provide technical guidance for data submission and compliance.

(b) (6)

Program Manager | Healthcare and Insurance
Health System Analytics

Office: 202 (b) (6) | Email: (b) (6) (6) @opm.gov



OPM Values: Respect, Innovation, Service and Excellence

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

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

and cc your manager.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=4FE1FC8801174F809423358D9BDE73DC-(b) (6)]
Sent: Mon 2/24/2025 9:09:58 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Greetings and thank you for your email.

Please see below for a few of the major tasks I accomplished last week. Please note that I only worked **18** hours last week due to the Federal holiday and illness (confirmed Flu A).

Future Planning for Success

- Collaborated with Performance Management experts for the development of a comprehensive recommendation plan for a streamlined Performance Management Policy that can be implemented across the entire Federal government. Purpose – be prepared to make recommendations to OPM/DOGE leadership if asked about a future in which we streamlined Federal Performance Management for General Schedule/GS equivalent employees; allowing for quick action and enforcement.
- Identified a need and developed a plan to **conduct multi-factor analysis** of current U.S. Code, Code of Federal Regulations, a strategic sample of agencies policies, in conjunction with current USAP system knowledge to identify the various areas of concern that cause the greatest variance when implementing software solutions that could adapted for government wide use. This work will allow leadership to not only determine what changes should be made, but allow them to know the work involved to implement our recommendations.
- Brainstorm the path forward with the various SME/program areas, and strategize on product development requirements as we anticipate the future changes of USA Performance – moving from current customer base and templated forms to a more robust system enabling the entirety of the Federal Government to utilize the USAP platform.

Continuity of Required Current Operations

- Evaluate current operations and determine what areas/tasks can be eliminated completed, what can be reduced or consolidated and what should be deemed essential.
- Direct and oversee the implementation of the AM team succession plan for the transfer of USA Performance agency accounts. My team worked to collaborate and exchange key agency knowledge and information for seamless transition of agency accounts: conducting handover meetings and serving as liaisons with customer agencies to ensure compliance for all data requests in compliance with EO 14151.
- Develop plan for scalable training solutions to ensure current customers and future customer needs are met as we look to the future of USAP
- Collaborate across the Account Management, Product Development and User Experience and Support branches to determine non-negotiable customer service deliverables we must

maintain and identify POCs to complete those deliverables.

- Identify help desk limitations and determine plan for managing current customer expectations as we transition from current roadmap and known system functionality, to a future USAP 5.0 version that will require a coding rewrite and a halt to current customer enhancements.
- Demonstrate empathy and creativity to develop strategic and effective change management communications across my team and with customers, as we act fast to be in compliance with quick changing program initiatives and guidance.

Respectfully,

(b) (6)

Account Management Supervisor, USA Performance

U.S. Office of Personnel Management
HR Solutions / USA Performance Program Office

c: (202)(b) (6)

alt: (817)(b) (6)

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



From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=22FE94C9B19941CDAE851935266D934A-(b) (6)]
Sent: Mon 2/24/2025 9:08:43 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Attended the following meetings - FRA Team Meeting, February 2025 Issues Resolution Committee (IRC) and OPM CFWG Meeting.
- Prepared and reviewed accruals/adjusted Journal Vouchers for January QTR FY25 and continually to research/identify B2P differences.
- Reviewed preliminary SF133 to send to Budget Office for comments to meet GTAS reporting deadline for January - 2nd QTR FY25.
- Prepared Managerial Financial Reports to be distributed to the RMO Program Offices (HRS) for 2nd QTR FY25.
- Reviewed and responded accordingly to emails from our Program Offices.

(b) (6)
Accountant
U.S. Office of Personnel Management
Office of Chief Financial Officer
Financial Reporting & Analysis
(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) O=EXCHANGELABS/OU=EXCHANGE
ADMINISTRATIVE GROUP
(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E6ADBCD192AC49ED84881AF3
4DDDDF0F-(b) (6)
Sent: Mon 2/24/2025 9:10:15 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

Here are the 5 bullets as requested;

- Worked on time and attendance (payroll HRLinks)
- Attended meetings
- Read/responded to emails
- Received inquire emails
- Made/responded to phone calls

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=13A34B8764B843569198F79D5380D9D6-5A456E71-2E]
Sent: Mon 2/24/2025 9:13:36 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- (b) (5)
- Provided Ethics Training to New Employees in accordance with senior staff directives and as required by 5 USC and various federal laws.
- Disseminated Litigation holds in accordance with and as required by the Federal Rules of Civil Procedure and various federal laws.
- Drafted litigation holds in accordance with and as required by the Federal Rules of Civil Procedure and various federal laws.
- Provided litigation support for ongoing district court litigation the agency is involved in as appropriate and in accordance with the Federal Rules of Civil Procedure and various federal laws.

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=702592BEDCC64EE29A0540B12467D41C-06E2F9ED-C4]
Sent: Mon 2/24/2025 9:19:08 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?

- Collaborated with OD and multiple RS divisions to process a simple retirement claims within 5 days. The Challenge was to process the claim without printing out paper.
- Collaborated with CBP on their internal retirement process and the use of ORA.
- Drafted/Reviewed FAQs related to the DRP, severance pay, and retirement.
- Worked with DRP employees transitioning their work to other team members.
- Finished my review of the FY24 Statistical Abstract.

(b) (6)
Deputy Associate Director, Enterprise Enablement
Retirement Services
(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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From: (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=61CA09FF9B1843A693E72DF16B071A3F-64AE3AA4-AD]
Sent: Mon 2/24/2025 9:22:54 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov]
Subject: RE: What did you do last week?
Attachment: (b) (6)

Hello,

Last Week Completed Duties:

1. Logged 300+ cases into files, with Legal Administrative Specialists (LAS) for assignment, and/or to another department.

a. Carefully organized each case and ensured they were forwarded to the appropriate LAS. I also made sure cases were routed to the right departments to ensure timely processing and resolution of each case.

2. Assisted Program Manager in analyzing case status reports to track the progress of ongoing cases.

a. Reviewed and amended these reports, I was able to identify any delays or misinformation and promptly follow up with the annuitant and relevant LAS or departments to keep the process moving forward efficiently.

3. Engaged with customers during calls to provide updates on their case.

a. I aided, accessed status, and answered any questions regarding the location of their files or the details of their annuity benefits. This included annuity payments, updates on benefit calculations, address updates, requests for tax information. I made sure to clearly explain any necessary steps and timelines to ensure customers were informed and satisfied.

4. Ensured the handoff of high-priority cases to the appropriate departments (Congressional/MSPB/Aged Cases)

a. I communicated closely with internal teams to ensure they had all the necessary information, which helped improve the efficiency and speed of case processing.

5. Coordinated with multiple branches to facilitate prompt actions on escalated issues.

a. I ensured clear communication and timely follow-ups with annuitants and LAS, which helps maintain a high level of customer satisfaction, even when dealing with more complex or urgent cases.

Thanks.

(b) (6)

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Contact Representative
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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.