
From: (b) (6)
Sent: Mon 2/24/2025 4:36:18 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Accomplishments for last week:

- Lead RS modernization development teams during ongoing sprints, ensuring business objectives were being met accurately and efficiently. Specially, for SOL I delivered on key milestones for the claim number expansion efforts and digital booklet efforts. For ORA, I delivered on key software enhancements based on user feedback that will continue to enhance the user experience.
- Provided expert analysis and guidance for ORA regarding RS modernization efforts to meet objectives set by OD related to the RS digital retirement sprints. Collaborated with internal teams to ensure a successful outcome.
- Provided expertise on process for onboarding additional payroll providers in ORA. Prepared step by step guidance to provide to leadership to share externally.
- Prepared/Staged to deliver ORA demonstrations to OD & for the Benefits Office Network Conference – this planning was to ensure a smooth demo of all ORA components and user roles that I will deliver this week.
- Provided input to the “RSInsider” article, where I highlighted our most recent accomplishments on both the SOL and ORA product fronts. This article is published across RS.
- Collaborated with OCIO Digital Services team on ongoing usability testing efforts for ORA. The real-time feedback we receive from our user population will further inform our development efforts for the product.
- Collaborated with ORA lead developer and OCIO teams on a design for an API to be consumed by external agency partners as it relates to ORA usage. This effort will continue to improve ORA usage government wide.
- Provided excellent customer service to our business partners across government as it relates to ongoing RS modernization efforts. Specifically with ORA as we continue to expand its usage among agencies and payroll offices. This customer service involves training & user tech support.

Best,

(b) (6)
(b) (6) | **Product Services**
Retirement Services | p: (b) (6) | e: (b) (6)@opm.gov



From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:36:28 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Per your request:

1. I audited and reviewed the initial decisions.
2. I conducted financial analysis.
3. I conducted legal research on Title 5 U.S.C., laws and regulations pertaining to retirement benefits.
4. I made final determinations for reconsideration requests and remanded cases to take corrective actions.
5. I communicated with annuitants to address their concerns.

Sincerely,

(b) (6)
U.S. Office of Personnel Management
1900 E Street NW
Washington, DC 20415



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:36:30 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: Re: What did you do last week?

- Drafted correspondence to Agency HR officials to close out report of findings
- Analyzed Agency's response to evaluation findings for compliance
- Drafted correspondence to Agency HR officials for interim close out response
- Reviewed and input data from HCME reports into internal SharePoint
- Collaborated with colleague on report writing process improvement initiatives

Respectfully,

(b) (6)

(b) (6)

Agency Compliance and Evaluation – (b) (6)

Merit System Accountability and Compliance

(202) (b) (6) | (b) (6)@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?

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From: (b) (6)
Sent: Mon 2/24/2025 4:36:54 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Hello,

- Provided reasonable accommodation training to supervisors and employees to ensure that employees and managers fully understand the process, their roles, and compliance with relevant laws such as the Americans with Disabilities Act (ADA) and OPM reasonable accommodation policy.
- Discussed strategies with managers for navigating sensitive conversations around disability, requests for accommodations, and performance concerns in a respectful and legally compliant manner while also ensuring employees comply with return-to-work requirements.
- Helped managers understand how to balance performance management with reasonable accommodation needs, ensuring they do not lower performance standards.
- Assisted managers prepare for workforce adjustments, offering strategies for covering employee duties during leave and maintaining productivity.
- Consulted with managers regarding FMLA eligibility as well as employee rights, employer responsibilities to reduce risk of violations.

Makeem

(b) (6)

Office of the Chief Human Capital Officer (OCHCO)
Workforce Relations, Employee and Labor Relations, Performance Management and Awards
Phone: (b) (6)
Email: (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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and cc your manager.

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From: (b) (6)
Sent: Mon 2/24/2025 4:36:53 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Good evening:

This email is in response to your request about the duties that I performed in my office last week. They are as follows:

1. Responded to our customers, internally and externally, by answering inquiries received over the telephone and by written correspondence in a very professional and courteous manner.
2. I administered requested adjustments to annuitant records and benefits affecting payments and entitlements, such as address, bank, and name changes. In addition, also provided our customers with needed information to expedite payments of survivor benefits to eligible widow or widower upon reports of death.
3. Also, I used automated or other systems to assign, track cases, and workloads assigned to the staff, monitoring location, current case status, and assignment.
4. Provided assistance to my co-workers regarding questions about work functions or other duties performed in the office.
5. Last, but not least, I screened, filed, and distributed cases and correspondence to the proper personnel, parcels and packages for the assigned office.

Have a nice day,

(b) (6)
Court Ordered Benefits Branch

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:36:57 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) [redacted]@opm.gov; (b) (6) [redacted]
[redacted]@opm.gov
Subject: Re: What did you do last week?

1. Visited the Macon facility to try to get checked in as to where I will be located and have my badge activated for access to that facility ahead of the March 3rd requirement. While in Macon met with HRSITPMO leadership to establish an understanding of resources so that I could plan and adjust timelines
2. Performed analysis to re-establish MVP based on remaining BA, Dev, DevOps, and security team.
3. Met with Program Office team to discuss design elements, mock ups, and user story progress.
4. Preliminary review of FHRI data received from Power Train to determine storage location and future feasibility to reporting with current data systems
5. Met with LMS contractor Totara to establish workflow criteria and moving forward with implantation plans

(b) (6)

U.S. Office of Personnel Management

w: (b) (6)

c: (b) (6)



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Sent: Saturday, February 22, 2025 4:45 PM
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From: (b) (6)
Sent: Mon 2/24/2025 4:37:21 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Facilitated pre-negotiation meetings with postal health plans to discuss contract terms, requirements, and expectations before proposal submission.
- Conducted PSHB health insurance contract enrollment reconciliation activities between Carriers, USPS, and Retirement Services.
- Reviewed and approved carrier marketing materials to ensure language aligns with the Executive Order.
- Reviewed and updated member PSHB plan brochures and contracts.
- Developed a work transition plan to absorb additional activities.

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

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From: (b) (6)
Sent: Mon 2/24/2025 4:37:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Reviewed and analyzed opposition brief related to Federal court litigation matter involving (b) (5) pending in district court
Reviewed sister agency draft document regarding NSA
Worked on legal issue related to (b) (5) program
Reviewed background information regarding OIG audit issue requiring OGC input
Contacted client to refer incoming enrollment problem from PSHB member

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)
Sent: Mon 2/24/2025 4:37:40 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 worked with other Managers to address workload challenges (Policy-receipt of petition for review cases) and Retirement Benefits Branch (mail distribution).
- Last week, as first line supervisor, I planned workload distribution and assigned work to staff.
- Last week I represented the Appeals Branch in various meetings with internal and external customers (b) (5) as the spokesperson for branch activities and related program responsibilities.
- Last week I performed management functions regarding reasonable accommodation and disciplinary issues.
- Last week I provided coaching and instruction to another OPM office regarding a remanded case to ensure OPM met the (b) (5)

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:37:41 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Hello,

Hope this email finds you well and in good spirits.

1. Served on a detail assignment to another agency.
2. The specific work I performed last week is not something I can discuss, per the other agency's instructions.
3. Should the other agency give me instruction to reply, I will do so using the email address associated with that agency.
4. In general, my work revolves around the requirements of 5 U.S.C 1104.
5. Met with my OPM team as well as my supervisor to discuss return to office memo and exemptions.

All the best to you,

(b) (6)

(b) (6)

HR Specialist

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:37:45 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov; (b) (6)@opm.gov; (b) (6)@opm.gov
Subject: RE: What did you do last week?

Please be advised that my team member (b) (6) is off today based on her approved alternative work schedule, and she will respond tomorrow during her workday.

Please let me know if you would like to discuss.

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:37:44 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- I completed 100% of the weekly workload and duties that are required by my agency for my position and agreed upon between myself and my direct supervisor including but not limited to all types of Case Adjudication, Reviewing, and developing.
- Fully exceeded the performance elements that are used in my evaluation pertaining to workload, quality adjudication, and servicing the customer by making decisions that constantly comply with all policies, procedures, and regulations.
- Managed my aged case report ensuring that cases were completed in an efficient and effective manner, while providing the appropriate customer service to meet organizational goals for case timelines.
- Managed and navigated challenges associated with case adjudication and incomplete retirement applications by completing phone calls and emails to appropriate agency HR representatives and Payroll offices, and annuitants to obtain the documents needed for case finalization.
- Provided courteous, timely and accurate responses to all customer email inquiries, phone calls and correspondence that was received while providing support to my peers in there adjudication as well.

(b) (6)

U.S. Office of Personnel Management
FERS Retirement Claims
Phone: (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)

Sent:

Mon 2/24/2025 4:38:11 PM (UTC-05:00)

To:

HR10[HR10@opm.gov]

Cc:

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

Subject:

(b) (6)

Hello,

One of my employees - (b) (6) @opm.gov
is on scheduled annual leave and has no way to respond. She will return on 3.3.25 and
can respond at this time.

(b) (6)

U.S. Office of Personnel Management
Retirement Information Office

(b) (6)

(b) (6) @opm.gov



U.S. Office of
Personnel Management



From: (b) (6)
Sent: Mon 2/24/2025 4:37:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Payroll tasks: I helped 3 employees change their base schedule and input timecards in payroll system.
- I helped 2 employees with their local travel vouchers so that they could be approved for reimbursement.
- I approved two travel vouchers for reimbursement.
- I attended 6 meetings.
- I had a meeting with my DAD to go over her calendar and work assignments for the week.
- I provided customer service to staff for TACVP.
- I went to Stamp training.

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:38:04 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- **Analyzed** documents for A-123 compliance, focusing on Financial Reporting and Trust Funds.
- **Engaged** with 41 deficiency memos, ensuring timely follow-up actions.
- **Compiled and updated** business processes and financial systems' Corrective Actions and Milestones for continuous improvement.
- **Completed** design tests and next steps for 24 A-123 Appendix A business processes, supporting Trust Funds and Credit Monitoring.
- **Prepared** ICC OCFO monthly meeting presentation slides, demonstrating A-123 work and metrics.

Respectfully,

(b) (6)

Office of the Chief Financial Officer

Room: (b) (6)

Phone: (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)
Sent: Mon 2/24/2025 4:38:17 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

1. Managed interconnections projects with government-wide scope.
2. Fostered strong stakeholder and customer relationships by maintaining regular communication, providing updates, and addressing any issues that arise throughout the interconnection life-cycle.
3. Consulted with customer agencies to help them select the most effective combination of USA Staffing interconnection products, considering the unique context and suite of HR IT systems the customer uses.
4. (b) (5), including comprehensive end-to-end acceptance testing to ensure customer requirements are met.
5. Collaborated with other teams to build and maintain interconnection capabilities.

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 2:45 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)
Sent: Mon 2/24/2025 4:38:20 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Five accomplishments from last week:

- As a part of ongoing process improvements, created Power BI dashboards summarizing estate debt collection workload, required by 5 C.F.R. §§ 831 Subpart M and Part 845. The dashboards will allow data to be reported both across the organization and to leadership stakeholders.
- Provided management support and strategic direction to a newly formed workgroup improving the processing of retirement claims and court ordered benefits, required by 5 U.S.C. §§ 8347, 8461, and 8467.
- Provided support for implementation of Presidential directives by drafting and/or reviewing frequently asked questions related to the (b) (5), (b) (5) and many other benefits related topics.
- Provided management support and strategic direction to a project improving collection of government debt required by 5 C.F.R. §§ 831 Subpart M & Part 845. The project is focusing on updating/improving SOPs and strengthening data collection.
- As a part of ongoing process improvements, worked with leaders from other organizations to speed up the time it takes to receive Merit System Protection Board (b) (5) allowing OPM to react more quickly to strict court deadlines. Under 5 U.S.C. §§ 8347(d) and 8461(e); 5 C.F.R. §§ 831.109 and 831.110; 5 C.F.R. § 841.305 – 841.308, we are required to represent OPM at the MSPB.

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Importance: High

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From: (b) (6) @opm.gov
Sent: Mon 2/24/2025 4:38:21 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Provided input on closeout procedures to support (b) (5)
- Implemented new policy to support (b) (5)
- Met with stakeholders to discuss (b) (5)
- provided technical guidance and assistance to stakeholder agencies to support (b) (5)
- Began sunsetting activities (b) (5) program per Presidential Executive Order

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

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From: (b) (6)
Sent: Mon 2/24/2025 4:38:40 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

What I did last week:

- Feared for my job and future benefits even though I am a hard-working loyal individual.
- Responded to this email on my own time as we are not given administrative time.
- Worried about intensifying health issues due to anxiety.
- Provided information in this email that my manager provides to me on a weekly basis and documents with my agency.

My work week:

- I maintained the commitment to our organizational goals and services to our customers (internal and external) by continuing to make significant positive contributions.
- 100% of the duties and performance elements that are used to evaluate my job performance as per OPM's review standards.
- 100% of the duties that my manger and I have agreed to as per federal retirement law.
- 100% of the tasks and duties required of me by my position description as a Customer Service Specialist in the Retirement Information Office for OPM.
 - Communicated status of retirement, refunds, and death benefits.
 - Helped annuitants and survivors make changes (Address, Direct Deposit, Federal Tax, State Tax, FEHB/PSHB) to retirements.
 - Sent information (VOA, VOLI, 1099R, Password Resets, DESI, Etc) regarding their retirement.
 - Communicated real-time status of retirements, refunds and death benefits.
 - Listened to countless annuitants regarding their fear of benefits (Medicare, SSA, FERS/CSRS, Etc.) ending due to the current administration.

Details can be made available upon formal request to my direct supervisorial

team.

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To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

To whom it may concern,

Per Postal 5 USC 8903c and 5 U.S.C. 8901 *et seq.*, during the week of February 17, 2025:

- Identified and developed business requirements, timeframes, and priorities for development of web-based systems that support the PSHBS as well as coordinating the testing, deployment, and enhancement of those systems.
- Directly engaged in the development of projects and initiatives in support of HI programs, which may require coordination with stakeholders within HI, OPM, other Federal agencies, insurance providers, and the public.
- Establish and maintain relationships with key stakeholders to ensure systems and processes meet their needs.
- Analyze reports on various issues that impact Federal insurance benefit programs.
- Participated in cross-functional teams for customer support and public outreach.

(b) (6)
U.S. Office of Personnel Management
Program Specialist | Healthcare & Insurance



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To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

I am taking (b) (5). To ensure the projects I'm working on are properly documented (b) (5), I completed and/or updated the following projects, filed them in our office-wide folders for accessibility, and informed my supervisor of their status:

- **Lead Evaluator of Agency** – Updated pertinent folders with all necessary Lead-Evaluator documents for my successor. Updated all pertinent documents as necessary. Engaged with agency counterpart/POC, notified her (b) (5), prepared her (b) (5), and provided her (b) (5).
- **Evaluation Lead for Human Capital/Human Resources Evaluation – Bureau HQ of Agency** – Updated pertinent folders with all necessary Evaluation-Lead documents for my successor. Updated all pertinent documents as necessary. Informed my supervisor of pending information still lacking and in need of follow-up.
- **Evaluation Lead for Human Capital/Human Resources Evaluation – Agency HQ** – Updated pertinent folders with all necessary Evaluation-Lead documents (b) (5). Updated all pertinent documents as necessary.
- **Evaluation Lead for Human Capital/Human Resources Evaluation – Agency HQ** – Informed supervisor that a response to our Close-Out Letter is due from the agency (b) (5). Updated our agency folder to ensure Close-Out Letter is available along with the other agency documents.
- **FY26 Proposed Evaluations** – Researched, analyzed, and provided suggestions to my supervisor for Human Capital/Human Resources Evaluations of three agencies for FY26. Filed all pertinent data regarding the three agencies in office-wide accessible folders, and notified my supervisor of their locations.
- **Training Scheduled** – Notified my supervisor that I will not be able to take a training course I'm scheduled for in September 2025 (b) (5). Provided my supervisor with the vendor (with access to my training registration and payment information), dates of training, and title of training course, for a decision to be made on (b) (5), or if our office participation should be canceled.

- **Retirement** – Met with OPM Human Resources Retirement staff to discuss questions about my (b) (5). Off-hours, researched retirement issues, completed and submitted retirement forms to OPM Human Resources, and completed (b) (5) and procedures necessary at this point.

(b) (6)

U.S. Office of Personnel Management

(b) (6)

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

From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:39:23 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Incorporated changes to the rating factors and data requests within the 2026 FEHB and PSHB Experience Rated Rate Proposal File by making structural and formula changes.
- Updated structural and formula changes within the 2026 FEHB and PSHB Experience Rated Rate Proposal File in order to reflect the introduction of PSHB in 2025.
- Reviewed and completed error testing after making changes to the 2026 FEHB and PSHB Experience Rated Rate Proposal File.
- Developed responses for Carrier questions regarding the split of funds (LOCA, CR, Runout, Special Reserves) between FEHB and PSHB.
- Updated the FEDVIP Rate Submission Templates for the 2026 rating season, to be sent to carriers this spring.

(b) (6)
US Office of Personnel Management
Office of the Actuaries
(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.

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:39:16 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Gave 100% customer service, as outlined in my job description, by receiving incoming phone calls from annuitants or their surviving spouse
- Reached out to the appropriate department to resolve issues and provide the appropriate information for annuitants or their surviving spouse.
- Guided annuitants or their surviving spouse with information and help with making Open Season Health Benefit changes
- Monitored accounts for any fraud activity to the annuitants or their surviving spouse.
- Assisted callers with reporting the death of an annuitant or surviving spouse and explain the process to them

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:39:38 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

- Analyzed the 2024 claims experience of FEHB Experience Rated plans to help project ultimate claims totals, assess the accuracy of initial estimates from 2025 rate negotiations, and evaluate plan reserve levels. This analysis will enable informed discussions with FEHB and PSHB carriers regarding their financial status and help identify any potential concerns for 2026 rate negotiations.
- Reviewed FEHB plan submissions of OA's new Experience Rated Plans Quarterly Reporting Templates, which includes IBNR, triangle tables, and Letter of Credit reports. Made notes of improvements we would like to see to get the necessary data for our analyses. This review ensures OA has complete data when forecasting future claims data and will assist in setting the most favorable rates during rate negotiation season.
- Met with senior health actuaries to continue learning about running and documenting OA's FEHB and PSHB Post Retirement Valuation models, which calculates the actuarial liabilities of the benefit programs.
- Analyzed five years of FEHB Experience Rated plans' data in aggregate from 2017-2021 and analyzed the impact on the FEHB/PSHB Plan Performance Assessment service charge that these plans receive under different scenarios (e.g., changing the source of claims, admin, etc.).
- Prepared a presentation to give on the FEHB Plan Performance Assessment service charge (listed in the above bullet) outlining the results of the study.

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:39:26 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

In support of 5 CFR Part 250 and NDAA Fiscal Year 2004, Public Law 108-136, sec. 1128 (5 USC 31, 41, 43, 45, 53) I:

1. Processed agency administrative data for the upcoming FEVS (in support of NDAA Fiscal Year 2004, Public Law 108-136, sec. 1128 (5 USC 31, 41, 43, 45, 53))
2. Evaluated future FEVS (b) (5) to cut costs and increase efficiencies. This included ideating various survey approaches (e.g. centralized or decentralized) as well as drafting a memo for OPM leadership to review various options (per requests from (b) (5)).
3. Investigated the ability of agencies to administer surveys to fulfill 5 CFR Part 250 in response to potential changing administrative priorities.
4. Managed stakeholder concerns and inquiries regarding process changes (b) (6) in light of changing (b) (6).
5. Responded to help requests from agencies related to their Agency Specific Items (ASIs) for the upcoming FEVS (in support of NDAA Fiscal Year 2004, Public Law 108-136, sec. 1128 (5 USC 31, 41, 43, 45, 53)).

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:39:33 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Monitored transition to a new workload tracking system, including updating operational procedures.
- Conducted audit reviews of old ICE cases in preparation of new contract.
- Reviewed (b) (5) policies and procedures to align with the (b) (5).
- Attended Veterans Preference training in preparation for (b) (5).
- Reviewed and updated internal processes to enhance operation efficiency.

V/r,

(b) (6)

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

P: (b) (6) IM: (b) (6)
Email: (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)
Sent: Mon 2/24/2025 4:40:02 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

Hello,

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

Very Respectfully,

(b) (6)

OPM Human Resources

(b) (6) @opm.gov

Teams Phone (b) (6)



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:39:59 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Some of my accomplishments last week included...

1. Processed, developed, and successfully adjudicated more cases than my assigned workload.
2. Retained my Outstanding performance review regarding the number of assigned cases, processing time, and accuracy.
3. Communicated and rectified multiple discrepancies between Retirees, their Agencies, and third-party groups such as Health Benefit providers.
4. Researched new scenarios relevant to my cases, successfully applied them to their adjudication, and shared their processes with fellow (b) (5) Specialists.
5. Continued to aid and rectify questions and issues posed by Retirees whose cases I had successfully adjudicated in the past.

Thank you,

(b) (6)

U.S. Office of Personnel Management
FERS Retirement Claims

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



U.S. Office of
Personnel Management

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

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

and cc your manager.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:40:19 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

Good Afternoon,

Week of 2-17-25 – 2-21-25
In response to your request:

- Executed *daily* the processing and analysis of the status of funds and requisition reports for the agency ensuring accuracy, compliance, and timely distribution to relevant stakeholders. Including troubleshooting any errors the report may have once process.
- Attended training on the Budget Extension Module (BEM) allocation system processing with ARC. Following the training, I applied the knowledge I learned from training to process over 100 budget allocation documents for submission to the approving official for review and approval ensuring accuracy and compliance with financial regulations. This will be on-going as future training will be added. Also, participated in budget projection forecasting training for six program offices I manage.
- Collaborated on budget projection spreadsheets with the program offices I manage. Working on forecasting funding requirements through the fiscal year's end. I am also gathering data-driven reports to support the financial decision making and resource allocation.
- Actively participated in team meetings to discuss project updates, address challenges, and contribute to strategic planning.
- Provided daily support to customers by responding to inquiries, resolving concerns. Addressed various issues efficiently, offering clear solutions and guidance to customers.

Thank you,

(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)
Sent: Mon 2/24/2025 4:40:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Closed investigative records based on investigative results.
- Responded to queries from outside agencies regarding OPM OIG oversight tools.
- Reviewed fraud referrals from oversight partner to determine impact on OPM programs and operations.
- Briefed our law enforcement partners of our investigative results.
- Completed law enforcement training in compliance with the Attorney General Guidelines for Offices of Inspector General with Statutory Law Enforcement Authority.

(b) (6)
Special Agent

United States
Office of Personnel Management
Office of Inspector General
Houston, TX | (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)
Sent: Mon 2/24/2025 4:40:25 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Provided continuous analysis and support related to issues raised by internal and external stakeholders concerning the administration of the federal retirement program and federal employee health benefits program (**Sections 8347 and 8461 of title 5, United States Code, require Retirement Services to adjudicate retirement claims**)

- Researched, analyzed, and drafted ongoing regulations for government debt collections via the Office of Personnel Management's Retirement Services organization which was aimed at ensuring the precise administration of the debt collection process for annuitants, survivors and beneficiaries (**Chapters 83 and 84 require OPM to issue regulations that implement retirement provisions and 5 CFR 831 Subpart M and Part 845 – Debt Collection**)

- Analyzed, rectified, and processed (b) (5) final and initial decisions (b) (5)

(b) (5) based on the applicable governing laws, regulations and statutes (**MSPB citations: 5 U.S.C. 8347(d) and 8461(e); 5 C.F.R. 831.109 and 831.110; 5 C.F.R. 841.305 – 841.308 also 5 U.S.C. 1204 and 5 CFR Part 1201**)

- Spearheaded and organized meetings and initiatives while also serving as a subject matter expert related to the modernization of OPM's Retirement Services forms and letters via the e-Signature project aims to improve and enhance the experience and efficiency of processing Retirement Services forms that require signatures by developing intelligent forms and controls thereby significantly reducing the reliance on paper-based workloads (**Sections 8347 and 8461 of title 5, United States Code mandates Retirement Services to adjudicate retirement claims**)

- Spearheaded and organized meetings and initiatives while also serving as a subject matter expert related to the modernization within OPM's Retirement Services via the Rep Payee Hub project which is a modernization of the current Rep Payee Business Process by providing a digital system in which Rep Payee Accounts can be managed and progress tracked for their entire lifecycle and aims to decrease the reliance on paper-based workloads (**Representative Payee Fraud Prevention Act of 2019 and 5 CFR § 849 Representative Payees**)

(b) (6)

Retirement Services/Retirement Policy
Office of Personnel Management

(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.

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:40:57 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good Afternoon HR Department,
The bullets below indicate some of my completed tasks from last week.

- Monitored the contract and maintained contract files for assigned health benefits Carriers.
- Reviewed and recommended approval or rejection of carrier benefit changes and/or clarifications.
- Reviewed/processed Congressional inquiries.
- Updated E-file folders.
- Assisted the Office of the Inspector General (OIG) with audit of Carriers.

r/
(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)
Sent: Mon 2/24/2025 4:40:40 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Sir/Maam,

Good afternoon.

Per your request, please see the below.

OPM Insider Threat Program

- Conducted all-source intelligence research on potential insider threats.
- Developed and issued Foreign Travel Briefings for Cuba, India, and UAE for OPM Employees in sensitive positions to help mitigate foreign collection activities.
- Worked on insider threat detection activities to bridge security information gaps aligned with the National Insider Threat Minimum Standards.
- Drafted a OPM Insider Threat Potential Risk Indicators list to support employee training and awareness campaign.
- Collaborated with NITTF, NCR, OPM CIO, and Physical Security insider threat stakeholders to support threat operations.

V/R

(b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:41:00 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 am a (b) (5), and it is my responsibility to process, and adjudicate retirement cases for the federal workforce in a timely manner and provide customer service to annuitants to support them through the process.

Last week I...

- Conducted investigations and initiated actions that verify continued eligibility for annuitant and survivor benefits under CSRS and FERS. This includes researching public laws, internal policy, Retirement Insurance Letters (RILs), Official Personnel Files, EHRI and other digital and physical avenues to ensure our customers receive a properly calculated annuity. I researched and developed over 20 cases last week.
- Determined entitlement to annuities and survivor benefits to annuitants and other parties such as former spouses. Analyzed records and imaged documents to make decisions that involve eligibility for retirement benefits or for FEHB/FEGLI benefits related to retirement. Decided/confirmed eligibility of retiring employees to continue FEGLI coverage and of retirees, survivor annuitants and dependents to continue FEHB.
 - Calculated the annuity and any applicable Health Benefits and Life Insurance, then submitted my calculations to review once requirements were met, eligibility was confirmed, and all the proper documentation is included. Last week, I calculated over 15 cases and submitted over 15 cases to be reviewed.
- If cases were missing information and required development, I maintained communication external customers by taking the proper actions to ensure we receive the required documentation in a timely manner through correspondence via phone, email, and mail. Through this, I also resolved any discrepancies and answered any inquiries to support annuitants through the retirement process.
- Maintained organization and communication with internal customers by diligently updating my personal case tracking spreadsheet and Retirement Services' internal documentation case control system. This action tracks my timeliness and desk management as well as keeps all informed about the status of any case I have been assigned.

Thank you,

(b) (6)

(b) (6)

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

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



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

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:41:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Accomplishments below-

- Contract Management/Data Calls – reviewed, completed and supported other HRS/FSC practice area responses to OPM contract and Interagency Agreement (IAA) requests for information. Data calls included: providing programmatic/project-level details to support further reviews, and verifying individual contractor lists to inform Personnel Security removal of inactive staff.
- Contract Management/ FAC-COR Level III Certification – received official FAC-COR Level III certification. This certification is the highest Contracting Officer's Representative certification available to the acquisition workforce, recognizes the candidate's significant contract management training and experience, and is recognized across all federal government entities.
- Contract Management/Finance – created an Invoice Workbook file to record PSSS BPA Call 3 actual invoice amounts, projected monthly amounts, projected totals, and funding execution rates throughout the duration of the agreement period of performance.
- Contract Management/COR – reviewed DSASS BPA Calls 1, 2, 3 and PSSS Call 3 contract files to ensure required post-award administration documents are saved appropriately and present in each file, including: signed invoice approvals, award documents, modification documents, significant correspondence, and documents created in support of option exercises. Added copies of any missing documents needed to complete file requirements.
- Budget/Financial Management – Strategic Investment financial management activities included re-creating FY25 financial data into a new data table and corresponding pivot table. These changes will simplify and display essential execution totals and allow for more efficient updating and reporting.
- TAAG Operations – created Management Analyst critical tasks list to support potential future transition of duties and FSC/TAAG restructuring. Critical tasks included: contract administration recurring tasks, and financial management and project billing tasks for which there is no qualified or trained back-up personnel.
- Professional Development – completed "Excel: Creating Business Budgets" and "Excel: PivotTable Tips" professional development courses. Each course has a direct application to our FSC/TAAG culture of continuous improvement and current job duties.
- (b) (5) – received additional information regarding (b) (5) via an OPM Human Resources email. Reviewed the email and linked information regarding (b) (5) and relocations to gain more understanding of the related OPM policies.

(b) (6)

Talent Acquisition Analytics Group
Federal Staffing Center

M: (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)
Sent: Mon 2/24/2025 4:41:16 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

- Supported or disapproved determinations made by the Disability Branch
- Prepared and filed motions with MSPB
- Planned strategy and prepared OPM positions to represent the agency in complex appeals cases
- Identified, researched, analyzed, and weighed all questions of fact, evidence, and law involved in complex original and reconsideration decisions
- Evaluated issues, precedent appeals, and court cases

(b) (6) /Appeals

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)

Sent:

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

To:

HR10[HR10@opm.gov]

Subject:

Re: What did you do last week?

- Conducted workshops to build capacity in design-led innovation throughout government
- Built the capacity of partner agencies to apply design tools and methods to solve complex problems
- Provided guidance to partner agencies and Lab team members to help them solve complex problems
- Applied design practices and processes in solving complex problems for partners
- Implemented knowledge management processes to mature the Lab's collective design practice

From: HR <hr@opm.gov>

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

Subject: What did you do last week?

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:41:35 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

As requested, here is a detailed summary of my duties from the past week. I was on approved sick leave for two days but was able to successfully complete tasks outlined in our work plan, (b) (6)

- (b) (5) I disseminated internal Standard Operating Procedures (SOPs) related to the new requirements for OPM's p-card purchases. I worked to ensure all staff were informed of the updated procedures, which require clear justification for each purchase, specifying its critical nature to OPM's mission—such as life, health, or safety. Furthermore, I ensured that all p-card purchases must receive approval from the Acting Director's office before proceeding. This initiative was in compliance with the OPM Office of Procurement Operations' directive and the attached (b) (5) outlining OPM's Purchase Card Changes. Additionally, the new procedures (b) (5) reflecting our commitment to cost-effective and mission-focused spending within the federal government.
- I submitted and carefully monitored internal payroll documents. (b) (5) These documents were issued to guide federal agencies and Shared Service Centers (SSCs) on processing time and attendance (b) (5). I ensured that the instructions addressed essential considerations. (b) (5) In addition, I worked to ensure the documents provided guidance on paychecks, payroll processing, (b) (5) and leave benefits in accordance with (b) (5) and various laws regarding the treatment of (b) (5) pay and leave benefits.
- In support of the Workforce Policy and Innovation (WPI) initiative, I led a survey of Shared Service Centers (SSCs) and payroll providers (SSCs/PPs) regarding the development (b) (5) pay calculators. The goal of this survey was to assess existing tools and determine the level of guidance needed to help standardize severance pay calculations. (b) (5) This effort supported the (b) (5), and was conducted determine how much guidance and assistance we will need to provide the SSCs/PPs with computing (b) (5)
- I reviewed and cross-checked feedback from Shared Service Centers and payroll

providers regarding their severance pay calculators. This included comparing data from the Defense Finance and Accounting Service (DFAS), OPM's official severance pay worksheet, and the Government Retirement and Benefits (GRB) Platform's severance pay tool. The goal was to ensure that calculations were accurate and in full compliance with 5 U.S.C. 5595, 5 CFR Part 550, and 5 CFR Part 351. I also ensured that these tools were aligned with government standards, supporting transparency and consistency [REDACTED]

[REDACTED] I began developing a comprehensive set of Frequently Asked Questions (FAQs) for employees in the (b) (5) [REDACTED]

[REDACTED] I worked to ensure this guidance adhered to OPM's broader efforts to standardize payroll deductions in collaboration with agencies and Shared Service Centers. authority under 5 U.S.C. § 1103(a)(1) and (a)(5) and OPM providing guidance to agencies regarding OPM's government-wide (b) (5) [REDACTED]

[REDACTED] In addition, we offer guidance to agencies and SSCs/PPs according to policy to standardize the order of precedence when gross pay is not sufficient to permit all deductions. This guidance was part of the e-Payroll standardization initiative managed by the Office of Management and Budget (OMB) and the OPM to help ensure consistency among payroll providers in the processing activities involved in ordering deductions when pay is insufficient to permit all deductions.

- As the main point of contact between the Pay, Leave, and Workforce Flexibilities policy office and the SSCs/PPs, I was contacted by DFAS, the DOD's payroll provider, through their ESS Requirements & Analysis team. They aimed to implement system modifications to the Defense Civilian Payroll System (DCPS) (b) (5) [REDACTED]

[REDACTED] Specifically, they inquired about (1) whether the system should separately monitor two distinct codes for (b) (5) [REDACTED] under (b) (5) [REDACTED] and investigative leave under 5 U.S.C. 6329b, (2) the frequency with which an employee can be placed on investigative leave during the calendar year, using the example of a police officer discharging their weapon and questioning if this occurs in 30-day increments, and (3) whether there is a cap on "notice leave" and if this cap applies on a calendar year basis. I worked with the SME to provide responses to their inquiries.

Thank you.

(b) (6) [REDACTED]

From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:41:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

- Developed a (b) (5) for all local remote employees and worked with employees who are (b) (5) to discuss plans for (b) (5).
- Redistributed staff to ensure knowledge transfer and the most efficient coverage across 3 USAJOBS product teams to cover critical duties (b) (5).
- Coordinated work across the 3 USAJOBS scrum teams to include:
 - Project check in for government-wide texting of applicants to ensure cross-functional team members were on track and did not have any issues preventing ongoing work
 - Proposal for new career site for NAVSEA, providing them a branded application experience as part of their national intelligence mission
 - Site testing for system upgrades to the Scholarship for Service website
 - Sitewide changes needed within USAJOBS (b) (5)
- Coordinated upcoming production release across the 3 USAJOBS product teams:
 - Continued USAJOBS search improvements and enhancements, as well as technical upgrades
 - Development work needed to continue texting feature to allow for pre-production level testing
 - Refinements on Veterans Eligibility Tool (VET) and streamlining projects
 - Correcting identified bugs in the Agency Talent Portal within talent pools, campaigns, reports, and IC sites
 - Building out both the Navy and Marine Corps IC sites
 - Quarterly update to DHS CTMS site
 - Continued work on Scholarship for Service commitments and employee verification form features
 - .net upgrades within SFS and ATP systems
- Met with talent acquisition partners to discuss upcoming changes to the systems and their interconnections

(b) (6)
(b) (6) Product Manager
C: (b) (6) | (b) (6)



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From: HR

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:42:10 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Continued to update the Post Retirement All Plan Data file to base the calculation of average cost of enrollees (split by HMO/FFS, by Active vs Pre-65 Annuitant vs 65+ Annuitant, and by tier) on carrier provided claims and enrollment data broken into Postal vs NonPostal to determine the difference in cost projections when compared to the projection using carrier provided claims and enrollment data with Postal and NonPostal data combined and splitting it out based on OPM Postal vs NonPostal data.
- Upon receipt of five 2023 Medical Loss Ratio (MLR) penalty checks, I scanned and logged the checks, verified that the amounts were correct, and took the checks to the Trust Funds department in OPM to be deposited.
- Updated the FEDVIP Rate Submission Templates to be completed for the 2026 rating season, to be sent to carriers in the spring.
- Upon a request from FEIO, analyzed a carrier's reserve activity for both FEHB and PSHB to determine whether they are in need of a transfer from their FEHB Contingency Reserve to their 2025 FEHB Runout Account and discussed the matter with a senior actuary to discuss our communication back to FEIO.
- Reviewed 2021-2022 MLR Resubmissions, analyzed the effects of the updates, recorded these changes, and prepared letters notifying the carrier of penalties owed to OPM as a result of the resubmissions.

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:42:17 PM (UTC-05:00)
To: HR10[HR10@opm.gov]; (b) (6)
@opm.gov
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

- Training with Supervisor about stolen checks and correct processes and how to handle this situations.
- Help annuitants correct situations in regards of Federal Employees Health Benefits with English and non-English speaking annuitants.
- Respond to emails in regards to requests and changes in to how to sign in to Log in and services online with English and non-English speaking annuitants.
- Provided help by changing and updating information in regards to Direct deposits accounts with English and non-English speaking annuitants.
- Submitted requests to the Customer inquiry department for cases to be looked at for corrections in regards to payments with English and non-English speaking annuitants.
- Assisted former Federal Employees with the follow up process in regards to refunds and processing questions with English and non-English speaking annuitants.
- Assisted annuitants and family members with reports of passing for former federal employees and retirees with English and non-English speaking annuitants.

Thank you

(b) (6)

U.S. Office of Personnel Management
Retirement Information Office
Boyers, PA 16017-0045

(b) (6) @opm.gov



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:42:28 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hello—accomplishments for the previous week listed below as requested:

- Completed multiple retirement benefits estimates and employee separation packages, ensuring accuracy and timely processing for departing employees.
- Captured and managed critical data for ongoing confidential projects, maintaining compliance with federal regulation and internal policies.
- Supported team members with various immediate HR tasks, including providing guidance and training on technology tools to enhance efficiency.
- Identified and submitted employee data error corrections, improving data integrity, and reducing potential processing issues.
- Assisted with last-minute, high-priority tasks related to the (b) (5), ensuring urgent requests were resolved promptly.
- Oversaw early career programs and compliance with pathways regulations, responded to participant queries, and ensured any related personnel action requests were submitted timely and accurately.

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

Best regards,

(b) (6)

U.S. Office of Personnel Management
Office of the Chief Human Capital Officer – Workforce Strategies & Solutions
(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)
Sent: Mon 2/24/2025 4:42:48 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Led the change manager role for the Power BI Change Management Team (PBI CMT) which set clear expectations for team members and documented actionable next steps.
- Spearheaded planning for the advisory board meeting to provide partner agencies with updates on the program and system developments.
- Facilitated a meeting to assess needs and develop contingency plans for essential functions in our smaller program office, covering account management, help desk, training, and communications.
- Worked alongside account management team to assist partner agencies with identifying and removing outdated language from performance plans in accordance with the latest executive orders.
- Contributed to product development and OCIO calls on upcoming initiatives. Additionally, coordinated an internal session to brief the team on the latest updates which enabled effective testing and agency user training.

(b) (6)
U.S. Office of Personnel Management
HR Solutions / USA Performance Program Office
P: (b) (6) C: (b) (6)
(b) (6) @opm.gov | www.opm.gov/HRS



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:42:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]; (b) (6) @opm.gov]
Subject: Re: What did you do last week?

Resending with my manager on copy.

- Conducted workshops to build capacity in design-led innovation throughout government
- Built the capacity of partner agencies to apply design tools and methods to solve complex problems
- Provided guidance to partner agencies and Lab team members to help them solve complex problems
- Applied design practices and processes in solving complex problems for partners
- Implemented knowledge management processes to mature the Lab's collective design practice

*

H

From: (b) (6) @opm.gov>
Sent: Monday, February 24, 2025 4:41 PM
To: HR10 <HR10@opm.gov>
Subject: Re: What did you do last week?

- Conducted workshops to build capacity in design-led innovation throughout government
- Built the capacity of partner agencies to apply design tools and methods to solve complex problems
- Provided guidance to partner agencies and Lab team members to help them solve complex problems
- Applied design practices and processes in solving complex problems for partners
- Implemented knowledge management processes to mature the Lab's collective design practice

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:43:16 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 the activities I accomplished last week.

- Prepared and updated the Information Requests (IRs) for all sections in the 2025 FISMA Audit after the recent update to the IG FISMA Metrics.
- Continued to generate IR Templates for FISMA System Audits, including the Upcoming 2025 System Audit, based on a compilation of IRs from the past decade.
- Prepared for the Upcoming Carrier Audit by familiarizing myself with the Contingency Planning and Logical Access Sections such as their Steps/Requirements, Interview Questions, and work done in an Ongoing Audit.
- Completed, to the extent possible at this point in these audits, the Yellow-Book Compliance Sections for the Two Current Carrier Audits.
- Attended a meeting for and studied background information on an Upcoming Project Audit.

Sincerely,



(b) (6)
IT Auditor
Information Systems Audit Group
Office of the Inspector General
Office of Personnel Management

Phone (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)
Sent: Mon 2/24/2025 4:43:06 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. Performed case examining activities for the Secret Service in accordance with the (b) (5).
2. Drafted documents to customer specifications to advance actions in support of mission objectives.
3. Participated in training sessions to develop skills needed to ensure compliance with the latest standards and best practices.
4. Reviewed active and closed cases to identify trends and methods to streamline work processes.
5. Examined documents to assess qualifications and eligibility in alignment with established criteria and standards.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:43:29 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Updated the PSHB daily Incident Submission Report.
- Knowledge Transfer to the team
- Prepare the (b) (5) and replied the (b) (5) requests
- Apply Retirement Plan.
- Collect the Government Equipment for returning .

Thanks!

(b) (6)
Program Specialist – (b) (6)
OPM/HI/PDS/SDI (b) (6)
Location: (b) (6)
1900 E Street, N.W. (b) (6)
Washington, D.C. 20415
Phone Number: (b) (6) (O)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:44:21 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

As requested, below are some of the last weeks accomplishments:

1. Completed FY23 Multi-Factor Model (MFM) analysis on all 55 approved (b) (5) Critical Occupations (MCOs).
2. Worked with the dashboard developer to transfer necessary functions and methodologies needed for continuity of existing dashboards.
3. As part of 5 CFR 250, working on the aggregation of agency reports for Time-to-Hire (T2H) and MCO resource charts submitted to OPM/WPI/FM.
4. Supported internal agency efforts intended to identify possible volume of future workloads.
5. Analyzed data and created visualizations for (b) (5) and (b) (5) as well as for each CHCO Agency.

(b) (6)
Strategic Workforce Planning
U.S. Office of Personnel Management | Washington, D.C. Phone: (b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:44:08 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

Hello,

Following is a recap of some of my accomplishments from last week.

1. Pre-negotiation meetings with Postal health plans in advance of proposal submissions.
2. Contract oversight and compliance – Runout claims reviewed for health plans
3. Review Pharmacy language in accordance with large Provider Agreements regulation.
4. Ensure business requirements in the PSHB system/ enrollment files are updated.
5. Adjusting Letter of Credit Accounts between plans in accordance with pre-contract costs agreements.

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)
Sent: Mon 2/24/2025 4:44:23 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov; (b) (6)
Subject: RE: What did you do last week?

Hello,

Last week I worked to protect U.S. national security in an effort to employ loyal and trustworthy professionals (b) (5). I take pride in prioritizing the quality of my work and my contributions to public trust. Below are just a few accomplishments from last week.

- Screened cases and provided interim adjudications for numerous applicants so they are cleared for duty while the investigation is processed.
- Reviewed and adjudicated completed background investigations to determine final fitness and suitability – assessing factors such as criminal conduct, falsification, drug usage, etc.
- Verified and validated applicant information with hiring agencies and applicants to ensure completeness and integrity.
- Productively communicated adjudication results to agencies so that they may swiftly move forward with hiring or expanding on applicant job duties.
- Lead an effort to enhance data quality to continuously ensure alignment with policy and quality standards.

(b) (6)

U.S. Office of Personnel Management

(b) (6)
1137 Branchton Road
Boyers, PA 16016
[OPM.gov](https://www.opm.gov)



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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:44:39 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Met the new OPM CIO at his first monthly meeting with the OPM OIG and provided him an overview of the OIG office.
- Reviewed and approved a final audit report.
- Met with the OPM OIG Office of Investigations' and received the periodic update regarding ongoing investigations.
- Led the OPM OIG weekly senior staff meeting.
- Discussed a Freedom of Information Act ongoing case with an OIG attorney.
- Discussed the status of the OPM OIG False Claims Act ongoing cases with an OIG attorney.
- Represented the OPM OIG at the monthly meeting of the Council of the Inspectors General on Integrity and Efficiency.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:45:10 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov; (b) (6)
@opm.gov
Subject: Re: What did you do last week?

Per requested, below are my bullets on accomplishments from last week:

- Met with organizers in Retirement Services on the Benefits Officers Network meeting scheduled for Tuesday, February 25th to review topics of discussion and timing. This session is to inform Agency Benefit Officers of policies and guidelines under the FEHB program and Retirement Services that may directly affect their agency population.
- In response to a recent IG audit, I researched Carrier Letters which are missing from the OPM website. I have requested access to folders where the original files were maintained. Some of which have had issues with 508. I will be researching the status of each in the coming days. I will also need to inquire of the Director of Communications on the new processes for having items posted to the website. Establish a plan for ongoing monitoring of Carrier Letters on the OPM website and future updates and monitor any compliance issues.
- Met with colleagues from Program Analysis and Development (PAD) to discuss the Call Letter presentation tentatively scheduled for March 20th. Discussion of timeline for slide presentation and talking points were in question. Michael and I (OPS) will need to determine if new processes are in place for STAMP and follow up with PAD. This Call Letter session is an annual presentation that Healthcare and Insurance provides the FEHB and PSHB Carriers to offer guidance in submitting their proposals for the upcoming Plan Year.
- Under 5 U.S.C. § 890, with regard to Open Season, I met with our contractor, CTEC, to review responses from the Open Season team leads as well as external stakeholders to draft the 2024 Open Season Debrief. Analyzing the responses to see where updates are needed for process efficiency and use that information to include as recommendations to leadership.
- As the Primary Driver for HI within STAMP, I met with PDS Admin to review and assign correspondence sent to HI within STAMP. We receive quite a few packages from CLIA and the Director's office which in turn is disseminated within HI for responses.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:45:34 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: Re: What did you do last week?

- Completed, in coordination with OCIO, draft responses to GAO government wide inquiry on TMF
- Collaborated with OCIO to plan for the future of the new opm.gov
- Met with colleagues (b) (5) in order to effectively transfer knowledge on existing programs and services
- Supported transitions related to compliance (b) (5)
- Supported implementation of Postal Service Reform Act

Sent from my iPhone

On Feb 22, 2025, at 3:46 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)
Sent: Mon 2/24/2025 4:45:55 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Week ending February 22, 2025

- Coordinated with Office of Director to process a simple two-line retirement claim in five days or less, without using paper as the only objective.
 - Developed strategy and steps required to process the claim digitally; leveraged MS Teams.
 - Coordinated with NFC payroll office and internal RS teams, i.e., setup file storage, capture digital files, screen records for healthy case, adjudication, review, and final trigger of claim.
 - Met daily with NFC to review availability of claims for exercise.
 - Met daily with internal RS team to coordinate and discuss any impediments.
 - Met with NFC technical team to discuss electronic retirement record missing data fields and fields that required further development.
 - Created first draft after action report to detail digital retirement sprint exercise and document effort as well as positive and negative findings.
- Met with Office of Director staff daily to review the retirement high-level flow of an application from beginning (applicant) to adjudication and final pay. Provided feedback to create workflow within Figma.
- Met with RS leadership to discuss staffing options for RS modernization. Reviewed departing staff and possible replacements; discussed required skill sets, and suggested path to move forward.
- Continued operational work on annuitant Postal Reform related efforts.
 - Coordinating cleanup of various claim scenarios, such as negative net cases, effective date issues for suspensions as well as others.
 - Review of options related to annuitant address sharing between the PSHB system and the RS mainframe.
- Captured required changes to external facing web pages for the coming RS claim number change project.
- Reviewed and provided feedback on Janus leadership demo.

Regards,

(b) (6)
Program Manager | Modernization
Retirement Services | (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)
Sent: Mon 2/24/2025 4:45:56 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

My activities from last week:

- Drafted responses to Congressional Oversight letters and other Congressional inquiries related (b) (6) and OPM guidance
- Assisted my office in resolving constituent casework requests from Member offices
- Responded to Federal employee phone calls (b) (5) and assisted retirees with concerns about their annuities and benefits by email and phone
- Coached other employees in providing appropriate and timely responses to constituent casework and other Congressional inquiries
- Conducted analysis of OMB Legislative Reference Memoranda, prepared collated responses from program offices for OPM leadership review

v/r,
(b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:45:46 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Met with law enforcement partners to discuss investigative activities.
- Prepared financial analysis reports for the USAO in cases where forfeiture of assets will occur.
- Conducted investigative activities to identify financial harm to OPM programs.
- Participated in a team meeting to review and prioritize investigative workload.
- Reviewed and processed fraud referrals.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:45:49 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Good afternoon,

The list below highlights several of my accomplishments of the past week:

- Completed development work for the new Application Overview and Incomplete Applications reports, to include development and testing of their underlying dataflows, semantic models, and report definition language (rdl). These reports are a critical part of the first minimum viable product to be delivered to USA Staffing reporting users and are essential in supporting USA Staffing customer migration from Cognos Analytics to Power BI.
- Supported the development and delivery of Power BI Author Training to USA Staffing customer report authors across multiple government agencies by providing instruction and guidance on how to modify code to add report parameters to rdl files.
- Assisted in troubleshooting code for fact datasets for paginated reports in Power BI Report Builder in follow-up to the identification of opportunities for streamlining report development and increasing report development efficiency.
- Engaged in troubleshooting dataflow refresh issues preventing USA Staffing reporting users from accessing updated data in their reports to ensure data utilized by customers is up-to-date and accurate.
- Conducted code review of Request Overview paginated report build, to ensure requirements for this report were being met and development work was in line with established best practices of the team. Further advised data visualization developer assigned to the report of how to best implement code review findings into the report.

Respectfully,

(b) (6)
Business Analyst
U.S. Office of Personnel Management
HR Solutions/Talent Acquisition Analytics Group
O: (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)
Sent: Mon 2/24/2025 4:45:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov; (b) (6)
Subject: RE: What did you do last week?

- Met with one of the six office groups to discuss proper referencing of a multi-layer final report.
- Reviewed prior-year work papers to identify necessary support due to changes in the auditee.
- Sent an analysis to the group to request the required support.
- Reviewed the received documentation and followed up with additional request for more information.
- Incorporated information from another group to update my team's work paper review accordingly.
- Updated the draft/final report log with all necessary details to effectively track upcoming final report deadlines.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:46:21 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

I perform a wide range of Account Management duties in support of ASMG's reimbursable initiatives under the provisions of the Revolving Fund which permits OPM to perform human resources management services for Federal agencies on a cost-recovery basis, and in response to the requirements and objectives of Federal agencies purchasing the services of USA Staffing from OPM's USA Staffing Program Office through an Interagency Agreement (IAA).

- Prepared for and assisted Senior Account Manager with DOS/OIG project team regarding their USAS rollout and implementation progress; addressed issues and concerns as well as next steps.
- Collaborated with senior Account Manager and Branch Manager to develop recommendations for system configuration and business process to best meet DOI/OHC's concerns regarding DOI FIRES cross-Bureau mission critical hiring needs with consideration for system functionality (b) (5) yielding accurate T2H data.
- Maintain working relationships by collaborating with DOI/NPS clients (b) (5) and pain points and recommend solutions and best practices.
- Reviewed USA Staffing's internal Feature Matrix focusing on USAS system features that are currently unused or underutilized by DOI components to determine how to best engage key stakeholders to address any concerns or obstacles.
- Analyzed reports of customer help desk ticket submissions to research trends in order to recommend process changes and system or training enhancements.

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



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)
Sent: Mon 2/24/2025 4:46:27 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

What did you do last week (2/17-21/2024):

- Reviewed IAA and approved orders in Delphi
- Reviewed OPM's monthly status of funds and ETAMs data for my respectful program offices
- Completed monthly program projections
- Reconciled unrecorded IPACs
- Reviewed data received from programs pertaining to budget's IAA data call for required action within the next 90 days
- Assisted in training new budget analyst on projections and related budget items

(b) (6)
Office of Personnel Management
OCFO Budget 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)
Sent: Mon 2/24/2025 4:46:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Provided support facilitating the transfer of voluntary federal employee contributions of (b) (5) to human health and welfare in local communities in the last 5 years (with an appropriated (b) (5)) and alleviating the burden on the Federal taxpayer to fund such programs.

1. Developed, updated, and collaborated a tracker while crafting messaging Combined Federal Campaign (CFC)'s modernization efforts which support to improve and enhance digital customer experience: identified frequently asked questions and trends in requests for information and matrixed updated response recommendations.
2. Completed Initial research and analysis for drafting a proposal to update our external channels to include FAQs that will provide resources and direction in an efficient method based for customer needs and focused areas.
3. Reviewed and consolidated data and performed analysis of campaign performance to capture trends and identify impact indicators of success in 35 local zones across the country and abroad. Designed and presented visual dashboards with a five-year comparison on the campaign success.
4. Triaged and successfully addressed requests for support from external customers including charity organizations applying to the CFC 2025 campaign; advised on applicable statutes and requirements. Additionally, developed an analysis and specific information regarding ROI to charitable organizations, which helped to evaluate their investment and benefits in applying to the CFC.
5. Reviewed and audited more than weekly quota of National and International Charity Applications for the 2025 CFC. These reviews provide a confidence within the federal community that the organizations deemed eligible to participate in the largest workplace giving program are legitimate and legally following regulatory requirements for the CFC.

Thank you and very respectfully,

(b) (6)

(b) (6)

U.S. Office of Personnel Management
Office of the Combined Federal Campaign

o: (b) (6)

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

Office of the CFC: <https://www.opm.gov/about-us/combined-federal-campaign/>

CFC Zone Information: <https://givecfc.org/>

Donor Pledging System: <https://cfcgiving.opm.gov/welcome>

Charity Administration System: <https://cfccharities.opm.gov/app/#!/home>



From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:46:49 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

Hello,
Below are my my accomplishments for last week:

- Finalized code to calculate Performance Adjustments
- Validated Performance Adjustments for Community Rated Carriers
- Performed Quality check of historical Significant Events to determine accuracy of subscription income totals.
- Began review of Presidential Actions to Make America Healthy Again, to determine Healthcare Effectiveness Data and Information Set (HEDIS) performance measures that align accordingly.
- Reviewed and made edits to 2024 Annual Highlights Paper. Updated charts to reflect PowerBI dashboard.

(b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:46:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]; HR[HR@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon.

Please see the 5-bullet summary below responding to the request for information in the trailing message dated February 22, 2025.

- Enhanced accountability and efficiency by interpreting and delivering guidance with supporting statutes on general and situational circumstances for: (b) (5)
(b) (5) that include part time service for FERS and CSRS enabling agencies and employees to understand, apply and process workforce policies and benefit programs (b) (5).
- Collaborated on development of data driven automation and solutions for outstanding PSHBS and PSHB issues including: OWCP interface rejection, interaction with PSHB transfers as well as cancellations, belated open season entries, Quick Reference Guides (QRG), workload management and disabled adult dependent identification.
- Engaged with customer to discuss, identify and resolve discrepancy of agency guidance and misinterpretation of creditable military service. Carefully and thoroughly evaluated military deposit information, DD 214, Service Record Book, supporting documentation, and consulted with policy to validate the Veteran's military deposit and expedite said Veteran's retirement.
- Outlined process to develop a comprehensive workforce policy framework that will integrate best practices for agencies to submit complete and healthy survivor claim packages that will eliminate redundant workflows and deliver timely receipt of death benefits for survivors.
- Developed and composed a tailored script to simplify benefit criteria outlined in recently submitted Benefit Administration Letters. Script conveys complex PSHB and FEHB information in an engaging, understandable, future-ready format that is ready to present to Agency Benefit Officers ensuring agencies and employees receive accessible guidance, awareness and are able to support reemployed annuitants.

Thank you for your interest and attention.

Respectfully,

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

U.S. Office of Personnel Management
Retirement Services | Benefits Officers Liaison and Development
o: (b) (6)

Kimberly.Palacios@opm.gov



From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:47:04 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Here are 5 of things I have accomplished,

- Completed quarterly financial projections for assigned program offices within OPM. Analyzed planned budget vs. actuals to ensure accuracy of financial reporting.
- Issued data call and updated employee forecast module within OPMs Budget Management System (BMS) Completed reconciliation to ensure program offices accurately updated information in a timely manner.
- Completed OPM BMS Delphi User Training.
- Met with program RMOs to discuss program spending priorities and expectations under current continuing resolution.
- Attended internal training on Treasury ARC (AIOS) financial system.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:47:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

Good afternoon.

Last week I completed the following in two days:

- filed 328 closed claims accurately in our file system
- searched for and found 55 blue requests
- pulled and processed 65 f corr cases
- assembled 32 f corr cases
- found 9 cases after doing second searches on cases that were not previously found

I spent 1.5 hours in expansion alphabetizing 5 drawers that were misfiled. I also added empty boxes to expansion and filled them with cases that would not fit comfortably in the drawers so to ensure a more streamlined process.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:47:21 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?

- Reviewed security documentation for HIPS security controls assessment and supporting evidence
- Prepared for assessment exit briefing and ATO package preparation for HIPS
- Drafted overlay for baseline security controls for HIPS
- Reviewed system security and privacy plan for WHF
- Reviewed security scans for vulnerabilities
- Reviewed open system POAMs for remediation actions (FSA FEDS, HIPS, WHF)

Note: I was on leave on Monday and Tuesday last week.

(b) (6)
Office of Personnel Management
(b) (6) (office)
(b) (6) (cell)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:47:12 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- **Summary:** I performed the HR duties and responsibilities outlined within my position description and assigned by my organization.
- **Classification Actions:** I conducted position desk audits and PD reviews/recertifications for multiple agencies. This included analyzing relevant documents; examining and interpreting applicable grading standards, classification appeals, and/or case precedents; identifying critical issues; recommending pertinent series, title, and grade; and drafting evaluation statements and reports.
- **Project Management:** As a PM, I submitted billing statements to current clients and reached out to stakeholders who either have leftover funds or pending funds to assess budget/resource needs.
- **Communication and Coordination:** Read and responded to client emails; sent interview and meeting requests; reported on affected actions regarding issues such as interviewees not attending scheduled meetings.
- **Strategic Mission Needs:** Attended organizational meetings where projected future actions were discussed that outlined the current administration's priorities and how our organization will be called to assist in reduction-in-force efforts. Subsequently researched (b) (5) and competitive level codes in preparation of pending projects.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:47:42 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,

Here are the items I accomplished last week.

1. Continued to **review** the "Foresight Standard Operating Procedure" document the (b) (5) is hoping to publish shortly. Since the document was drafted in the previous administration, the review and edit consists of (b) (5) (Workforce planning 5 CFR 250, OMB A-11 Part 6)
2. Worked on **updating** four documents that required revision: Workforce Planning Guide, Workforce of the Future Playbook, Key Drivers of Organizational Health and Performance, and the Foresight Guidebook. All documents were previously published (b) (5) (This supports the PMA which aligns to GPRAMA, OMB A-11 Part 6)
3. Began initial **research** – horizon scan – for the Federal Workforce Priorities Report. The goal of the research is to identify major future trends and drivers that will impact the federal workforce (Workforce planning 5 VFR 250, OMB A-11 Part 6)
4. As the co-chair of the (b) (5), hosted and moderated a COP webinar. The Speaker was (b) (6) who discussed her new book (b) (5). Approximately 50 federal and private sector attended the informational webinar. Additionally, throughout the week, I prepared for the webinar to include drafting an intro script, doing tech checks, and ensuring things went smoothly. The (b) (5) helps promote futures-thinking in government and hosts monthly webinars. (OMB A-11 Part 6)
5. Continued to **review** the Succession Management Playbook document. Since the document was drafted in the previous administration, the review and edit consists of aligning it with (b) (5). (Workforce planning 5 CFR 250)
6. **Met** with the (b) (5) to discuss the current work climate, team goals and objectives, and pass on information from leadership. In addition, I **compiled** a list of all current Future of Work Group projects that we are in the process of or will accomplish this year.

(b) (6)

U.S. Office of Personnel Management
Workforce Policy & Innovation | Future of Work

c: (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)
Sent: Mon 2/24/2025 4:47:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- PSHB – Reviewed error reports to determine what error caused the mainframe to reject the PSHB plan from PSHBS
- Processed first digitalized ORA retirement (no printing of documents)
- Analyzed IRR vs ERR for above ORA retirement to provide feedback to NFC on what is missing/incorrect on their ERRs – NFC is still in the development stage of ERRs.
- Created OWCP Enhancement examples for Coforma for Janus – development stage in Janus
- Medicare – responded to emails from our CMS contact and reviewed daily error reports; made manual adjustments, if needed
- FACES – responded to emails from FACES users regarding FACES application, reset passwords, reassigning claims, etc.
- Review daily zip code errors (due to address changes the prior day) and update the zip code and/or street, city and/or state, if needed.
- Meetings:
 - Monday – Section
 - Tuesday – ORA (Online Retirement Application) package review
 - Wednesday – Processing Disabled Dependent Enrollments in PSHBS
 - Thursday –
 - Weekly Postal Touchpoint
 - Janus Testing Touchpoint
 - Janus Discovery and Refinement (RS & Coforma)
 - ORA package review
- Friday – AWS day off

(b) (6)
U.S. Office of Personnel Management
Retirement Services | System Support

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:47:53 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Assisted in identifying and defining operating and management goals and objectives for pharmacy benefits offered under the FEHB program.
- Monitored trends, new developments and best practices in the pharmaceutical industry for incorporation into future benefit design.
- Assisted in review of new or modified legislation for projected impact on the FEHB and PSHB programs.
- Identified innovations in public and private sector pharmaceutical and financial matters.
- Reviewed and examined technical, scientific and medical data in support of agency development and program management.

(b) (6)

Healthcare and Insurance | U.S. Office of Personnel Management
Email: (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)
Sent: Mon 2/24/2025 4:48:19 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?

- Analyzed the design of pharmacy benefits among plans and recommends changes to better control drug use and cost.
- Monitored trends, new developments, and best practices in the pharmaceutical industry for incorporation into future benefit design.
- Provided guidance to the health insurance specialists, contracting officers and program managers on pharmacy benefit issues.
- Strategized and analyzed methods to improve outcome measures related to the use of pharmaceuticals and health system methodologies proven to improve patient and health system outcomes.
- Administered and oversaw the program activities of the pharmacy team and supervised staff to carry out those activities.

Regards,

(b) (6)

U.S. Office of Personnel Management
Healthcare and Insurance

c: (b) (5)

o: (b) (6)

(b) (6) @opm.gov

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



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

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

and cc your manager.

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:48:05 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,

1. Provided guidance daily to our RIO Call Representatives on questions in "real time" when on the call with our customers/retirees pertaining to retirement laws, policies, on all processes within Retirement Services.
2. Prepared training schedules for upcoming trainings and relayed this to my colleagues and front-line managers for other scheduling purposes and organization.
3. Assisted Front Line Managers on complex retirement and payment related matters.
4. I was involved in several meetings, giving insight on how to streamline certain Retirement Services (RS) processes.
5. Processed Escalations (Priority Case Situations), Re-Payment Actions, and Customer Call Backs.

Sincerely,

(b) (6)
*U.S. Office of Personnel Management
Retirement Information Office*
Email: (b) (6) @Opm.Gov



OPM

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:48:06 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Identified and defined operating and management goals and objectives for Federal pharmacy benefit programs.
- Identified and defined clinical goals and objectives for Federal pharmacy benefit programs.
- Provided consultation on, Federal pharmacy benefit issues to optimize delivery of pharmacy benefits to enrollees worldwide
- Monitored trends, new developments and best practices in the pharmaceutical industry for incorporation into future Federal pharmacy benefit design.
- Gathered and then examined complex technical, scientific and medical data in support of agency program management.

(b) (6)

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



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

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:48:15 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Designed and conducted extensive highly complex research into healthcare and drug utilization using medical and pharmacy claims, formularies, and benefit designs using a range of complicated data development, data visualization and data analysis tools.
- Wrote highly detailed technical reports/makes recommendations to the pharmacy team and leadership
- Developed and maintained a wide variety of data resources within a highly secure computer environment: proprietary health plan data, applied in analysis as needed to support HI priorities
- Conducted periodic technical training to ensure that internal specialists and external plan representatives are familiar with the reporting templates used to manage and communicate benefit changes
- Analyzed drug formularies/drug cost utilization data trends, among health plans. Identify problem, planning, executing, analysis, interpretation and commutations.

Thank you,

(b) (6)

(b) (6)

U.S. Office of Personnel Management | Healthcare and Insurance
Work Phone: (b) (6)
Email: (b) (6)@opm.gov



U.S. Office of
Personnel Management

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

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

and cc your manager.

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:48:17 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: Re: What did you do last week?

The following bullets contain my accomplishments from last week:

- Conducted item level revisions for USA Hire to ensure assessment items are compliant with Executive Orders. The process entailed review of over 1,200 assessment items.
- Held a meeting with the data skills assessment (DSA) project team to discuss action items for assessment launch. During the meeting, the DSA team explained the critical competencies measured by the assessment and the innovative test design to our client. The DSA team also answered questions posed by our client.
- Reformatted items per the USA Staffing item guide for accurate assessment scoring. My tasks included allocating the correct number of points to each custom item and quality checking the assessment.
- Organized my OneDrive folder and allocated project work to appropriate folders (b) (5).
- Held my bi-weekly one-on-one meeting with my direct manager to discuss weekly accomplishments and upcoming project work.

Best,

(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)
Sent: Mon 2/24/2025 4:48:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good day,

Per your request, please see my accomplishments from last week:

- Received and processed over 40 new congressional cases, analyzing and routing them to the appropriate program offices for further action.
- Resolved 47 congressional cases related to retirement and survivor benefits, ensuring that the program office response was timely, complete, and addressed the constituent's and congressional office's concerns.
- Compiled the weekly numbers for our team in preparation of our monthly reports to Congress.
- Expeditionily corresponded with congressional staffers in response to their constituent's concerns.
- Successfully conducted a thorough review of our incoming Postal Health Benefit casework to ensure priority routing to the appropriate program offices.

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

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

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

Deadline is this Monday at 11:59pmEST.

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

Afternoon,

Per your request:

- Audited and reviewed initial decisions.
- Performed financial analysis.
- Researched Title 5 laws and regulations pertaining to retirement benefits.
- Made final determinations for reconsideration requests and remanded cases to take corrective actions.
- Communicated with annuitants (via phone, email, US mail) to address their concerns.

(b) (6)

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

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:48:36 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

As a proud federal employee at OPM's Retirement Services - Retirement Information Office, my mission has always been to serve the retirees and their family members, as this is what makes America great.

Basic duties in the past week included:

- Reissued payments (NRPA's) for annuitants that had been returned from their banks, as they NEED THEIR MONEY.
- Provided support and guidance to front line employees in the call center on complex situations from retirees and families that needed resolved, being available to multi-task with walk-up inquiries, instant messaging, and emails to be available to guide for accurate assistance to our customers.
- Taught newer employees how to navigate the computer systems and training materials to obtain accurate answers for telephone inquiries, referred to as a "roaming coach" as I physically go to their desks "hands-on" to walk them through and show them how to handle the calls.
- Reported fraudulently signed death benefit check to Treasury after investigating to determine the date and bank that was used for cashing the payment – this (NRRC) coordinates with procedures with Treasury to resolve reclamation and reissue of the payment.
- Worked as a liaison between callers and other departments to escalate situations needing priority attention due to extreme financial hardship and medical emergencies.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:49:10 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

*Read (b) (5) that had an impact on my agency.

*certify daily voucher payments in upwards of Billions of dollars

* Answer customer concerns in reference to their Annuity Payments, Over-payments, provide addresses to send payments, provide POC for extensive inquiries into their accounts.

*100% of the task and duties required for my position description.

*100% of my job duties 7 performance elements that are used to evaluate my performance.

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:48:53 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Please see the list below:

- Provided daily updates to upper management.
- Analyzed and made decisions regarding work problems presented by subordinate staff .
- Provided daily updates and responded to Congressional inquiries and representatives.
- Provided Guidance and procedures to staff regarding unusual situations.
- Prepared and assigned daily work assignment to the staff.
- Ensured high quality, technically correct and timely services are provided to customers.

Thanks,

(b) (6)

Post Retirement Branch
Retirement Services, Claims 1

(b) (6)

[@opm.gov](mailto:HR10@opm.gov)

(b) (6)

(Microsoft Teams) *

(b) (5)

(Fax)



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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:49:00 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov; (b) (6)
@opm.gov
Subject: RE: What did you do last week?

I have gathered and organized all the necessary information and files for the team to ensure (b) (5)

Additionally, I drafted guidance for agencies on (b) (5) of the (b) (5) in accordance with (b) (5) in the (b) (5).

Reviewed PMF communication plans which were finalized for management approval today.

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:49:25 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 am the (b) (6). We investigate allegations of and prioritize patient safety and/or annuitant harm cases, fraud schemes that result in substantial monetary losses to OPM programs, program vulnerabilities, and integrity cases.

The following are a few examples of my activities last week:

- Completed and issued our investigative report to the Director highlighting the financial recoveries because of our investigative activities and posted the information on the website.
- Met with OPM contractors to discuss fraud, waste, and abuse issues that impact OPM programs and operations.
- Completed and approved the submitted Law Enforcement Officers Safety Act (LEOSA) applications.
- Compiled, reviewed, and submitted approved travel related to ongoing criminal and civil casework along with the completion of specific law enforcement training.
- Completed the Year over Year law enforcement workforce analysis.

Please let me know if you have any questions.

Thank you

(b) (6)

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:49:51 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Thank you for providing an opportunity for me highlight my individual contributions as an employee with the Office of Personnel Management during the week ending February 22, 2025. As part of my role with the Office of Personnel Management I in part completed the following:

1. I supported RS annuitants who have Medicare withheld from their Federal retirement annuity as well as the Centers for Medicare and Medicaid by conducting analysis of daily transaction errors and taking appropriate action on the annuity roll. Research includes investigating claims in various systems within RS as well as coordinating with CMS to determine the appropriate withholdings.

Where thorough analysis deemed necessary, manual adjustments were made to ensure withholdings are accurate. Additionally, when needed, CMS was contacted to clarify current information regarding withholdings and correct any data to ensure data integrity issues are resolved.

Any individual inquiry from CMS received was thoroughly researched and corrective action taken when discrepant information was identified.

2. I supported the Postal Service Health benefits program (PSHB) and RS by reviewing, researching, and working to resolve inquiries from internal and external customers. This requires detailed review of claims in the RS mainframe as well as in the newly created PSHB application. After analysis, the requested information is forwarded to the requestor (in most cases OPM's Healthcare and Insurance group (H&I)). Where needed, corrective action is taken to ensure continuity of coverage and correct premium withholdings.

3. I supported the Postal Service Health benefits program and RS by attending meetings regarding PSHB. For the week ending 02/21/2024 meetings included:

- a. A bi-weekly postal service team meeting to discuss challenges, difficulties, risks, and impacts regarding the Postal Service Health Benefits System. In this meeting we often triage and troubleshoot technical challenges and determine applicable responses and resolutions.

- b. An ad-hoc Meeting regarding restored retirement claims and PSHBS. Specifically, this meeting focused on the need for all claims with invalid FEHB codes entered to be indicated on an error report to ensure correct processing.
- c. An ad-hoc meeting on processing disabled dependents on PSHBS. The intent of this meeting was to troubleshoot the best method of adding the enrollment for disabled dependents on PSHBS.
- d. Weekly meeting regarding PSHB Risks, Questions, and Challenges. The purpose of this meeting is to specifically engage with our RSITPMO group regarding PSHB and necessary problem identification, troubleshooting, risks, and impacts.
- e. Meeting with several stakeholders to discuss potential revisions to PSHBS in order to develop a more effective workload management function.
- f. Touchpoint meeting including RSITPMO and Deloitte to discuss integration points of PSHB and RS Systems and understand requirements status of actions codes, PSHB Plans and address changes.

4. In support of the Postal Service Health Benefits System, RS, and stakeholders I tracked and provided input on updates to the RS mainframe as well as the Orion application, which represents one of the main software applications leveraged by the RS Retirement Information Office (call center) staff. Once completed, these further updates represent the iterative results of prior testing and review. The updates to Orion are a priority for RS as they will ensure correct health benefit enrollment for RS PSHB enrollees. Additional testing will be conducted the week ending 02/28/2025 with the updates being fully implemented shortly thereafter.

5. In support of the Postal Service Health benefits Program Enrollees and Internal stakeholders, I provided the PSHB team manager with detailed guidance on processing retroactive adjustments on the RS mainframe. This guidance is generally new and required specifically for adjusting premiums for PSHB. Additional steps are necessary because the PSHB application is not directly coupled to the RS Annuity Roll as is the case for the legacy program previously used to process health benefit updates for postal retirees.

Respectfully,

(b) (6)

Office of Personnel Management / ROC
Post Office Box 45
Boyers, PA 16017
Phone: 1-202-936-1049

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

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:49:28 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Leveraged analytic skills and best practices in data analytics and data management to identify opportunities for data-driven improvements across the organization.
- Identified gaps and inconsistencies in existing data sets and developed strategies to enhance data accuracy and reliability.
- Designed and implemented data validation processes and best practices to ensure high-quality data collection and maintenance.
- Developed technical instructions for internal and external stakeholders and drafted technical specifications for system enhancements.
- Used expert level knowledge to utilize common data science tools, including scripted languages (including but not limited to R, Python, SQL, SAS, and JavaScript), analytics platforms, open-source/commercial off-the - shelf solutions to develop data science products.

(b) (6)

Data Scientist
U.S. Office of Personnel Management | Healthcare and Insurance
Work Phone: (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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:49:39 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: Re: What did you do last week?

What I did last week:

- Provided responsive advice and guidance to partner agencies and/or Lab team members to help them solve complex problems
- Applied design practices and processes in solving complex problems for partners and/or the Lab
- Built the capacity of partner agencies and/or Lab team members to apply design tools and methods to solve complex problems
- Implemented knowledge management processes to mature the Lab's collective design practice
- Prepared course materials, roles and participant communications for upcoming design course

Thank you.
(b) (6)

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:49:53 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good day, OPM HR,

I hope that you're doing well. Please see below for the tasks I accomplished last week:

- Managed the processing of payments for the program using G-Invoicing for GT&C agreements review and submission, along with orders within this financial system. Additionally, I reviewed forms 7600A/B for legacy (traditional) processing and saved corresponding data to our shared drive.
- Updated the financial status of transactions within our Talent Management System portal by individuals.
- Assessing career competencies for human resources professionals and aligning existing OPM training offerings with them while considering how to fill any gaps.
- Changed direction on a project related to incorporating (b) (5) into a new governmentwide framework for recruiting, training, and developing talent in the human resources career field, following the decommissioning of the program by executive order.
- Began planning and execution sunseting duties for the (b) (5) in compliance with the (b) (5).
- Continued pilot testing of HRS Chat called Rexi and provided export data recommendations, including the creation of a 'prompt' library the previous week to Rexi team to enhance the user experience.

Thank you,
(b) (6)

(b) (6)
U.S. Office of Personnel Management
HR Solutions | Center for Leadership Development
1900 E Street, 2431-AX, NW Washington, DC 20415
(b) (6) [@opm.gov](mailto:HR10@opm.gov) | [OPM.gov](https://opm.gov) | 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)
Sent: Mon 2/24/2025 4:49:55 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Identified and defined operating and management goals and objectives for Federal pharmacy benefit programs.
- Identified and defined clinical goals and objectives for Federal pharmacy benefit programs.
- Provided consultation on Federal pharmacy benefit issues to optimize delivery of pharmacy benefits to enrollees worldwide.
- Monitored trends, new developments and best practices in the pharmaceutical industry for incorporation into future Federal pharmacy benefit design.
- Gathered and then examined complex technical, scientific and medical data in support of agency program management.

(b) (6)
Pharmacist | Healthcare and Insurance
U.S. Office of Personnel Management
(b) (6)@opm.gov



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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:50:13 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Pursuant with my Position Description, I accomplished the following tasks last week:

- Analyzed results from the AI use case ideation session
- Developed materials for the second working group session
- Facilitated a discussion to train stakeholders on how to align priorities that can generate efficiencies
- Attended training for AI use case development
- Collaborated with stakeholders to assess current AI capabilities

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:50:41 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hello,

As requested, here are a few of my accomplishments from last week.

- Worked with the Operations and Resource Management office to coordinate, free-up, and assign desk space for OA employees to help facilitate OPM's (b) (5) efforts.
- Coordinated with other OA senior actuaries on OA's transition, which is needed due to (b) (5). Worked on other various supervisory administrative duties such as (b) (5), filling out in-person work exception forms, reviewing timecards, etc.
- Met with FEIO leadership to discuss the 2026 FEHB rate season. Reviewed the work product of other actuaries in preparation for the meeting.
- Continued leadership of a study looking at 5 years of FEHB Experience-Rated data analyzing the impact on the service charge carriers would have received under varying scenarios. In particular, reviewed the slides and charts for a presentation to the Performance Improvement group and provided feedback on things to add and remove.
- Continued to manage an analysis of carrier submitted FEHB Experience-Rated claims triangles. Discussed some issues junior actuaries were seeing and how to resolve them. Discussed next steps.
- Participated in a discussion on the needed updates to the FEHB and PSHB Experience-Rated Premium Rate Proposal file sent to carriers.

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:51:04 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: Re: What did you do last week?

I was on approved leave from February 18th, 2025 – February 21st, 2025.
I was not located in the United States during this time.
I am not authorized to have government hardware outside of the country.
For these reasons, I did not use my work-issued laptop or phone from February 18th, 2025 – February 21st, 2025.

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:51:41 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hello,

As requested, below is a summary of duties performed last week. This list is not exhaustive but highlights key focus areas:

- Executed comprehensive operational initiatives to ensure full compliance with executive actions related to the closure of the Federal Executive Institute. **Reviewed and evaluated laws and regulations to determine their impact on business development, marketing, and outreach operations.** This included conducting an extensive review of multiple web content platforms and preparing to archive logos and other promotional files.
- Responded promptly and effectively to public inquiries regarding the operational status and delivery schedules of courses and programs, ensuring clear and accurate communication. **Provided introductions to new potential clients and facilitated transfer of potential clients to program areas.**
- Supported the deployment of a streamlined operational planning hub designed to centralize SOPs and process documents. This initiative involved transitioning multiple process flows and implementing automation for continuity of operations, including **identifying inefficiencies and developing recommendations for streamlining, eliminating and/or reengineering processes.**
- Proactively took actions to ensure a smooth transition in support of return-to-work requirements. This included **identifying and analyzing problems and recommending adjustments** to addressing potential challenges and facilitating a seamless process.
- Executed a variety of transition activities to ensure seamless operations across departments for critical services. This included preparing for the offboarding of supervisors and team members, managing duty station location changes, and setting up a centralized mailbox.
- **Tracked administrative management of work projects and responded to requests for business line operational data.**
- **Assessed the impact of resource constraints upon marketing and management programs and systems; / Collects and/or develops, analyzes, and evaluates data required for use in managing program areas operations and support leadership decision-making.** Reviewed the headquarters financial report to identify the impact of recent executive actions on activities within the CLD. Ensured alignment with internal reporting mechanisms for accurate financial tracking and compliance.

Regards,

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

Center for Leadership Development (CLD)
Business Operations and Financial Management

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:51:37 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Worked with my team to address administrative questions regarding the continuance of the OPM-issued Federal Employee Viewpoint Survey (FEVS). This required a number of small and large meetings to discuss details and work through text.
- Continued to work on preparing materials necessary for the administration of the FEVS. This is a months-long effort prior to the survey launching.
- As the lead for the Data and Mapping team, a subset of the Survey Analysis team staff, I directed our weekly meetings to discuss on-going work to administer the FEVS with regards to data-related activities.
- Communicated with internal and external stakeholders regarding the administration of the FEVS, the reporting of results, data elements, et cetera as needed.
- Began self-directed training to use the R software package provided at OPM through the software center as a means to expand my team's capabilities.

**This work supports two statutory responsibilities: completing OPM's own Annual Employee Survey (AES) requirement (5 CFR Part 250 Subpart C), and providing data for OPM's overall responsibility in the evaluation of personnel practices (5 CFR 5.2(b)). Since we are helping to fulfill the evaluation effort of OPM already, it is more efficient, cost-effective, and beneficial overall to have OPM also include the AES required survey items as part of the FEVS and provide the results to agencies to fulfill their statutory requirement of posting the results to their websites.*

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:51:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

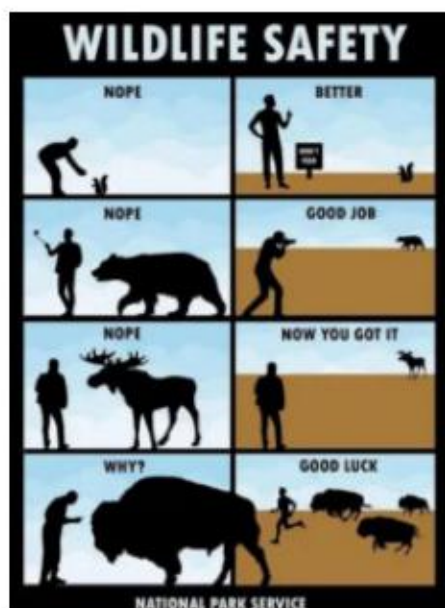
1. Coordinated with approximately 8 managers in 5 RS Sections the 16 classes and 10 topics, to be taught over the next 8 to 10 weeks.
 - a. Started review of the following topics - DCCS Development, DCCS Case Tracking, ARPS (28 pages not including online examples to check), RS Portal (7 pages plus online links need verified to be available), Customer Service (7 page guide, 28 slide PPT), Excel, Word, Outlook, Teams, and CSA numbers (8 page guide, 8 slide PPT, plus new changes for March 2025 were added to material) to ensure information is current, examples and demonstrations are current and still viable.
2. Worked on coordinating RTO training locations with Boyers staff. Worked on identifying HR personnel now covering RS to send out monthly class announcements.
3. Reviewed and updated classes to comply with current administration rules.
 - a. Customer Service class - updated or removed diversity of customers information.
 - b. Email Etiquette class - updated or removed pronouns and diversity of customer information.
 - c. Advised fellow instructor on removing the same in their classes.
4. Attended CIO's Copilot Pilot program meeting.
 - a. Completed requested questioning of Copilot about hate speech, inappropriate responses, etc. Sent feedback to CIO office.
 - b. Used Copilot to create presentations and/or papers from existing materials to help test Copilot's ability in a government setting.
5. Worked on 3-part lunch n' learn lesson on Job Interviewing Tips. Worked on timing of class material in preparation of offering class in the next few weeks.
 - a. Worked with 2 employees on their resumes, providing feedback and help to improve their documents. Discussed possibly doing mock interview with one employee.

(b) (6)

U.S. Office of Personnel Management
Retirement Services

(b) (6)

[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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:52:13 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Hello! Response below.

- Touched base w/supervisory team re: MDR email and status
- In response to purchase card unavailability, assisted in the archiving of database used for daily business operations and knowledge management
- Revised business practices to adjust for change in available tools
- Analyzed and adjusted revenue model to reflect loss of probationary employees and lower projected FY25 revenue
- Transitioned PowerBi analytics dashboards to excel (overcome by events)
- Navigated billing cycle issues and completed calculations and billing sheet

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)
Sent: Mon 2/24/2025 4:52:18 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Hello,
This is in response to the email below.

Last week, I accomplished as follows:

- Delivered (2), 1 hour Training Sessions
- Processed FEHB Waivers and updated Spread Sheet
- Processed FEHB request and corrections to resolve erroneous actions
- Reviewed and assigned incoming task
- Answered OIG inquiries and updated Spread Sheet

(b) (6)
(b) (6)
RO/RS/Retirement Eligibility and Services (RES)
Retirement Benefits
(b) (6)@opm.gov
(b) (6)
(202) 606-1640 GENERAL OFFICE FAX

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

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

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

Deadline is this Monday at 11:59pmEST.

From:

[REDACTED]
[REDACTED]

[REDACTED] 58 PM (UTC-05:00)

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

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

Subject: RE: What did you do last week?

- Determined entitlement to and the amount of retirement annuities and survivor benefits, as well as the entitlements and payments to certain other parties such as former spouses. Analyzed records and imaged documents to make decisions that may involve any future eligibility for retirement benefits or for health and life insurance benefits related to retirement.
- Decided eligibility of retiring employees to continue Federal Employees Group Life Insurance coverage, and of retirees, survivor annuitants, and certain dependents and adult students to continue enrollment in Federal Employee Health Benefits Program and Postal Service Health Benefits System.
- Developed the record in individual cases, determining what is necessary and the sources of needed information. Initiated, reissued, and resolved discrepancies on active annuitant files, correspondence, and made requests by telephone, mail, and email to obtain required documentation.
- Performed reconstruction of missing or destroyed records, reaching out to NPRC and other employing agencies for dated and aged forms that were not already in the retirement files. Updated the cases once development was received and sent the cases forward for finalization.
- Successfully completed 100% of cases assigned to me for the week, ensuring accuracy and timeliness.

From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:53:01 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Analyzed and prepared years of data for upcoming audit
- Extracted sample data to stakeholders for analyses
- Processed monthly data and updated warehouses
- Reviewed data and investigated discrepancies in the new data load
- Developed scripts for reports in new system

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:53:04 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Delivered gap assessment data to an agency, letting them know areas where their mission critical workforce is performing as expected or above expectations, and areas where there is room for improvement
- Collaborated with colleagues to troubleshoot and resolve a significant data collection method caused by workforce mistrust of the effort
- Briefed an agency's executive team on data collected via structured interviews; provided insight on how to interpret data to be used as basis for selecting individuals into a leadership development program
- Determined best method for providing job analysis data for a mission critical occupation for an agency given change in guidance
- Conducted meetings with an agency to discuss work behaviors that illustrate different levels of proficiency on key competencies for the target occupation: self-management, partnering, and subject matter expertise; these illustrations will be used to support developmental activities by providing a metric for employees and their supervisors to measure employee proficiency in a competency

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

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

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

Deadline is this Monday at 11:59pmEST.

From:

(b) (6)

Sent:

Mon 2/24/2025 4:53:10 PM (UTC-05:00)

To:

HR10[HR10@opm.gov]

Subject:

RE: What did you do last week?

During the week of February 17, 2025, I accomplished the following:

- Reviewed a draft audit report, noted my edits and comments, and addressed supervisor's comments.
- Researched public laws and regulations to incorporate into a draft audit report.
- Provided guidance to audit team members on routine audit work and other matters.
- Assisted in providing a response to external stakeholder's request regarding open recommendations.
- Responded to a request from internal stakeholders concerning an issued final audit report.
- Held an in-person engagement meeting with audit staff to discuss audit work.

Tonya

From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:54:20 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov; (b) (6)@opm.gov; (b) (6)@opm.gov
Subject: RE: What did you do last week?

What did you do last week?

1. Conducted 2026 Pre-Proposal meetings with contractors, their teams and OPM management.
2. Prepared Pre-Proposal documentation reports, capturing expectations and potential contract changes for the 2026 contract year.
3. Reassessed 2026 contract negotiation related topics, policies, and legislation to ensure best practices and accurate communication of requirements.
4. Attended internal meetings and a workgroup with other divisions, my team and management.
5. Responded to contract related inquiries from various internal divisions, contractors, my team, and management.

(b) (6)
Federal Employees Health Insurance (FEIO)
1900 E. Street NW, (b) (6)
Washington DC 40215

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:54:05 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

I accomplished the following last week:

1. **Authority to Operate (ATO):**
 - a. Completed follow-up on existing The Knowledge Portal (TKP) ATO currently scheduled to expire on March 31, 2025.
 - b. Adjusted the ATO plan for the systems that will eventually replace TKP to enhance system flexibility and permit access to the Totara LMS more quickly
2. **OPM Learning Management Systems (LMS) Consolidation:**
 - a. Completed a reassessment of the six remaining active learning management systems (LMSs) across OPM to prepare for coordination with program area staff on consolidation.
 - b. Reviewed Delegated Examining and SuiteEA needs as part of the larger OPM consolidation
 - c. Completed Totara LMS training
3. **Contractor Staff Realignment:**
 - a. Realigned contractor staff working on the replacement Presidential Management Fellows (PMF) Talent Management System (TMS) in conjunction with the shutting down of the PMF program.
4. **Business Analyst Engagement:**
 - a. Reviewed historical system issues with business analysts to prepare
5. **SDO Team Support PowerPoint:**
 - a. Updated project support PowerPoint slides outlining the role of the SDO team and the status of the projects under SDO

Regards,

(b) (6)

U.S. Office of Personnel Management
HR Solutions, Systems Development and Operations

(b) (6)

P: (b) (6) | M: (b) (6)
(b) (6) @opm.gov | <https://opm.gov/HRS>



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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)
Sent: Mon 2/24/2025 4:54:47 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. Conducted a training of coworkers on the (b) (5) to include updating the training material to ensure compliance with the current laws, regulations and requirements of the (b) (5). This also included preparing numerous examples and job aides to provide the employees with best available practices to achieve the agencies' goal of processing the (b) (6).
2. Conducted the review of cases in accordance with established agency procedures, that have been adjudicated by coworkers to ensure that the final case product is in compliance with the current law, regulations and requirements of the (b) (5) and the (b) (5).
3. (b) (6), and the Federal Employee Retirement Systems(FERS) claims to ensure that each retirement case is in compliance with all applicable laws, regulations and requirements of the retirement process. This included providing retirees with additional options and information thru numerous communication methods.
4. Conducted the review and determinations on Federal Erroneous Retirement Coverage Correction Act (FERCCA) cases to ensure that the claims meet and are processed in compliance with current laws and regulations dictating the processing and handling of the FERCCA cases including the calculation of the benefits, providing the retiree's with important information that each retiree may need and providing all retirement options each retiree has with their individual retirement claim.
5. Researched and reviewed current (b) (5) laws and regulation to provide guidance and clarification to retirement claims staff in order to ensure the staff in processing the retirement claim in compliance with current laws and regulations

(b) (6)

Annuity Processing Section
Office of Personnel Management
Retirement Operations Center

(b) (6) @opm.gov

(b) (6) or

(b) (6)

Fax (b) (6)

 U.S. Office of
Personnel Management

From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:54:47 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

2nd email. Fixed typos.

- I analyzed issues and developed draft Governmentwide guidance (FAQs) in response to and in anticipation of agency questions regarding pay and leave issues raised (b) (5).
- I analyzed issues and helped develop draft (b) (5) and leave guidance in response to and in anticipation of agency questions regarding the (b) (5) initiative.
- I led an effort to update the OPM website fact sheet on (b) (5).
In conjunction with this, I researched and analyzed complex issues related to creditable service for severance pay issues, prepared an example of a severance pay computation, and analyzed the connection between severance pay and discontinued service retirement and early voluntary retirement.
- I coordinated with the (b) (5) on a summary of new laws dealing with special paid leave for certain employees stationed overseas—a summary I had drafted.
- I provided requested technical input from various parties dealing with the pay and leave laws and regulations that our office administers. I helped develop responses to pay and leave policy questions from agencies or other OPM offices. I responded to two requests from OPM's Office of Congressional, Legislative, and Intergovernmental Affairs related to pay and leave matters. I provided comments on a GAO report on Federal police.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:54:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Mindful of the need to not reveal sensitive information, here is a list of work performed last week:

- Discussed, devised, and implemented urgently required system changes requested by the Office of the Director.
- Tested system changes in lower environments.
- Managed and prioritized the backlog of items for implementation.
- Set up items for backlog refinement meetings.
- Participated in a variety of meetings.

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:54:55 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Under 5 U.S.C. Chapter 89, I did the following last week:

- Provided subject matter expertise to cross-functional team,
- Collaborated with stakeholders to enhance understanding and engagement with FEHB/PSHB,
- Made recommendations concerning issues affecting PSHB products,
- Collaborated with colleague to assume leadership of complex project, and
- Researched developments in public sector health benefits for implications to FEHB.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:55:15 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 INCLUDE:

- I came to work every day with a positive attitude, ready to work, ready to learn and grow both individually and as team member.
- I did my job thoroughly, carefully, efficiently and completely, always keeping our customers and their experience a top priority.
- I continue to learn new functions in my role as a CSR by asking questions, receiving feedback, following directions and working as a team.
- I paid close attention to detail and often catch and fix mistakes that may have been otherwise overlooked such as a misfiled case or a misspelled name.
- I put forth my best effort and worked hard to improve my skills. My hard work has led to a consistent increase in my production time and numbers.

Thank you for your time.

(b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:55:30 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Followed up with stakeholders on data issues and resubmission of enrollment files.
- Conducted a validation process using Python on enrollment files and distributed the feedback to the respective sources.
- Processed multiple sets of enrollment data, checked for most recent files, transformed data and integrated into a PowerBI Dashboard.
- Distributed enrollment history reports to respective stakeholders using Box.
- Provided technical support and guidance on the storage platform housing history reports.

Thank you,

(b) (6)

U.S. Office of Personnel Management
Data Scientist | Healthcare & Insurance



U.S. Office of
Personnel Management

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

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

Deadline is this Monday at 11:59pmEST.

From:

(b) (6)

Sent:

Mon 2/24/2025 4:55:38 PM (UTC-05:00)

To:

HR10[HR10@opm.gov]

Subject:

RE: What did you do last week?

- Continued training with OCFO (Office of Chief Financial Officer) representatives, for onboarding to the Letter of Credit (LOC) program system.
- Started drafting a new SOP (Standard Operating Procedure) for onboarding to the LOC program system.
- Attempted to discover ownership of the OPM Form 1802, to make permanent changes, regarding onboarding to the LOC program system.
- Reviewed the LOC Quick Access Guide form for adjusting, to make more user friendly to the Health Insurance (HI) department.
- Reviewing and providing feedback of the LOC Planner Tool, which was created by J.M.

From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:55:39 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

1. **Resolved Critical Customer Inquiries with High Efficiency:** Proactively managed and successfully resolved postal health benefit medical emergency and congressional inquiries, ensuring that each case was handled promptly and with a high level of sensitivity. By leveraging my knowledge of Postal Health Benefits (PSHB) and communicating effectively with customers and stakeholders, I addressed urgent concerns and ensured a timely resolution, significantly improving customer satisfaction and maintaining compliance with regulatory expectations. *5 U.S.C. 8901 et seq*
2. **Provided High-Impact Training for New System:** During office hours with two contractors, I effectively communicated complex information about the newly implemented Postal Service Health Benefit (PSHBS) online system. By tailoring my communication to different learning styles and using clear, concise language, I ensured contractors quickly adapted to the system, thereby improving service delivery, and reducing operational errors. *5 U.S.C. 8901 et seq*
3. **Enhanced Quality Assurance:** As a member of the quality calibration committee, I conducted detailed reviews of contractor calls to the Postal Service Health Benefits (PSHB) helpline, identifying key areas for improvement. My targeted feedback led to the implementation of refined call handling protocols, driving a measurable increase in contractor performance, quality scores, and overall customer satisfaction. This initiative directly contributed to higher service standards and more efficient call resolutions. *5 U.S.C. 8901 et seq*
4. **Collaborated on Automating Workload Management:** Worked with internal departments to develop an automated function for effective workload management within the Postal Health Benefits System (PSHBS). This initiative will streamline task allocation and enhance team productivity, contributing to the organization's overall efficiency. *5 U.S.C. 8901 et seq*
5. **Enhanced Customer Service:** Successfully collaborated with the contractor on the customer service contract, focusing on refining call flow and optimizing numerical reporting processes. This work contributed to a more efficient and effective service delivery model. *5 U.S.C. 8901 et seq*
6. **Resolution of Complex PSBHS Enrollment Cases:** Drawing on my expertise in processing enrollments within the Postal Service Benefits Health System (PSBHS), I took ownership of cases that a surge team could not resolve. After collaborating with key officials to review and outline the necessary steps, I worked to handle the cases personally, ensuring efficient and accurate processing. As a result of my proactive approach all errors were corrected, ensuring timely enrollment for those affected and improving overall case resolution efficiency. *5 U.S.C. 8901 et seq*

(b) (6)

Program Specialist
Enrollment & Member Support
Healthcare and Insurance

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



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:56:04 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hi HR Team,

My accomplishments are below:

- Spearhead the Onboarding of Six Federal Agencies for Training Data Submission

Per Title 5 CFR 410.601 Subpart F, 5 U.S.C. Chapter 41 – to expand OPM’s oversight of government-wide training programs, I am leading the onboarding process for six new federal agencies, ensuring that thousands of training data records are submitted securely. This entailed facilitating secure privacy agreements and the completion of SFTP/Azure Data Xchange technical requirements.

- Conducted a Regulatory Review of 32 Training Data Standards to Improve Data Quality

Per Title 5 CFR 410.601 Subpart F, Executive Order 11348 - I reviewed several of OPM’s 32 training data standards to identify areas for enhancement in quality assurance, efficiency, and compliance. Through detailed analysis, I pinpointed inconsistencies and outdated reporting elements that impacted data integrity and identified updates to align with emerging workforce development needs.

- Leading Modernization Initiative to Transition Nine Agencies to MS Azure Data Xchange

Per Federal Information Security Modernization Act, 5 U.S.C. 301 - I am orchestrating the migration of nine federal training data providers from legacy reporting systems (Connect Direct) to Microsoft Azure Data Xchange, ensuring improved security, efficiency, and interoperability.

- Assessed Training Data Collection Compliance Across 20+ Federal Agencies

Per Title 5 CFR 410.701 – As part of OPM’s strategic data oversight, I conducted a government-wide compliance assessment of over 20 federal training data providers. I identified gaps in data submissions, pinpointing agencies with missing or incomplete training files to satisfy 100% data collection compliance.

- Led Data Quality Assurance Efforts to Actively Reduce EHRI Training Data Errors from 3% to 0%

Per 5 CFR 293.311 - To ensure high-quality, regulation-compliant training data, I identified to correct errors

exceeding the 3% threshold across 20+ agencies. This involved analyzing error trends and providing technical guidance to agencies on data corrections.

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)
Sent: Mon 2/24/2025 4:56:02 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

- Provided responsive advice and guidance to partner agencies to help them solve complex problems
- Applied practices and processes in solving complex problems for partners and/or the program
- Built the capacity of partner agencies to apply tools and methods to solve complex problems
- Conducted learning program activities for partner agencies
- Worked with supervisory team and project teams to amend project plans (b) (5) (b) (5) on our end and/or by (b) (5) in priorities experienced by our partners

From: HR <hr@opm.gov>
Sent: Saturday, February 22, 2025 2:45 PM
Subject: What did you do last week?

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:55:48 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Assisted ten agencies with (b) (5) in their performance plans within USA Performance to align with (b) (5).
- Pulled and analyzed reports for numerous agencies to track performance management compliance.
- Created an SOP to assist new customers with interpreting their policy and implementing it into the performance management system.
- Performed regression testing in the USAP Testing site. Determined whether new code was functional and fit agency requirements for utilizing the performance management system.
- Transitioned my 15 federal agency customer accounts to my colleague because Friday, February 28 is my last day.

(b) (6)
HR Solutions / USA Performance
(b) (6)@opm.gov

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:56:11 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. Reviewed and updated agency budget system with the FY 2025 Employee Forecast Information for the reporting month of February 2025
2. Collaborated with Merit System Accountability and Compliance (MSAC) to resolve issues with remaining orders in G-Invoicing
3. Reviewed and updated Standard Operating Procedures for Interagency Agreements (IAA) for the Office of Chief Financial Officer
4. Completed succession planning by preparing "next steps" document for Interagency Agreements (IAA)
5. Completed the review and update of Interagency Agreement data call for submission to Acting Director

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:56:16 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Transferred FEB South files to sharepoint
- Completed my retirement paperwork
- Printed my eOPF
- Informed all Oklahoma FEB members of the status of the FEB program
- Attended team meeting

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:56:48 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Completed/reviewed investigative reports.
- Closed investigative records based on investigative results.
- Conducted witness interviews and drafted memorandum of interviews.
- Conducted comprehensive research and analysis and prepared written reports that illustrate the impact to the program.
- Obtained records to validate allegations of fraud, waste, and abuse to OPM programs and operations.

Thank you,
(b) (6)
Special Agent
U.S Office of Personnel Management
Office of the Inspector General
(b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:56:42 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- HB 224/ reconciliation with CARs
- Dental & Vision posting
- DOJ and US Courts payments
- Post JE to Oracle
- Prepare and submit FMCD memos for processing

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:57:46 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, I did the following last week:

1. Audited and reviewed initial decisions.
2. Performed financial analyses.
3. Researched Title 5 laws and regulations pertaining to retirement benefits.
4. Made final determinations on reconsideration requests and remanded cases for corrective actions.
5. Communicated with annuitants to addresses their concerns.

(b) (6)

Retirement Services
Legal Reconsideration
U.S. Office of Personnel Management
1900 E. Street NW
Washington, DC 20415



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 4:57:46 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Coordinated with customers to finalize the Interagency Agreement and funding documentation, ensuring all documents are properly completed in accordance with OPM revolving fund authority.
- Ensure customer compliance (b) (5) by providing performance plan/template reports.
- Met with multiple customers to discuss their agency performance management policies and evaluated current template settings as agencies prepare for updated performance guidance.
- Prepared briefing slides to train agency administrators, supervisors, and executives on system functionality and usability.
- Attended USAP product development release demonstration for clarity on enhancement functionality, started conducting regression testing for updates and attended staff meeting to update the group on progress and collaborate on future succession planning to include updated Agency Administrator Play Book with Imports addendum for better data transmissions between agencies and our USAP system and addressed ad hoc customer inquiries to mitigating issues at the lowest level.

Respectfully,

(b) (6)

OPM HR Solutions, USA Performance

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



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

Importance: High

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From: (b) (6)
Sent: Mon 2/24/2025 4:57:58 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 this opportunity to report some of my numerous accomplishments! I am very happy to let you know that last week I have successfully completed:

- RS Security Safeguard Report – successful submission after 3.5 months of guiding and monitoring work of nearly two dozen of SME's (subject matter experts). This report is one of the requirements OPM must meet to continue to receive tax data from the IRS. This data is used to subsequently recover federal disability payments from beneficiaries who are no longer eligible to receive them (and generate monetary recoveries for OPM).
- OIG Data Center Optimization Initiative Report – initiated and lead a brainstorming session with subject matter experts that allowed my office to make a major step forward towards resolving three particularly problematic OIG recommendations. Leveraged risk management expertise gained in prior professional roles, as well as knowledge gained through professional certifications, to create a risk assessment document necessary to facilitate timely and successful resolution of these recommendations. Collaborated with management to evaluate best scenarios for presenting to our auditors this innovative, "outside the box" approach to streamlining audit resolution process.
- Process Efficiency Enhancements – met with my team and successfully advocated for adopting an Agile project management approach to audit workload management, to improve efficiency, and to streamline processes. Presented benefits and process improvements that could be gained by using risk management tools to effectively resolve proposed and final audit recommendations. Recommended training for our subject matter experts, that would familiarize them with audit communication standards and contribute to preventing unnecessary audit findings.
- Quarterly Audit Report – brainstormed with my team and proposed audit activity measures for various audit types that would offer our agency an improved insight into our process flow, performance metrics, and areas for process improvement. Updated and cleared data in our MS PowerBI database and reassessed existing visuals. Proposed next steps and specific tasks that needed to be completed to create a report that will serve our management as a tool to monitor and finetune our activities.
- Mandatory Continuing Professional Education – completed 12 hours of training and successfully passed 2 exams. These approved OPM activities will allow me to better serve our internal customers by maintaining cutting edge skills in areas related to IT security controls, audit structure, terminology, scalability as well as

development and uses of artificial intelligence, blockchain, virtual currencies and ways to guard against cybercrime.

- Routine tasks performed continuously - promptly and curiously responded to all written and verbal inquiries from our stakeholders that contributed to progress towards resolving outstanding issues, researched audit relevant issues and provided technical advice to our stakeholders, championed teamwork values during staff meetings, collaborated with team members during regular meetings to ensure consistent communication and alignment, and other tasks as mandated for my function in OMB Circular A-50 Audit Follow-up and other applicable federal laws and regulations.

(b) (6)

From: HR <hr@opm.gov>

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From: (b) (6)
Sent: Mon 2/24/2025 4:58:19 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Actively participated in the (b) (5)
(b) (5) This month's forum featured an interactive discussion with a panel of industry human resources leaders who discussed their experiences leading change in evolving work environments from presidential transitions to corporate mergers, acquisitions, and restructurings.
- Took initial steps to sunset project work related to the Presidential Management Fellows program following its decommissioning.
- Responded to an Office of Management and Budget request to explain the business case for the continued investment in a Cross Agency Priority goal related to training and development of the HR workforce and a new tool that leverages Artificial Intelligence to expedite policymaking (5 CFR 250, Subpart B, Strategic Human Capital Management).
- Continued work to develop a new governmentwide framework for recruiting, training, and developing talent in the human resources career field (5 CFR 250, Subpart B, Strategic Human Capital Management).
- Continued to lead OPM efforts to develop a new dynamic reporting tool that illustrates key data about the federal human resources workforce in real time. Eventually, this resource may be available to agencies at no cost (5 CFR 250, Subpart B, Strategic Human Capital Management).

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From: (b) (6)
Sent: Mon 2/24/2025 4:58:25 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:

Some of my accomplishments from last week:

- Held meetings / phone calls with (b) (6), who is leaving OPM. He was our (b) (6). We are ensuring essential knowledge is documented and passed on to those continuing with OPM. This data is required for statutory reporting purposes and program administration purposes.
- Walked office space with (b) (6) to ensure Office of Actuaries staff has offices/cubicles assigned for the full-time return to office as of Monday March 2nd. I coordinated directly with OPM's facilities office to obtain new furniture for one of the offices we will be occupying.
- I am working with (b) (6) to ensure FEGLI quarterly data from the mainframe is accessible going forward, due to the loss of (b) (6). This data is required for statutory reporting purposes and program administration purposes.
- Made FY25 Work Plan Updates. Our leadership asked us to update our work plans for FY25.
- Mainframe/Job Control Language (JCL) training/practice. Since some key people who have traditionally conducted the mainframe work (b) (5) (b) (6), I am learning the mainframe/JCL language through available documentation and a YouTube JCL tutorial.
- Reviewed the spreadsheets/data used/referenced by the CSRS Board of Actuaries Statement which accompanies the CSRSF annual report published by OPM. This report is requirement of statute.

Thank you,
(b) (6)

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

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From: (b) (6)
Sent: Mon 2/24/2025 4:58:54 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?

As a (b) (6), it is my primary responsibility to process retirement applications for the federal workforce and provide excellent customer service and support to retirees while I adjudicate their cases. Last week, I did the following:

- After receiving my weekly caseload, I screened each application for any missing or incorrect information, then contacted applicants via email, phone, and mail using templates I devised to streamline the process of requesting information. I screened and developed all 20 of the cases I was assigned, and by the end of the week, I had received the missing and corrected documents for almost all of them.
- I conducted investigations and initiated actions to verify eligibility for annuitant and survivor benefits under CSRS and FERS. This included researching public laws, internal policy documents and Retirement Insurance Letters (RILs), as well as verifying service history and searching for missing service records by using various digital and physical resources such as eOPF, EHRI, and requesting Official Personnel Folders from NPRC.
- I analyzed insurance records and imaged documents and contacted retiring employees' former agencies and health carriers to decide/confirm their eligibility to continue FEGLI coverage and FEHB program enrollment in retirement.
- Once requirements were met, eligibility was confirmed, and all the proper documentation was included, I entered all case information and calculated the annuity and any applicable Health Benefits and Life Insurance, reviewed my work, and then submitted the finalized case. Last week, I calculated and submitted over 20 cases (including some I had been holding from the previous week pending missing documents), and even requested to be assigned an additional 5 cases.
- I maintained organization and met timeliness standards by diligently updating my personal case tracking spreadsheet and Retirement Services' internal documentation case control system (DCCS) and ensured transparency by communicating the status of my cases to both internal contacts, such as management, and external contacts, such as applicants. I responded to all inquiries by providing clear, responsive explanations of actions taken and the bases for them.

Best,

(b) (6)
Retirement Services, (b) (6) (b) (6)

U.S. Office of Personnel Management
1900 E St NW, Room 2309 AX
Washington, D.C. 20415

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



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From: (b) (6)
Sent: Mon 2/24/2025 4:58:34 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: Re: What did you do last week?

- Provided responsive advice and guidance to partner agencies to help them solve complex problems
- Applied best practices and processes in solving complex problems for partners
- Applied best practices and processes in solving complex problems for the program
- Built the capacity of partner agencies to apply tools and methods to solve complex problems
- Implemented knowledge management processes to mature the program's collective practice

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From: (b) (6)
Sent: Mon 2/24/2025 4:58:41 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Analyzed OIRA guidance regarding compliance with (b) (5) and impact on HI administered insurance benefit programs and communicated with program offices regarding updates needed to forms and related documents.
- Analyzed and documented (b) (5) generally for potential impact on insurance benefit programs.
- Reviewed HI program office forms for necessary compliance with the Paperwork Reduction Act.
- Reviewed relevant Statement of Records Notices and Privacy Impact Assessments and used analysis to respond to program inquiry.
- Participated in internal meeting to discuss Medicare Part D enrollment flexibility guidance and stakeholder engagement related to the health program required by the Postal Service Reform Act of 2022.

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From: (b) (6)
Sent: Mon 2/24/2025 4:58:43 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Last week I accomplished the following:

Led the DCMA and IHS Program Management Team Planning meetings. Focusing on upcoming training sessions, ensuring alignment and clear direction for the successful execution of tasks related to upcoming courses.

Finalized the processing of contract actions on 5 Performance Work Statements (PWS) ensuring the requirement are in line with the Statement of Work (SOW).

Assigned Executive Coaches to the various groups in the DCMA Emerging Leader program. Ensuring effect coaching support for each group.

Provided training and clarified procedures with teammate on the actions Account Managers have within the creation and completion of PWS.

Worked with Program Directors (PD) on the development of transition plan between incoming and outgoing team members, ensuring roles and tasks have been identified and covered.

(b) (6)

(b) (6)

U.S. Office of Personnel Management
Center for Leadership Development

(b) (6)

(b) (6) @opm.gov



U.S. Office of
Personnel Management

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From: (b) (6)
Sent: Mon 2/24/2025 4:59:07 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Conducted analysis of complex functions and processes of programs
- Developed documents, processes, tools, and platforms for innovative problem-solving
- Oversaw delivery and budget of program services for federal partners
- Built the capacity of partner agencies and team members to apply tools and methods to solve complex problems
- Implemented knowledge management processes to mature the team's collective practice

From: HR <hr@opm.gov>
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From: (b) (6)
Sent: Mon 2/24/2025 4:59:32 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: Re: What did you do last week?

- Reviewed executive orders to understand them completely for future evaluations.
- Read and responded to emails.
- Worked on evaluation report.
- Planned for future evaluations scheduled later in the year.
- Attended and participated in meetings.

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From: (b) (6)
Sent: Mon 2/24/2025 4:59:17 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 am providing my key accomplishments from last week and how they align with federal laws, regulations, and the current administration's goals.

Throughout the week, I focused on ensuring compliance and efficiency in USPS health insurance enrollments within the PSBHS system. I played a critical role in processing and quality-assuring enrollments, particularly addressing high-priority cases that required immediate resolution. Additionally, I collaborated with Maximus during a Qualifying Life Event (QLE) office hours to enhance customer service operations while ensuring adherence to HIPAA and PII regulations. My contributions included identifying and implementing a secure workaround that improves document verification without compromising data security.

(b) (5) to accessible, efficient, and customer-focused federal benefits services. By streamlining processes, reducing enrollment delays, and ensuring compliance with regulatory standards, I helped advance initiatives aimed at improving service delivery for USPS employees, retirees, and their families.

Please see below for a more detailed overview of my accomplishments this week.

- I granted the necessary access to the PSBHS website, enabling workers to complete essential tasks related to USPS employees' health insurance. By following the SOP I developed, I ensure that the appropriate level of access is provided and that all required paperwork is completed and signed by the designated official. This access allows employees to make changes, such as adding health insurance due to a Qualifying Life Event (QLE), and to review submitted evidence to verify the QLE. Once activation is complete, I provided confirmation to the necessary key officials. This was done in accordance with 5 U.S.C. 8901 et seq.
- In addition to granting appropriate access to the PSBHS system, I was responsible for deactivating access for employees who no longer required it. This process involved coordinating with the head of the (b) (5) to obtain a list of employees who were no longer working on the project. (b) (5) were tasked with correcting enrollment errors, processing missed enrollments from the open enrollment period, and addressing enrollments that did not properly transfer from the previous FEHB system to PSBHS. Since many (b) (5)

(b) (5), it was crucial to (b) (5). After receiving the list, I reviewed each employee individually to ensure their access was properly (b) (5). Given the (b) (5), strict monitoring and control were essential. Once all deactivations were completed, I provided confirmation to the necessary key officials. This was done in accordance with 5 U.S.C. 8901 et seq.

- As an expert in processing USPS health insurance enrollments within the new PSBHS system, I served as a key point of contact (POC) for the (b) (5). This team, as previously mentioned, was (b) (5) for (b) (5) that were not reflecting in the system due to various issues and required immediate resolution. When (b) (5) encountered errors or needed assistance with an enrollment, they reached out to me directly. I provided guidance, answered their questions, and, in some cases, walked them through the entire process from start to finish, offering one-on-one training to ensure they could successfully complete the task. (b) (5) documented the completion of their assigned enrollments, and if they were unable to finalize a case, they recorded the issue so I could investigate and resolve it as needed. This was done in accordance with 5 U.S.C. 8901 et seq.

- My expertise in processing enrollments within the PSBHS system was essential when I was assigned to provide quality assurance (QA) on cases the (b) (5) was unable to complete. Along with a colleague, I met with key officials to review these cases, identify the necessary steps for resolution, and ensure their successful completion. After assessing the situation, I volunteered to handle the cases myself rather than reassign them to the (b) (5). Given my knowledge of the process, I was able to complete the enrollments more efficiently and accurately, ensuring timely resolution. As a result of our efforts, my colleague and I successfully processed nearly 100 outstanding cases, ensuring that those affected were promptly enrolled in health insurance. This was done in accordance with 5 U.S.C. 8901 et seq.

- This past week, I attended a Qualifying Life Event (QLE) office hours session with my team and representatives from Maximus, the company contracted to provide customer service for thousands of USPS employees, former employees, and their families. With the transition of the PSBHS system from open enrollment access to QLE-based enrollment, the process for enrolling employees in health insurance changed, introducing new tasks, document reviews, and verification steps. The purpose of this session was to provide guidance to key Maximus officials, ensuring their customer service representatives could efficiently and accurately assist customers. During the session, an issue was identified: when customers submitted documentation for QLE verification, the pop-up window displaying the documents was too small, making it difficult for employees to review the files. I was able to provide a workaround that allowed the documents to be opened in a new window without requiring downloading, an important compliance measure under HIPAA and PII regulations. This solution,

previously unknown to the team, was well received, and Maximus confirmed they would share it with their staff. Additionally, I plan to present this workaround in our upcoming Customer Service Ecosystem meeting to ensure all partners can complete their tasks more efficiently. This was done in accordance with 5 U.S.C. 8901 et seq.

- I attended the Customer Service Ecosystem meetings, which are held multiple times per week to ensure the highest level of customer service for our USPS customers. This includes current employees, annuitants, direct pay participants, workers compensation groups, and their family members. During these meetings, we review key metrics such as call volume to the PSBHS helpline, hold times, trending call topics, transferred calls, and inquiries handled by customer service representatives. My discussions with key partners are essential for maintaining alignment on customer needs, ensuring compliance with federal laws and regulations, and communicating updates to stay in line with the current administration's goals. This was done in accordance with 5 U.S.C. 8901 et seq.

Please let me know if you require any further details. I look forward to continuing this work to uphold compliance and enhance efficiency within our operations.

Sincerely,

(b) (6)

(b) (6)

Enrollment and Member Support
Healthcare and Insurance



From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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From:

(b) (6)

Sent:

Mon 2/24/2025 4:59:53 PM (UTC-05:00)

To:

HR10[HR10@opm.gov]

Subject:

Re: What did you do last week?

I was on leave between February 18 - February 21.

From: HR <hr@opm.gov>

Sent: Saturday, February 22, 2025 4:45:48 PM

Subject: What did you do last week?

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From: (b) (6)
Sent: Mon 2/24/2025 4:59:41 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Per your request:

Mandated Zero Credit: Cash Advance for all OPM Individual Billed Government Credit Card

- As related to the (b) (5) Took the initiative and applied this action – Collaboration effort; “Reduced about 1043 travel card credit limits and cash limits to \$0 according to (b) (5).”

Processing - Monitoring all existing travel of OPM personnel - Communication of all factors of travel mandates - Customer Support

- Monitored travel of 64 in travel status personnel, facilitating updates, ensuring no traveler had their card reduced while traveling, and securing approval from the Acting Director for imminent travel (given the (b) (5)).
- Report Generation for all in travel status - Total Travel Statistics last 2 years

Supported ad hoc reporting to support the Office of the Director's analysis of agency-wide travel spending.

Removal of separation employees from applicable systems

- Removed 76 separated employees from travel systems.

Customer Support ;

- Communication of all factors of travel mandates - Customer Support

“Fielded 81 inquiries about the Federal Travel Regulation and agency travel policy, and notified agency personnel of new (b) (5) process and information requirements.”

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From:

[REDACTED]

Sent:

Mon 2/24/2025 4:59:49 PM (UTC-05:00)

To:

HR10[HR10@opm.gov]

Cc:

(b) (6) [REDACTED]@opm.gov]

Subject:

RE: What did you do last week?

- Provided responsive advice and guidance to partner agencies and/or team members to help them solve complex problems
- Applied research and analysis practices in solving complex problems for partners and/or the program
- Built the capacity of partner agencies and/or team members to apply data driven methods to solve complex problems
- Implemented knowledge management processes to mature the team's collective practice
- Facilitated learning program activities with partner agencies

From: HR <hr@opm.gov>

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Subject: What did you do last week?

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From: (b) (6)
Sent: Mon 2/24/2025 4:59:50 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Drafted an interim final rule to update regulations and bring OPM into compliance with existing statutes.
- Performed ethics review of financial investments for conflicts of interest.
- Reviewed case history and retirement files for a newly assigned litigation case at the Federal Circuit.
- Conducted legal research to build subject matter expertise.
- Analyzed draft agency guidance for legal sufficiency as part of the clearance process.

(b) (6)
Office of Personnel Management
1900 E. Street, NW
Washington, DC 20415
(b) (6)@opm.gov

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From: (b) (6)
Sent: Mon 2/24/2025 4:59:59 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) opm.gov
Subject: RE: What did you do last week?

- Evaluated and analyzed work requiring the application of comprehensive knowledge of the statutory foundations, policy framework, and operational features of the benefit programs administered by the Retirement Services.
- Provide management oversight and control of program operations, and, as a corollary, to improve operational effectiveness and efficiency.
- Planned and conducted quality assurance reviews and management studies covering selected operational areas such as retirement claims processing, annuity roll maintenance, survivor payments, student entitlements, or other functions for which the Retirement Services is responsible.
- Coordinated and conducted various internal control activities, including vulnerability assessments to determine the adequacy of safeguards against waste, fraud, or abuse.
- Utilized statistical sampling procedures to obtain scientifically valid estimates, working with other staff offices to institute modifications needed to maintain currency of appraisal methods and revising study plans or coverage to reflect program changes.

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From: (b) (6)
Sent: Mon 2/24/2025 5:00:10 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

On any given day I execute a variety of Account Management duties to support ASMG's reimbursable initiatives under the Revolving Fund provisions of 5 U.S.C. §1304 (e)(1), which allows OPM to provide human resources management services to Federal agencies on a cost-recovery basis. This also includes responding to the needs of Federal agencies purchasing services from OPM's USA Staffing Program Office through an Interagency Agreement (IAA).

- Provided responses to customer inquiries by utilizing job aids, online help system content, the USA Staffing Resource Center, and my expert knowledge of the Federal staff acquisition process and how it relates to complex HR automated systems that impact the Federal Government and the public.
- Researched, submitted, and tracked help desk tickets on behalf of USBR to ensure the appropriate offices had access to and could use the Bureau's custom USA Hire assessment package templates for their apprenticeship program in USA Staffing.
- Led engagement with the DOS OIG project team to assess outstanding milestones and resources required to complete the USA Staffing implementation project.
- Collaborated with the Junior Account Manager and Branch Manager to recommend system configurations and business processes to address DOI Fires cross-Bureau mission-critical seasonal hiring needs, considering system functionality under the President's hiring freeze and ensuring accurate T2H metrics.
- Stayed informed on executive orders, OPM guidance, and changes in customer agency leadership to anticipate potential program impacts and develop action plans to meet specific HR requirements.

(b) (6)

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

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

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From: (b) (6)
Sent: Mon 2/24/2025 5:00:35 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Drafted various matters pursuant to 5 USC 8902a.
- Reviewed various matters pursuant to 5 CFR Part 890, Subpart J.
- Responded to debarred providers requesting information about status of debarments and suspensions.
- Prepared legally required reports associated with matters under 5 USC 8902a
- Conducted research and analysis consistent with C.F.R. 890, Subpart j.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:00:27 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Here is the information you requested:

- Throughout the week, I met with our customer service contractors for the Postal Service Health Benefits (PSHB) system, providing oversight of their work and acting as the subject matter expert and liaison for the PSHB system and program (Postal 5 USC 8903c).
- As the leader of a cross functional and interagency team, I met daily with stakeholders and addressed ongoing work regarding the implementation and enhancements of the PSHB system (Postal 5 USC 8903c).
- Since I have been accepted into the (b) (5) I spent time going through my records and preparing for a smooth transition into paid administrative leave.
- As part of that transition process, I also organized vast materials and documentation for one of my key project areas in the PSHB system (Postal 5 USC 8903c) to orient those who may take over the work after I go on leave.
- As a team member in the organization, I attended OPM meetings, including an all hands meeting, staff meetings and a one-on-one meeting with my supervisor.

Regards,

(b) (6)

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:00:27 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Good Afternoon,
Below are 5 bullet points in follow-up to the 2/22/25 email below:

- Reviewed FEHB Carrier's audit response and documentation
- Contacted FEHB Carrier for additional information
- Completed Quality Assurance review of 25 FEHB Carrier audit claims
- Compared draft debarment/suspension guidelines with current guidelines in relation to FEHB carrier audits with debarment recommendations
- Completed daily review, checking and saving of the audit resolution spreadsheet, letters, and coversheets

Thank you,
(b) (6)

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:00:34 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Organized and facilitated strategic planning sessions focused on (b) (5) procedures, driving the development and implementation of a training plan designed to swiftly (b) (5) policies and procedures, therefore enhancing resource capacity to support agencies restructuring initiatives.
- As a member of the HRS leadership team, engaged in extensive restructuring discussions with agencies including the DOS, SBA, GSA, CFPB, and others. Offered guidance on RIF procedures and implementation support.
- Participated in daily briefings with the OPM OD, providing strategic updates and insights on agency (b) (6).
- Led the revision and enhancement of critical documents (b) (5), significantly improving clarity, accuracy, and regulatory fulfillment.
- Participated in the (b) (5) activities, ensuring seamless transition and operational continuity.

(b) (6)
U.S. Office of Personnel Management
HR Solutions, Federal Staffing Center
M: (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)
Sent: Mon 2/24/2025 5:00:34 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

(b) (5) reviewed and edited training modules for the Pathways Programs Learning Series for HR Practitioners and side decks for Writing an Effective Resume, Interview Techniques, Post Secondary, College Graduate, and other presentations, to remove any (b) (5). As an HR Specialist, the below reflects my accomplishments for the week of February 17-21,, 2025.

- Responded to inquiries from federal agencies about the overall hiring process, changes to the Pathways Programs, and applying for jobs using the veteran and military spouse hiring paths.
- Research and outline information to develop presentations for hiring managers and SMEs on best practices for interviewing candidates for federal jobs.
- Reviewed the Military Spouse Hiring Authority and OPM's guidance to agencies to respond to related inquiries from applicants and other federal agencies.
- As the co-lead for the recruitment section of the interagency lead working group responsible for developing the government-wide Veterans Recruitment, Employment & Retention Strategic Plan, provided feedback on recommended changes that (b) (5)

(b) (6)
(Recruitment, Outreach, Training and Pathways)
U.S. Office of Personnel Management
Workforce Policy and Innovation

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

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

and cc your manager.

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:00:27 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good day,

Below information is not all inclusive.

- (b) (5) Identified, collected, organized and issued responses to emails received by various agencies regarding (b) (5) emails).
- (b) (5) Coordinated meeting with Director Delgado and Micro-Detailees regarding (b) (5) and its impacts on project status.
- (b) (5) Worked with (b) (5) team to review program projects and operations for submission to weekly 15.5 Report for DAD, submitted report.
- Received notification (b) (5). Coordinated communications for New York (b) (6) with (b) (5) members on (b) (5).

Respectfully,

(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)
Sent: Mon 2/24/2025 5:01:08 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 what I accomplished last week. I cc to my manager as asked.

- Being the Project Lead of the platform migration project, developed scripts for users to automate/implement their case specific scripts and analytics.
- Continued implementing two advanced data analytics projects as the Project Lead.
- Prepared workflow, presented to Change Control Board (CCB), and continued developing a secure DS work environment
- Examined and modified the logical architecture of data modernization project
- Developed a methodology and trained concerned stakeholders, in a new system, to securely access data warehouse.

With 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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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:01:28 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Provided supervision, instruction, and feedback on several working memos on the topics of Expanding Access to IVF, Digital Strategy, Review and Alignment of Benefit Portfolio, and Nutrition.
- As part of the OPM FLTCIP planning team, reviewed proposal on reducing the administrative cost of the FLTCIP Program through noninsurance options with tax advantaged long-term care savings accounts.
- Attended HI All Hands, PDS Leadership meetings and reviewing relevant emails and websites on the Federal workforce restructuring, provided support and resources to team members, initiating exceptions and guidance on RTO.
- Ensured updates to Call Letter via Addendum were understood by team members and led effort to the editing and revision of the 2025 for Plan Year 2026 Technical Guidance aligned with the most current executive orders and instruction.
- Continued strategic planning, aligning team's work plan and assignments with current executive orders and expected direction in Preventive Services and Chronic Diseases.

(b) (6)
Healthcare & Insurance
U.S. Office of Personnel Management
(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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:01:35 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.

What was Accomplished Last Week

- Addressed miscellaneous intake calls for customer service requirements.
- Handled all personnel inquiries for persons arriving at 2469 and directed them to appropriate offices for required meetings.
- Procured, sorted, and distributed all mail intended for all personnel assigned to HRS-HQ, with emphasis on personnel assigned to RMS, PMF, and HRSES. Re-directed all documents erroneously mailed to HRS-HQ to the proper addressee.
- Coordinated with the Postal Operations Specialist in the transfer and placement of several items of large office materiel purchased and intended for use by the staff.
- Supported staff with HR Links timesheet completion and guidance for approval by supervisor, prior to submission to payroll.

Respectfully yours;

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

U.S. Office of Personnel Management
HR Solutions /HQ-RMS-RMO

(b) (6)
c: (b) (6)
o: (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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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:01:48 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Here are a few of my accomplishments from last week:

- Reviewed competency modeling and gap assessment surveys to ensure they were ready for distribution to a customer to collect data on a mission critical occupation.
- Coordinated with colleagues to estimate costs for a customer to use online assessments for hiring into critical law enforcement positions.
- Created a plan for developing a new assessment center to be used to identify skilled candidates.
- Compiled data to send a customer updates on completed responses for an ongoing survey collecting information for positions protecting public safety across multiple agencies.
- Met with colleagues to review standard processes for preparing feedback for participants from a recently completed assessment.

(b) (6)
U.S. Office of Personnel Management
HR Solutions / HR Strategy and Evaluation Solutions
(b) (6) r@opm.gov
[OPM.gov](https://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)
Sent: Mon 2/24/2025 5:02:08 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

HR,

Please see my accomplishments below:

- Reviewed feedback received for the Consumer Assessment of Healthcare Providers Systems (CAHPS) Survey 2025 Paper Reduction Act submission.
- Validate combined Significant Events file against source data – list of all Health Plan events that is used to determine which plans to include in Performance Adjustment calculations.

A performance adjustment is the amount of a carrier's disbursement or withholding from net-to-carrier premiums.

- Drafted code to automate the process of filtering Health Plans to be excluded from Performance Adjustment calculations.
- Conducted in-depth code reviews for team members and assisted in resolving errors.
- Ensured the accuracy and integrity of final data for Performance Adjustment amounts for Community Rated Plans.

Thank you,

(b) (6)
Performance Improvement
OPM Healthcare & Insurance (HI)
(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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:02:12 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Hello HR10,

Here's what I did:

- Managed interconnections projects with government-wide scope.
- Fostered strong stakeholder and customer relationships by maintaining regular communication, providing updates, and addressing any issues that arise throughout the interconnection life-cycle.
- Consulted with customer agencies to help them select the most effective combination of USA Staffing interconnection products, considering the unique context and suite of HR IT systems the customer uses.
- Planned, executed, and troubleshooted interconnections, including comprehensive end-to-end testing.
- Collaborated with other teams to build and maintain interconnection capabilities.

Thank you,

(b) (6)

U.S. Office of Personnel Management
HR Solutions / USA Staffing®

c: (b) (6)

o: (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.

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:02:15 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- **Workforce Management.** I initiated personnel actions for assigned employees to ensure seamless transitions, updated communication plans and presentations to align with restructuring efforts and provided consultation on newly established guidance. Additionally, I presented justifications for backfilling specialized, high-need positions to maintain operational effectiveness and offered clear policy interpretation and application to ensure compliance and informed decision-making.
- **Budget Formulation and Execution.** I supported FSEM leadership by conducting detailed data analysis to guide critical decision-making. I strengthened financial accountability by developing justifications for executed contracts and expenses while ensuring seamless operations through facilitation of purchase requests. I collaborated with internal personnel and an external agency (b) (4) that included the transfer of operations to the external agency. I also enhanced financial accuracy and compliance by generating a gains and losses spreadsheet, which included projected calculations for lump sum payouts for annual leave accruals for all employees listed as losses through end of fiscal year.
- **Automation.** I ensured the accuracy and reliability of Power BI dashboards used by FSEM leadership covering workforce and financial performance, enabling informed decision-making. I aggregated and structured reports for seamless integration into automated applications used to drive FSEM leadership oversight of project performance, enhancing operational efficiency. To safeguard data integrity, I conducted thorough data validation and refinement while optimizing spreadsheet designs and formulas to improve performance and streamline analytical processes reducing and identifying human errors. I also conducted comprehensive testing of new software and its functionalities being deployed by IT, to provide guidance on best practices ensuring maximum efficiency, accuracy, and usability across the agency.
- **Performance Management.** I initiated performance plans and provided guidance on selecting the most appropriate plans for each situation. To ensure alignment with organizational goals, I reassigned rating and reviewing officials for key personnel, enhancing oversight and accountability. I also verified the accuracy of performance standards, ensuring compliance with policies and guidance.
- **Project Management.** For assigned projects, I ensured team alignment with project goals, reviewed applicable timelines, updated stakeholders, and addressed roadblocks impacting deadlines. Collaborated with stakeholders and

coworkers to clarify expectations, refined deliverables, and adjusted plans and scope as needed. Identified budget needs, resource allocation, and documented updates to ensure financial and operational efficiency. Effectively communicated, problem-solved, and provided guidance and direction for effective decision making to keep projects on track and aligned with mission objectives and strategic goals.

Thank you,

(b) (6)

PLEASE NOTE: This communication may contain privileged or other confidential information. If you are not the intended recipient, please do not print, copy, retransmit, disseminate or otherwise use the information. Please indicate to the sender that you have received this email in error and delete the copy you received. Thank You.

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)
Sent: Mon 2/24/2025 5:02:52 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Even though I was on annual leave last week, I managed to complete the following tasks:

- Conducted a data request and evaluation of (b) (5) at each relevant OPM (b) (5).
- Developed project to (b) (5) at several facilities (b) (5) due to the anticipated number of individuals (b) (5).
- Managing (b) (5), to include coordinating overall logistics.
- Collaborated closely with internal program offices to coordinate all closure activities, ensuring full compliance, transparency, and accountability.
- Reviewed and approved draft scope of work for food services at the TRB.
- Reviewed Energy Savings Performance Contract (ESPC) close-out documentation in preparation for acceptance later in March.
- Reviewed the Task Order and OPM/GSA MOA regarding ESPC project that was completed at the FEI campus and provided guidance to OPO regarding GSAs obligatory responsibilities due to the planned closure of this site.

Thank you,

(b) (6)
Facilities, Security, and Emergency Management
U.S. Office of Personnel Management
O: (b) (6) | M: (b) (6)
E: (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)
Sent: Mon 2/24/2025 5:03:09 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good evening,

Per your request, please see the below:

- Audited and reviewed initial decisions.
- Performed financial analysis.
- Researched Title 5 laws and regulations pertaining to retirement benefits.
- Made final determinations for reconsideration requests and remanded cases to take corrective actions.
- Communicated with annuitants to address their concerns.

Thank you,

(b) (6)
U.S. Office of Personnel Management
Legal Reconsideration Branch
1900 E Street, N.W.
Washington, D.C. 20415
(b) (6) (Fax)

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) (5)
Sent: Mon 2/24/2025 5:03:16 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- **Completed** (b) (5) . Executed requirements to (b) (5)
- (b) (5) **existing work.** Assessed and reallocated resources for ongoing projects, prioritizing essential tasks to remaining colleagues
- **Identified efficiencies and SOPs updates.** Explored efficiencies and potential updates to standard operating procedures to align with a smaller workforce
- **Initiated budget review.** Evaluated various expenses, organizational goals, and available resources to prepare for zero-based budgeting approach
- **Supported communication between staff and leadership.** Triaged employee questions and concerns related to return-to-office logistics, participation in the (b) (5) resource needs, and so forth, and elevated concerns to leadership, as necessary

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:03:33 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

February 18, 2025, through February 21, 2025:

- Handled staff's administrative needs, as necessary. This included, but was not limited to, researched and answered staff's questions, approved leave and timecards, communicated and signed updated performance standards, handled a staff member's resignation notice.
- Discussed ongoing audits/projects/tasks with staff to stay apprised of the status, any potential issues, resource changes, etc. and formulated plans, where needed, to move forward with our work.
- Provided expert coaching on staff projects to individual team members.
- Attended and participated in various meetings regarding the audit groups' work.

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:03:35 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Oversaw RTO plans for staff
- Realigned work based on impending departures
- Action and contingency planned for both the shutdown and maintenance of the PMF Program
- Directed work to execute the prompt sunseting activities of the PMF Program
- Provided counsel and advice relevant to HR regulations

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:04:02 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov; (b) (6)
Subject: RE: What did you do last week?

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

- Ensured processing of FEHB and PSHB enrollment and provider files in coordination with the Health Benefits Data Platform and Postal system teams including communications with Carriers
- Continued the planning and implementation of the Healthcare and Insurance Databricks subscription
- Completed Federal Disputed Claims (FDC) production release 7.0
- Completed Healthcare and Insurance Health Insurance Platform phase 3 security assessment
- Completed Implementation of automated file process for PSHB Social Security Administration (SSA) outgoing and incoming files used to determine eligibility/enrollment in PSHB program

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:03:43 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Good afternoon,

Please see below for five of my accomplishments from last week.

- Coordinated with stakeholders within HI to develop proposed solutions to challenges within FEHBP, in accordance with 5 U.S.C. Ch. 89.
- Collaborated with and provided education to insurance carrier staff to enhance conformity to PSHBP, in accordance with 5 U.S.C. 8903c.
- Performed complex data analysis to support PSHBP operations and resolve enrollment issues.
- Identified and escalated unexpected PSHBS behavior to better understand the impact and potential action required.
- Collaborated with HI and other OPM program offices to improve PSHBP processes.

Thank you,

(b) (6)

U.S. Office of Personnel Management
Healthcare and Insurance | Enrollment and Member Support
(b) (6) @opm.gov



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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:03:55 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Dear HR,

Please see my bullets below.

- Led contract re-compete process for Mail Presort & Postage Services providing secure postage, pickup, barcode sorting, and commingling of first-class domestic mail for all of RS.
- Managed the renewal of 2 Computer Matching Agreements and 1 Memoranda of Understanding (MOUs) with partner agencies and oversaw 5 Interagency Agreements (IAAs).
- Approved and Reallocated spending in the CITI Bank system for director reports, ensure card holders followed A/OPC guidelines and policies.
- Oversaw 2 CIITAR applications and provided contract support, met with stakeholders to capture strategic goals and deliverables to meet the enterprise need.
- Brokered information request between the State Department and OPM to share aggregate data between organizations.

Thank you,

(b) (6)
(b) (6)
Retirement Services
U.S. Office of Personnel Management
Mobile: (b) (6)

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)
Sent: Mon 2/24/2025 5:04:07 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Provided accurate guidance and assistance on procedures, instructions, and regulations pertaining to the following actions last week for internal and external stakeholders:

- Initiate and/ follow-up on HR actions, submitted requested access forms for various personnel within MSAC to gain access to proprietary OPM systems, and researched other questions & aided field offices as needed and/or directed by Supervisor.
- Responded to procurement and purchase card questions by assigned purchase card holders and other stakeholders as requested via email and phone calls.
- Coordinated with internal and external stakeholders to reduce and de-obligate existing un-obligated funds associated within assigned office on a continuing basis.
- Assisted with creation and approval of travel authorizations / vouchers within the E2 travel system as needed.
- Provided support to all other administrative tasks as requested and or directed by Supervisor via email and phone calls.

(b) (6)
Voting Rights and Resource Management (VRRM)
Merit System Accountability & Compliance (MSAC)
U.S. Office of Personnel Management
(b) (6) opm.gov

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:04:00 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

- Provided responsive advice and guidance to partner agencies and the program to help them solve complex problems
- Applied best practices and processes in solving complex problems for partners and the program
- Built the capacity of partner agencies and program to apply tools and methods to solve complex problems
- Implemented knowledge management processes to mature the program's collective practice
- Informed the reallocation of resources to ensure continuous delivery of work against agreements (b) (6)

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:04:21 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 troubleshooting request from PO
- As Scrum Master, facilitated 2 Retrospective/Planning sessions, along with facilitating standups every day
- New sprint, updated all sprint boards for teams I Scrum Master for
- Coordinated with personnel leaving for knowledge transfer of work they had been handling
- Developed test to handle validating batches of tables being updated during hardening/refactoring updates to data tables in Databricks
- Worked Azure DevOps tasks as assigned

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:04:37 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?

Hello,

Below are highlights of my accomplishments from last week, the week of February 17th:

- Pursuant to 5 USC 8903c – Postal Service Health Benefits System (PSHBS) Product Configuration Product Owner – Approved Release 25.2 from Product Configuration Product Owner perspective
- Pursuant to 5 USC 8903c - PSHBS Product Configuration Product Owner – Performed UAT Testing for Release 25.2
- Pursuant to 5 USC 8903c - PSHBS Product Configuration Product Owner – Worked with contractor on confirmation system language changes to comply with EO
- Pursuant to 5 USC 8903c - PSHBS Product Configuration Product Owner – Prioritized system development tickets throughout the week with Daily triage sessions
- Pursuant to 5 USC 8903c - PSHBS Product Configuration Product Owner – Worked to resolve a data formatting concern and the enrollment processing of disabled dependents
- Pursuant to 5 USC 8903c - PSHBS Product Configuration Product Owner – Participated in various meetings including Project Management, Product Owners, Risk Assessment, and partner updates
- Pursuant to 5 U.S.C. 8901 et seq. - FEHB – Researched and resolved multiple FEHB enrollment issues
- Pursuant to 5 U.S.C. 8901 et seq. – Hosted a weekly FEHB Business Analysis and Risk Management contractor planning meeting
- Pursuant to the Deferred Resignation Program – Worked on a transition plan of my current workload.

Note last week included the Presidents' Day holiday and I was out of the office one day. The above reflects highlights of my three days working.

Kind Regards,

(b) (6)

(b) (6)

Healthcare & Insurance
U.S. Office of Personnel Management

(b) (6) @opm.gov

p. (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)
Sent: Mon 2/24/2025 5:04:49 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,

Please see the below information regarding this request:

- Participated in multiple (5+) agency kick-off meetings for projects (b) (5) and restructuring support for federal agency customers.
- Let multi-team engagements providing leadership and direction on identifying and organizing Federal Classification Center resources into project teams to support multiple agency (b) (5) in a well-planned out and efficient process.
- Provided program management oversight over the Federal Classification Center offering coaching and leadership support to subordinate supervisors and teams, centered primarily around transition and continuity planning in preparing for staff departures (b) (5).
- Provided (b) (5) to multiple agency customers during non-working hours on Saturday (2/22/2025), to help agencies (b) (5) and to offer review and feedback to agency documentation.
- Participated in a (b) (5) meeting each afternoon of the week to offer updates on the day's progress as well as to plan out action items for the following day (b) (5) initiatives government wide.

Thank you.

(b) (6)

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



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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:04:53 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

To It may concern

February 17 was a Holiday. Accomplishment for week February 18- February 21.

- Manage and supervised a team of 15, their attendance and leave. Coached and mentor team members regarding how to enhance their overall performance and reach their goals.
- Resolved issues and answering questions from English and non-English speakers' annuitants, survivors' spouse, ex-spouse and Rep Payee of minor and disables child's callers concerning their lost and stolen checks. Explained the steps, time, and procedure necessary to replace their lost/stolen check.
- Customer Service: Find a solution and counsel several complainants. Manage and care for supervisor call backs request for English and non-English speakers' annuitants, survivor spouses, ex-spouses, Rep Payees of a minor or disabled child concerning their annuity, HB, PSHB, Court Order apportionment, bank issues, Tax -1099 documentation, PII issues and general information about forms, timeline, deadlines, and/or their benefits.
- Assisted English and non-English speaker callers with difficulty and complicated annuity payment and refund Issues: including payment delays, errors, or missing payments.
- Training: Trained bilingual and non-bilingual team members. Instructed them in the best course of action regarding callers looking and/or asking about the status of their stolen checks. Instructed them in the different systems available including main frame for the best and accurate status of their stolen checks. Advised the team on available IRS phone number to find out more about the status of their stolen check.

(b) (6)
US Office of Personnel Management
Retirement Information 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)
Sent: Mon 2/24/2025 5:05:29 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- Updated project asset source files and handed off to agency partners
- Met with agency partner teams to align on team staffing, resourcing, and planning for subsequent project phases
- Built usability web survey for partner team program improvement and impact measurement effort
- Received agency partner team's feedback and incorporated into project deliverable documents
- Developed guidance SOP for cloud data platform migration

(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)
Sent: Mon 2/24/2025 5:05:29 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Here are some of the things I worked on last week:

- I wrote Python code to extract information from four types of Postal Service Health Benefits (PSHB) agency eligibility/enrollment files in preparation for entity resolution (millions of records received each month over the past year). Entity resolution will improve Postal Service Health Benefits (PSHB) and Federal Employee Health Benefits (FEHB) processes (e.g. the reconciliation of carrier and agency enrollment information) by linking records belonging to the same person from multiple sources and over time when there is missing, truncated or misspelled/incorrect information.
- I tested the new Posit Connect development server, which will be used to disseminate reports, dashboards, and interactive web applications in Healthcare and Insurance.

I worked with the system administrator to install and configure missing functionality (quarto for generating reports through code) and identified the solution to resolve errors installing GIS packages.

I published simple test RMarkdown and quarto reports and a Shiny web application, created accounts for my colleagues, and we jointly tested their access and ability to publish reports.

We will be testing Posit Connect in the test and production environments in the coming weeks.

- Together with a couple of colleagues, we prepared and released a data report to FEHB Carriers which is used by their health actuaries for analytics, rate development and marketing efforts.
- I installed missing software on the new developer laptop I received (Adobe, WinZip, Power BI, Visio, Notepad++, R & RStudio, Python, IBoss, Docker etc.). While software was installing, I read about Databricks best practices, responded to messages, and attended meetings.
- I created R and Python virtual environments on the new laptop and tested several applications to make sure they work with newer versions of R, Python, and their ecosystem of packages.

I updated application code to work with the new suite of R GIS (Geographical Information System) packages that replace obsolete packages no longer being updated / maintained.

- I reviewed python and R code written by colleagues and suggested changes.

For example, R code written by colleagues to prepare Medicare enrollment numbers for the OPM Office of Actuaries, information the actuaries use in rate negotiations and to develop projections; and Python code written by another colleague to automate the generation of emails with provider data validation results. Such feedback helps FEHB and PSHB Carriers improve data quality, resulting in a better health insurance shopping experience for enrollees.

I enjoy working with my colleagues using data analytics, machine learning, and economics to improve FEHB and PSHB, increase efficiency, reduce costs, improve benefits and member experience. I am honored to serve together with such a dynamic, highly skilled, and dedicated team of federal employees. I am ready to discuss any of our efforts.

Best,

(b) (6)

(b) (6)

Health Systems Analytics
Healthcare & Insurance
U.S. Office of Personnel Management
Tel: (b) (6)
E-mail: (b) (6)@opm.gov

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:05:28 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

5 bullets for accomplishments the week of February 17-21, 2024:

- As the project lead of an active, cross-government, service-delivery-based, fee-for-service partnership, I provided responsive advice and guidance to the partner agency after navigating a 33% reduction in my team's staffing right before launching the project's second phase.
- Collaborated with team members to develop a two-hour training for over 150 participants in a partner program; however, the training was canceled by the program following the February 19 Executive Order.
- Worked with team members to prepare two cross-government, service-delivery-based, fee-for-service trainings the following week for multiple partners aimed at enhancing their capacity and ability to solve complex problems.
- With partner leads, triaged the current state and needs of an active, cross-government, service-delivery-based, fee-for-service partner agency following the termination of 75% of the core project team the previous week.
- Planned and built out agenda activities for team's quarterly all-hands meeting the following week.

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:05:09 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) [redacted]@opm.gov
Subject: RE: What did you do last week?

Reporting period 2/18/25 – 2/20/25 (Tue -Thu)

Change Management:

- **Critical Production Issue** – Handled mainframe LCM(ASG Life Cycle Management) Hanging issue that caused work stoppage! Researched and identified with previously occurred similar issue that solved with LCM recycling. Worked along with QA team and coordinated with Mainframe team until the issue was resolved and developers were able to migrate changes as normal.
- **Mainframe Print log process:** Print log via email bat from JES log - How send JES log via email bat. Developed procedure for how to send entire Job Login MVS from mainframe submission as part of the knowledge transfer.
- **Remedy** - Sent Weekly Remedy Tickets report to Retirement Systems. Updated Remedy SOP (Standard Operating System) -- Before migrating code to production, met with QA team, Developer, PCB (Production Control Branch) on questions, clarifications, and resolution on LCM Migration Request form from Remedy Change Request Ticket# CRQ26642- Enhancement on Enterprise Change Management - ECM 2025-779 VAMS (Validated Agency Matching System) Death Recording Confidence Scoring Tool.
- **Worked on ECAS (Enterprise Cost Accounting System) Data Request Received with deadline:** Extracted Data from Remedy, generated Requested Report. Documented the process as part of transition this task duty to QA team member. Provided hands on training to QA team member. Ensured requested report sent on time.
- **Other** teams calls and meeting related to knowledge transfer/training as well as issues dealing with helpdesk with such as Microsoft Teams not copying attachments.

Thank you

(b) (6)

OCIO/Retirement Services IT PMO/QA
US Office of Personnel Management

(b) (6) (Teams)



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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:06:13 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 my reply below to your question of "What did I do last week?"

Due to the federal holiday, last week was a compressed week. However, please see below a list of duties that I was able to perform.

- Researched and reviewed citations, references, and several case audit review checklists to determine if the current review items on our quality management checklist should be considered a best practice or a regulatory requirement. If determined to be a regulatory requirement, I updated and linked the citation/ and or reference to the requirement in the checklist to the appropriate source. Example: This is not a BP; it is a regulatory requirement per 5 CFR 330.210
- Identified and continue to identify opportunities to improve the quality and implement corrective action to our organizations Quality management Plan to promote continuous improvement.
- Researched, reviewed, and provided updates to the Quality Management Plan (QMP) which describes our processes and procedures to ensure high-quality examining services are delivered to our federal partners.
- Drafted updates to our organizations Quality Management plan so we can share/supply the guidance, resources and operational support to our staff acquisition team while adhering to the plan. This will allow us to coordinate the successful implementation of the updated procedures once completed.
- Collected, reviewed, and documented the finding of the Quality Control checklist data in the Quality Management Checklist that were completed by Lead HR Specialist of individuals under review to determine whether each quality standard was met.

V/R.

(b) (6)

Human Resources Specialist
HRS | FSG | SA | Mid-Atlantic Services Branch

200 Granby Street | Room 500 | Norfolk, VA 23510
carla.cowen@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)
Sent: Mon 2/24/2025 5:06:22 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

Per your request:

1. Reviewed and audited initial agency decisions
2. Performed financial analyses
3. Researched Title 5 laws and regulations pertaining to retirement benefits
4. Made final determination for reconsideration requests, and remanded other cases for corrective actions following review
5. Communicated with annuitants in order to address their concerns

(b) (6)
Retirement Services
U.S. Office of Personnel Management
Eric.Sletten@opm.gov
 U.S. Office of
Personnel Management

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

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

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From: (b) (6)
Sent: Mon 2/24/2025 5:06:24 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

- Requested over 1 dozen physical cases from open files. Located misplaced physical case files and assign to the correct program office for expedited congressional review.
- Completed review of at least 3 dozen new constituent inquires, analyze the issue and disseminate to the appropriate branches.
- Completed response to over 3 dozen emails from RS management and members of the CLIA team.
- Completed follow up response of weekly report request from management with updating the progress of inquires current processing stage and close outs.
- Received and completed congressional inquiries for review. Have written over 2 dozen congressional inquiry response letters for close out over the course of the week.

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:06:36 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: What did you do last week?

To Whom it May Concern:

Please see my summary of last week's activities:

- Led the effort to prepare my team in National Operations, Washington DC and the field staff for the Return to the Office. The work activities involved responding to staff inquiries, coordinating with internal OPM teams, and connecting with senior leaders on the process to ensure a smooth transition for staff (b) (5). (b) (6) I'm leading by example to meet the requirements of the EO and OPM's policy and address questions and concerns regarding the full-time transition for all staff starting next week.
- Led the coordination with GSA and OPM's facilities team to align with the direction to (b) (5) and return the FEB office space to the GSA inventory. This coordination involved, preparing spreadsheets, coordinating meetings, and responding to technical assistance questions from staff, facilities members, and GSA to meet the deadline of 02-21 to vacate the office space.
- On 02/19 the President issued an [EO](#) sunseting the Federal Executive Board program. In support of the EO, my work activities shifted to include messaging to agency stakeholders at the Federal Protective Service, Federal Emergency Management Agency, and other key agency partners. My leadership of these work activities are critical to swiftly meet the (b) (5). Below are a few of the activities started last week related to closure of the program:
 - Prior to the EO we were rewriting the 5CFR960 regulations according to the OMB/OPM Unified agenda timeline. After the EO issuance, we started the new timeline to revoke the regulations.
 - Responded to numerous inquiries related to the closure of the program as well as supporting staff and customers.
- Led the coordination with FEBs and OPM's Records Scheduler to ensure retention for seven years of FEB records and the disposition of temporary records according to the 2018 NARA approved Records Schedule. After the EO issuance, I transitioned ensuring legacy documents are retained and start the archiving of the permanent records to NARA.

- Started the week managing the FEB activities for several governmentwide programs: FutureFeds Fellows, a program that assist in planning for the pipeline for future employees; advised on the training session with federal partners at SSA, CMS, TSP, and OPM on the "What's in the Federal Retirement Wallet?" and the data collection of all the FEB Network activities that support the recently issued FEB Strategic Plan. At the end of the week, transitioned to activities, related to cancelling these programs and activities to be in compliance with the EO.

(b) (6)

Center for Federal Executive Boards(FEB) National Operations
Workforce Policy and Innovation
U.S. Office of Personnel Management

o: (b) (6)

(b) (6) [@opm.gov](#)

[OPM.gov](#)



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From: (b) (6)
Sent: Mon 2/24/2025 5:07:00 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Accomplishments from the week of February 18 – 21, 2025

- Processed, printed and sealed (for mailing) over 130,000 notices of change to annuities, with domestic and foreign addresses.
- Every night, I printed and sealed important documents for different departments within our agency and annuitants.
- Worked with programmers to create/tweak new forms for my department to print and/or seal.
- I monitored several computer systems simultaneously and often analyzed highlighted error messages.
- Performed a daily visual inventory of the forms and supplies needed to complete tasks each night.

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:07:36 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: Re: What did you do last week?

- Performed investigative activities as part of our oversight of OPM programs and operations, including working with federal law enforcement partners.
- Processed complaints regarding OPM programs and operations.
- Conducted proactive data analysis to generate leads for criminal investigations.
- Reviewed casework and updated records.
- Conducted and prioritized assigned oversight work, and participated in projects, as appropriate, and performed other related duties as assigned.

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:07:10 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Subject: Re: What did you do last week?

- Provided responsive advice and guidance to partner agencies and/or the program to help them solve complex problem
- Conducted analysis of complex functions and processes of programs to identify improvements
- Applied best practices and processes in solving complex problems for partners and/or the program
- Built the capacity of partner agencies and/or program to apply tools and methods to solve complex problems
- Implemented knowledge management processes to mature the program's collective practice

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:07:23 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

- *completed my work in a timely fashin
- * answered phone calls
- * Return phone calls
- *Always looking for something new to learn to further advance my knowledge
- * enjoy your day!

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

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:07:26 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov; (b) (6) @opm.gov; (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Recomputed annuities based on military service, combining military service with civil service annuity, or removing according to official documents received by agencies or requests made by annuitants via written correspondence. Three cases reissued, letters with details sent to annuitants.
- Provided same day response to four telephone inquiries on military service deposit matters and emails. Concerns were successfully resolved with inquiries answered and appropriate action taken.
- Attended Post-Retirement-Marriage refresher training classes in preparation of added responsibility of providing cost information to annuitants who marry after retirement and may choose to provide a survivor benefit for their new spouse to include processing the elections once received. Computed six varying case types providing billing/cost information. After these were reviewed for accuracy by the instructor, letters were mailed. Holding cases for response from annuitant.
- Supported Death Benefit section by providing survivor benefit rates with/without Post-56 military by applying applicable laws based on age of survivor, military deposit paid, SSA eligibility, etc.
- Reviewed recomputed annuities by co-workers for accuracy and completeness and processed cases same day to ensure timeliness.

Respectfully,

(b) (6)

Customer Inquiries/PRS
U.S. Office of Personnel Management
PO Box 45

Boyers, PA 16017-0045

Phone: (b) (6)

Fax: (b) (6)

E-mail: (b) (6)@opm.gov

For more Retirement Information visit us at:

<https://www.opm.gov/retirement-services/>

From: HR <hr@opm.gov>

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

Subject: What did you do last week?

Importance: High

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:07:44 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6)@opm.gov
Subject: RE: What did you do last week?

Last week I was on approved, pre-scheduled annual leave for the entirety of the week.
Bridget Patterson

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:08:12 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

The following is brief description of five items I accomplished last week pursuant to your request. Please be advised this does not represent ALL of my duties and is a just a limited summary.

1. Attend and participate in meeting with upper management in order to streamline the escalation process. This involved demonstrating the processing of emails received through the Support Center; identifying the pain points for both the customer and the CCR's handling the inquiries.
2. Provide front line support to all of our CCR's as a SME regarding retirement law and how it pertains to the inquiries received from our retired population. Provided coaching, mentoring, training and documentation to our staff on how to handle the aforementioned inquiries assisting while on the call. Updated training guidance when necessary due to new information received.
3. Researched international retiree cases regarding non-receipt of their monthly benefit payments. Confirmed which payments were not received and processed non-receipt claims and request to Treasury in order for the credit to be returned to OPM and payments reissued to these retirees. Processed repayment actions returned to OPM due to closed bank accounts or retiree banking errors.
4. Handled customer call back escalations concerning tax, online support access and health insurance issues. These involved processing PSHB exceptions, calls to the health plan to confirm enrollment and follow up with the customer/retiree.
5. Reviewed and processed numerous escalations sent to our team by our CCR's for exceptional situations meeting escalation criteria. These were either processed by me directly or sent to other sections for action depending on the situation.

I appreciate the opportunity to assist our retired federal civil servants on a daily basis who dedicated their lives in public service to our country.

Sincerely,

(b) (6)

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



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

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

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

Deadline is this Monday at 11:59pmEST.

From:

[REDACTED]

Sent: Mon 2/24/2025 5:07:50 PM (UTC-05:00)

To: HR10[HR10@opm.gov]

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

Subject: Re: What did you do last week?

The following are some of the items I accomplished last week.

- Consulted with SFS customers to conduct website planning, including release and user acceptance testing plans
- Led, planned, and completed software regression testing for a technical upgrade to the SFS website
- Identified website issues in UAT, partnered with the development team on solutions, and added tickets to the backlog for resolution
- Completed product backlog and roadmap reprioritization with SFS customers, USAJOBS leadership team, and product/scrum team based on changes to priorities and staffing levels
- Began transitioning into the product owner role for Agency Talent Portal (ATP), including participating in peer knowledge sharing sessions and meetings with agency partners to learn ATP in support of upcoming team changes.

Thank you,

(b) (6)

U.S. Office of Personnel Management
USAJOBS Program

(b) (6) @opm.gov



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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:09:19 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

1. Began preparations to develop outreach documents such as mock schedules, tracking documents, and listing of key staff from OPM's committees of jurisdiction for the 119th Congress for future Hill engagement meetings.
2. Fielded and responded to calls from congressional offices and from current and retired federal civilian government employees on such issues as [REDACTED] and retirement benefits. Provided guidance as well as answers to their inquiries.
3. Reviewed and provided internal concurrence and feedback to incoming LRD requests from OMB.
4. Updated CLIA's Weekly Congressional Tracker document, which contains information on relevant bills with potential OPM equities as well as hearings, markups, and appropriation activities from our congressional committees of jurisdiction.
5. Monitored and provided update to CLIA leadership on Senate passage of its Concurrent Resolution (S. Con. Res. 7), which as amended, sets forth the congressional budget for the United States Government for fiscal year 2025 as well as the appropriate budgetary levels for fiscal years 2026 through 2034. The House is expected to vote on its own version of the concurrent resolution this week.

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

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

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

Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:09:36 PM (UTC-05:00)
To: HR10[HR10@opm.gov]
Cc: (b) (6) @opm.gov
Subject: RE: What did you do last week?

- Conducted User Acceptance Testing
- Advised on retirement payments over \$50,000

I was on holiday Monday, 2/17/25 and on leave Wednesday through Friday, 2/19/25 through 2/21/25.

Thanks -

(b) (6)

U.S. Office of Personnel Management
Retirement Services

o: (b) (6)

f: (b) (6)

c: (b) (6)

(b) (6) @opm.gov

(b) (6)

“I will find a way or make one” (inveniam viam aut faciam)
— **Hannibal**

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at www.servicesonline.opm.gov and <https://www.opm.gov/retirement-center/>.

www.OPM.gov



U.S. Office of
Personnel Management

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

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Deadline is this Monday at 11:59pmEST.

From: (b) (6)
Sent: Mon 2/24/2025 5:09:37 PM (UTC-05:00)
To: (b) (6) @opm.gov; HR10[HR10@opm.gov]
Subject: RE: What did you do last week?

Thank you, Bridget.

Confirming I approved this leave.

Colleen

From: (b) (6) @opm.gov
Sent: Monday, February 24, 2025 5:08 PM
To: HR10 <HR10@opm.gov>
Cc: (b) (6) opm.gov
Subject: RE: What did you do last week?

Last week I was on approved, pre-scheduled annual leave for the entirety of the week.
Bridget Patterson

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

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