

Update on Closed Select Committee Recommendations and New Modernization Initiatives 119th Congress – First Session

Introduction

The Subcommittee on Modernization was created by the Committee on House Administration at the beginning of the 118th Congress. Its creation fulfilled a recommendation made by the Select Committee on the Modernization of Congress (Select Committee) to provide a permanent home for modernization efforts in the House.

The Select Committee wrapped up its four-year term at the end of the 117th Congress having passed a total of 202 bipartisan recommendations to improve how Congress works, 43 of which it closed. **The Subcommittee has since closed an additional 92 recommendations, bringing the total number of closed recommendations to 132.**¹

At the beginning of the 119th Congress, the Subcommittee's name was updated to more accurately reflect the breadth of its work. While the Subcommittee on Modernization and Innovation continues to focus on implementing the Select Committee's recommendations, it is also actively working to explore and bring new innovations to the House. Broadening the Subcommittee's scope in this way ensures that modernization efforts extend beyond closing out the Select Committee's recommendations and become a routine part of House operations.

Subcommittee Members recognize that if the House is to reflect an evolving society, it needs to be capable of evolving along with the people and districts it represents. Since its creation, the Subcommittee has worked steadily to modernize processes, create efficiencies, build capacity, and strengthen the bonds between Members and their constituents. This essential work enables Congress to continuously fulfill its Article I obligations on behalf of the American people.

The table below provides additional information on recommendations the Subcommittee closed this year, Brief descriptions of the Subcommittee's new modernization initiatives follows.

Closed Recommendation Categories

In the 118th Congress, the Subcommittee created two, new "closed" categories – one to designate recommendations that are partially implemented and unlikely to be fully implemented, and one to designate recommendations that are being implemented by a partner office, with no additional Subcommittee action needed. These two categories were added to further clarify the exact status of some recommendations that have been closed by the Subcommittee. Descriptions of the updated "closed" recommendation categories are as follows:

- *Closed-Implemented*: An entity has taken action pursuant to a recommendation that addresses the problem that prompted the recommendation.
- *Closed-Resolved*: An entity has taken action or provided additional information independently of the literal recommendation but that still addresses the problem that prompted the recommendation.

¹ Note that the 132 closed recommendations do not include 14 recommendations that were closed but not implemented. During the 118th Congress, the Subcommittee closed 70 recommendations and so far in the 119th Congress, the Subcommittee has closed 22 recommendations.

- *Closed-Partially Implemented:* Elements of the recommendation have been fully implemented, or administrative or legislative actions to implement the recommendation are at an advanced stage of progress, but the elements that have not been implemented are unlikely to be implemented or are satisfied by the implementation of the other elements.
- *Closed-In Progress with Partner Office:* The responsible House office has begun administrative or legislative actions to implement the recommendation.
- *Closed-Not Implemented:* The Select Committee or the Subcommittee determined that further action to implement the recommendation is either impossible or highly unlikely due to technical or logistical barriers.

Closed Recommendations from the 116th Congress

Short Title	Status	Implementation Background	Partner(s) Responsible
Recommendation 21: Requiring House Information Resources (HIR) to allow Member offices to test new technologies.	<p>Current: Closed – Partially Implemented</p> <p>Previous: Open-In Progress with Subcommittee</p>	House Digital Services has established a successful beta testing program (HDS advisory group) for in-house developed and approved technologies. The advisory group is made up of Member offices and regularly tests platforms and technologies that are in development. While the recommendation suggests that Member offices be allowed to independently test new technologies, CHA oversight has flagged that requiring HIR to permit this raises serious cyber security concerns and recommended that HIR maintain the ability to conduct security reviews of software prior to use.	CAO
Recommendation 22: Creating one point of contact for technology services for each Member office.	<p>Current: Closed – Resolved</p> <p>Previous: Open-Partially Implemented</p>	The CAO is addressing this recommendation via the Tech Partner Plus (TPP), CAO Customer Advocate, and District Office Connect programs. Member, committee, and leadership offices can also easily look up their technology contact person on HouseNet and connect with them from there.	CAO
Recommendation 26: Developing a constituent engagement and services best practices HUB for Members.	<p>Current: Closed – Implemented</p> <p>Previous: Open-Partially Implemented</p>	The Congressional Staff Academy and CAO Coach continue to expand their offerings in this area; CAO has developed various resources for caseworkers, available on a dedicated HouseNet page focused on serving constituents. And the CAO Coach program has developed a constituent engagement resource page, which provides many examples/case studies	CHA, CAO

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		from Members offices and is updated regularly. ²	
<p>Recommendation 44: Update House social media rules to allow for better communication online between Members of Congress and their followers.</p>	<p>Current: Closed-Partially Implemented</p> <p>Previous: Open-In Progress</p>	<p>Throughout 2024-25, the Subcommittee, the Communications Standards Commission, and House Ethics engaged on a proposal to update guidelines to allow a one-time transfer of social media followers. In September 2025, Ethics declined to update the guidelines. CHA and the Communications Standards Commissions addressed by adding a “One-time Transfer of Social Media Followers” option on the New Member Checklist, which all newly-elected Members receive at orientation. Newly-elected Members who wish to do a one-time transfer of followers must work with the Communication Standards Commission to implement the transfer process.</p>	<p>CHA, Committee on Ethics, Communications Standards Commission.</p>
<p>Recommendation 50: To help streamline casework requests and help constituents better access federal agencies and resources, the House should implement a secure document management system and provide digital forms and templates for public access.</p>	<p>Current: Closed - Resolved</p> <p>Previous: Open-Needs Attention</p>	<p>Implementing the full recommendation as drafted would require creating a new, secure document management system that could be used for handling constituent communications, particularly when a crisis (such as the COVID 19 pandemic) requires staff to work remotely.</p> <p>The recommendation addresses both (1) secure document uploading/management and (2) standardized templates and constituent data transferring. The House currently has a number of secure document management systems and staff are currently able to process casework securely during an emergency or crisis via their CMS while on VPN. As for standardized templates and data transferring, a digital privacy release form is available for casework, and there are now templates on casework referrals, emails, and more available on the CAO Coach website.³</p> <p>Given the systems and processes already in place, the Subcommittee determined</p>	<p>CAO</p>

² See “Creative Outreach Ideas” at: <https://caocoach.house.gov/creative-outreach-ideas>

³ See “Featured Docs” on the CAO Coach Caseworker website at <https://caocoach.house.gov/caseworker>

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		that there is currently no need for a new, secure document management system.	
<p>Recommendation 55: Committees should develop bipartisan plans on how technology and innovative platforms can be best incorporated into daily work.</p>	<p>Current: Closed – Partially Implemented Previous: Open-Partially Implemented</p>	<p>Some committees have made use of tablets, bill/amendment management software, and electronic voting platforms on a bipartisan basis. In order to receive CoPilot licenses, committees will need to develop AI usage plans, which also fits into the spirit of this recommendation. Additionally, CHA’s Committee Funding Request hearings also require chairs and ranking Members to present bipartisan plans and requests, including for new technologies and platforms.</p>	Committees
<p>Recommendation 68: Expand access to health insurance for congressional staff.</p>	<p>Current: Closed - Resolved Previous: Open-Needs Attention</p>	<p>Each Member, Chair, and Leader can designate their staff to either DCHL or FEHB health plans based on their interpretation of the Affordable Care Act (ACA), and this has been the case since 2014, when the House implemented the ACA. Any health designations made by a Member, Chair, or Leader are non-reviewable by anyone and only the Employing Authority (Member, Chair, or Leader) would be able to divulge how they have designated their staff. If no health designation is submitted for a staffer, the CAO defaults them to the health eligibility for that office type (Personal office staff default to DCHL, Committee and Leadership staff default to FEHB). When the ACA was implemented in 2014, Employing Authorities were less likely to designate staff health to something other than the default plan, but over the past 11 years the CAO has noted that Employing Authorities are more likely to take staff preferences into account when making designations.⁴</p>	CHA, Leadership

⁴ The Select Committee’s Final Report for the 116th Congress recommended “eliminat(ing) the requirement that district staff purchase health insurance on the D.C. exchange, allowing them to enroll either in a FEHB plan or their state exchange, and allow(ing) D.C.-based staff to enroll in the D.C. exchange or FEHB plan.” This change “would bring D.C. based staff into alignment with committee staff and the executive branch when it comes to health provider choices. It would also provide district staff with local health insurance options by allowing them to opt into local systems.” See page 125 of the Select Committee’s Final Report for the 116th Congress at: <chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.govinfo.gov/content/pkg/GPO-CRPT-116hrpt562/pdf/GPO-CRPT-116hrpt562.pdf>

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		<p>Providing staff with a statutory right to choose between plans would require a statutory revision to the ACA.</p>	
<p>Recommendation 94: Develop a practice of negotiating House district office leases to lower costs, improve consistency of rental rates and save taxpayer dollars.</p>	<p>Current: Closed – Not Implemented</p> <p>Previous: Open-In Progress</p>	<p>The intent of this recommendation was to work with the Government Services Administration (GSA) to negotiate district office leases on behalf of Members. Unlike Members, GSA has expertise in this area, as it owns and leases millions of square feet of space throughout the country. Having GSA negotiate leases on behalf of Members could potentially save MRA funds, as well as Member and staff time.</p> <p>The CAO explored how to implement this recommendation and reported that GSA currently offers to facilitate non-GSA (commercial) leases on behalf of government entities (including the House) for a flat 7-percent fee based on the annualized rent. This service is not currently utilized by House Members because it is cost prohibitive. CAO also reports that there are a limited number of Members who occupy GSA-owned or leased space – less than 5-percent of the estimated 900 district offices operating today. The low percentage of district offices in GSA spaces is primarily due to GSA space being more costly as they often include other governmental services that require heightened security.</p> <p>The CAO also explored the option of utilizing commercial brokers to negotiate leases for Members. According to the brokers they spoke to, the high volume of small spaces would require a firm to dedicate significant resources for little commission. Thus, instead of charging the traditional commission fee, a nationwide firm would need to establish a substantial blanket fee to locate and negotiate district office leases on behalf</p>	<p>GSA, CHA, CAO</p>

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		of the House. This approach was also considered to be cost prohibitive. ⁵	
Recommendation 101: Mentorship Match Program: The House should initiate and facilitate a formal mentorship program for matching more experienced staff with less experienced staff.	Current: Closed – In Progress with Partner Office Previous: Open-Partially Implemented	The CAO developed and implemented in early 2025 a pilot program for mentorship, connecting the transition aides for incoming Members with current staff who served as aides in the previous congress. The CAO is improving upon and expanding this pilot to create additional mentorship opportunities.	CAO
Recommendation 109: Assessing Intern Cost of Living: The Chief Administrative Officer should provide information to congressional offices on the cost of living for interns to help inform intern stipend levels.	Current: Closed-Resolved Previous: Open-Needs Attention	In 2022, the House authorized the House Paid Intern Program, which provides participating offices with a stipend they can use to pay their interns. But given the high cost of living in DC, providing Member offices with regularly updated cost of living data would help offices provide potential interns with useful information as they plan for their internships. Subcommittee staff worked with the House Intern Resource Office (HIRO) to determine the feasibility of collecting and updating this data. In 2024, HIRO developed and published new materials for the Intern Resources webpage - Affordable Professional Attire for Interns and Financial and Housing Resources for Interns. These documents have a high download rate and are designed to provide practical guidance for interns,	CAO

⁵ Of note: The Committee on House Administration’s Oversight team is currently monitoring a House IG open recommendation to ensure that all district offices have formal rental agreements in place and on file. The IG notes that there is currently a gap in record keeping with some District Offices having no records at all. This raises the risk of lawsuits over unpaid rent. The CAO has developed a form for record keeping and most Member offices are now using it.

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		<p>including strategies for navigating the high cost of living in Washington, DC, tips for building a professional wardrobe, and information on support made available through the House.</p> <p>HIRO has also held consultative discussions with incoming Interns and Intern Coordinators about the increased cost-of-living in the DC area and potential resources.</p> <p>The CAO’s Administrative Counsel has recommended using only House-owned/produced materials and resources on the HR Hub, where the HIRO website is housed. This is to avoid the appearance of endorsing or promoting information or materials that the House did not develop. Accordingly, HIRO cannot post links to outside websites or resources that calculate the cost-of-living in DC. As an alternative solution, HIRO has drafted a “one-pager” that outlines intern compensation considerations for House offices, as well as guidance for Intern Coordinators in determining intern pay levels. Among other recommendations, the one-pager advises that offices research current cost-of-living expenses via websites verified to be reliable.</p>	
<p>Recommendation 110: Intern & Fellowship Program Office or Coordinator: The House should establish an Intern and Fellowship Program Office or Coordinator that helps with onboarding, developing educational curriculum, professional development, and training for office coordinators.</p>	<p>Current: Closed-Implemented</p> <p>Previous: Open-Partially Implemented</p>	<p>H.R. 8237 established a House Intern Resource Office (HIRO) and a director has since been appointed.⁶ HIRO fulfills the intern-related onboarding, educational, professional development, and training aspects of the recommendation.</p> <p>Fellowship programs, which are typically for early-to-mid career professionals, differ substantively from internship programs. Offices that bring on fellows work directly with the fellows in determining appropriate professional training and responsibilities. Fellows typically do not take part in professional</p>	<p>CAO</p>

⁶ “H.R. 8237,” accessed on December 3, 2025, <https://www.congress.gov/bill/117th-congress/house-bill/8237/text>

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		<p>development and educational programming.</p> <p>In addition to professionalizing House internships and fellowships, the recommendation also suggests standardizing these programs to ensure consistency and transparency. To this end, the Committee on House Administration (CHA) worked closely with the CAO to develop more formalized guidance provided to congressional offices regarding congressional fellowships. The Committee directed the Sergeant at Arms (SAA) to work with other House offices, as appropriate, to develop a comprehensive set of best practices governing the onboarding, training, and oversight of fellows serving in congressional offices and to submit recommendations for best practices to the Committee.⁷</p> <p>According to the SAA’s report, “the lack of knowledge about who funds fellowships could create a significant vulnerability.” Groups or individuals who wish to infiltrate Congress can offer fellowships to congressional offices and there is no real way for the hiring office or the House to audit the fellow’s activities. Based on recommendations made in the SAA’s report, the Committee developed new guidelines for offices hosting fellows, including:</p> <ul style="list-style-type: none"> • Requiring offices to submit a fellowship or unpaid intern agreement form, certifying compliance with a defined set of House rules and regulations. This form must be signed and submitted before a House ID or Active Directory (AD) Account 	

⁷ The Legislative Branch Appropriations Subcommittee inserted into Committee Report 118-120 accompanying H.R. 4364, the Legislative Branch Appropriations Bill, 2024, language directing the SAA to provide a report to CHA within 180 days of the bill’s enactment.

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		<p>can be issued to a fellow or an unpaid intern.</p> <ul style="list-style-type: none"> • Offices must submit the form to the SAA, through the MyServiceRequest Badge HUB, no later than 2 days before the fellow’s or unpaid intern’s start date. A House ID and AD account will not be issued until the agreement is filed. • Consistent with House Ethics Manual, internships and fellowships are to be of a temporary nature: unpaid internships limited to no more than 120 days per employing authority, and fellows no more than 12 months, within a five-year time frame. • Additionally, the SAA will create a new House ID for “fellows” and “unpaid interns” with an expiration date that will not exceed either 120 days or 12 months. <p>The new guidance was approved in November 2025 by CHA’s Chair and Ranking Member and will go into effect on January 3, 2026.</p>	
<p>Recommendation 112: Remote Internships: The House should study the feasibility of permanently allowing remote internships.</p>	<p>Current: Closed-Not Implemented</p> <p>Previous: Open-Needs Attention</p>	<p>The intent of this recommendation was to potentially expand opportunities for individuals who cannot travel to and live in Washington, D.C.</p> <p>The recommendation was part of the Select Committee’s efforts to maintain some of the beneficial practices that were put into place during the COVID pandemic and suggested that the House study making the option of remote internships permanent.</p> <p>The Subcommittee evaluated the pros and cons of remote internships and determined that the House’s current</p>	<p>CHA</p>

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		<p>policy is appropriate. Members’ Congressional Handbook regulations do not allow interns to telework except in extenuating circumstances, such as a pandemic or a natural or man-made disaster that requires an office to institute their COOP plan. Interns perform services on a temporary basis as part of an educational plan, require direct supervision, and should not be provided remote access to the House Network.⁸ Additionally, individuals who cannot travel to and live in DC can consider serving as interns in their Member’s district.</p>	
<p>Recommendation 121: Optional committee feedback tool: The House should develop and provide tools for committee leadership to receive Member feedback on committee operations.</p>	<p>Current: Closed - Resolved</p> <p>Previous: Open-Needs Attention</p>	<p>Feedback tools are available through outside vendors and used by some offices to collect constituent feedback. While committee chairs who are interested in receiving Member feedback could use these tools, many chairs rely on their Member services staff to fulfill this function. Member services staff act as a go-between, regularly checking in with Members and updating the chair on feedback, questions, suggestions, etc. Over the past several years, the House has seen tremendous growth in the number of staff who work on Member services. According to the CAO, in January 2020, there were 32 House staffers with “Member services” in their title; in January 2025, there were 59 Member services staffers. Every House committee now has a Member services staffer.</p>	<p>CHA, CAO</p>
<p>Recommendation 127: Information on outside organizations and resources: The House should provide information on organizations and resources Members can access for services to help manage conflict and foster common ground.</p>	<p>Current: Closed – Partially Implemented</p> <p>Previous: Open-Needs Attention</p>	<p>Subcommittee staff consulted with the Ethics Committee to discuss the feasibility of implementing this recommendation and determined that:</p> <ul style="list-style-type: none"> • Members can share with each other the names of organizations they have worked with or resources they have used. • If Members or committees decide that they would like to work with an organization or 	<p>CAO, Ethics</p>

⁸ See Member’s Congressional Handbook: <https://cha.house.gov/Members-congressional-handbook>

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		<p>access resources, House Rules require that they contract with that organization. The Committee on House Administration would determine whether contracting with a particular organization constitutes an appropriate use of House funds. Accepting services (for example, conflict resolution training or deliberation training) for free would violate House Rule 24 and would also be considered a solicitation violation. Members are not permitted to use campaign funds to pay for such services.</p> <ul style="list-style-type: none"> • However, Members and committees may accept services for free if the service meets the criteria of a “widely available benefit,” as established in House Ethics Rules.⁹ Members and committees would need to consult with House Ethics to determine whether an exception applies. <p>Another potential solution might be for the House Congressional Excellence Program to offer services in conflict management and deliberation, via contracting with an outside consultant or hiring an FTE. The Program could then make Member offices aware of this resource.</p>	
<p>Recommendation 179: The House should develop and provide offices with optional tools for surveying and tracking their constituent’s ‘customer service’ experience.</p>	<p>Current: Closed – Resolved</p> <p>Previous: Open-Needs Attention</p>	<p>Tools that fulfill this purpose are currently available for purchase by Members. Additionally, CMS platforms offer this service to Member offices, allow for tailored surveys, and compile and organize survey responses.</p>	<p>CAO</p>
<p>Recommendation 187: The House should review current policies and,</p>	<p>Current:</p>	<p>Subcommittee staff consulted with the House Ethics Committee to clarify</p>	<p>Committee on Ethics, CHA</p>

⁹ See “Widely Available Opportunities and Benefit” at: <https://ethics.house.gov/manual/exceptions-to-the-gift-rule-for-permissible-gifts/widely-available-opportunities-and-benefit/>

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<p>where appropriate, allow opportunities for congressional use of software and its underlying code that is developed by outside civic technology organizations.</p>	<p>Closed – Partially Implemented</p> <p>Previous: Open-Needs Attention</p>	<p>questions regarding whether accepting open-source code would constitute a gift violation. This recommendation has three essential parts:</p> <ol style="list-style-type: none"> 1) Allowing the House to access and use open-source code or software. <p>While Ethics does not have an issue with this because the product is widely available to everyone, the CAO’s cybersecurity division has major concerns with House offices using open-source products that have not been subject to a thorough security review. Security concerns could be addressed by ensuring that software and code developed by outside organizations are subject to a security review and CAO approval.</p> <ol style="list-style-type: none"> 2) Allowing non-House entities to access House data and platforms in order to beta test and build products for the House. <p>Ethics strongly disapproves of this provision because entities that are given access to House data and systems for the purpose of building products can then commercialize the products they create and profit from a product they were able to create and test for free via the House. Ethics does not envision considering an exception to this position. The CAO also has data protection and security concerns.</p> <ol style="list-style-type: none"> 3) Making House data publicly available to non-House entities. <p>There are no concerns with this provision as the House and Congress are currently making data publicly available, as well as expanding the data that is made public.</p>	
<p>Recommendation 188: The House should establish a high- level working group to prioritize and coordinate the maintenance and</p>	<p>Current: Closed – Partially Implemented</p>	<p>While a formal working group has not been established, there are various entities like HDS, the AI Working Group, the annual Congressional Hackathon, and</p>	<p>CHA</p>

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development of House digital infrastructure.	Previous: Open-Needs Attention	the Subcommittee on Modernization and Innovation doing much of what the recommendation suggests. The Subcommittee determined that the working group envisioned by the recommendation is likely not the best or most efficient vehicle for achieving the recommendation’s goals. ¹⁰	
Recommendation 158: Survey House employees: The House should regularly survey House employees to assess plans for telework and use of office space.	Current: Closed – Not Implemented Previous: Open-Needs Attention	The intent of these surveys is to assess the future of work on Capitol Hill, including the nature of remote work, understand how Members, staff, and House support offices intend to use space, and explore how House offices plan to utilize telework in the future to understand how office space will be used. These surveys could help the House reclaim space that would otherwise be underutilized due to an increase in remote work and plan for alternative ways to use and share space. ¹¹ The Subcommittee determined that the mission and strategic plan of this recommendation need to be better clarified before the recommendation can be implemented in a meaningful way. It is not clear what regularly surveying House employees on these issues would	CAO

¹⁰ The recommendation is described as follows: “The House should establish a high- level working group to prioritize and coordinate the maintenance and development of House digital infrastructure. The House should establish a coordinated working group comprised of leadership offices, relevant committees, support offices, and outside advisors to discuss, coordinate, and prioritize major technology projects in the House and implementation of the Select Committee’s recommendations. The working group should represent both parties in the House, and should be charged with bringing together Members and relevant staffers from Member offices, committees, and support agencies to identify pain points in congressional technology and plan out what areas need attention. This working group can identify and evaluate technology that can support lawmaking, oversight, constituent engagement and overall operations for the institution and serve as a central clearinghouse for information and expertise about technology. The House Technology Working Group should consult widely, gathering input from relevant stakeholders and experts and use data to assess technology for the chamber. By bringing together staff from across the institution, and from outside Congress, the working group provides a new—and needed—forum for identifying shared technology challenges and assessing new tools. The working group should make clear and actionable recommendations that would advance congressional technology.” See page 169 at chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.govinfo.gov/content/pkg/GPO-CRPT-117hrpt646/pdf/GPO-CRPT-117hrpt646.pdf

¹¹ See page 190: chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.govinfo.gov/content/pkg/GPO-CRPT-117hrpt646/pdf/GPO-CRPT-117hrpt646.pdf

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		accomplish and which House entity would lead this effort.	
<p>Recommendation 160: Inventory existing space: The House should study the use of its space to understand how it is used, who controls access to various spaces, and how it is managed in the House and the Capitol.</p>	<p>Current: Closed – Partially Implemented Previous: Open-Needs Attention</p>	<p>The HOBC, the Rayburn Renovation Swing Space Study, the AOC, and the CAO have access to the House’s inventory of space, as well as information about which offices control space and how it is used.</p>	<p>Architect of the Capitol, House Office Building Commission, CAO, CHA</p>

<p>Recommendation 163: Establishing procedures for communicating with Members and staff prior to new construction: AOC and CHA should jointly establish procedures to ensure new projects are modern, functional, and meet the needs of Members and constituents.</p>	<p>Current: Closed-In Progress</p> <p>Previous: Open-Needs Attention</p>	<p>The Cannon Renovation Project provided the AOC with a number of “lessons learned” with regards to proactively communicating with Members and staff about construction projects on campus. With the Rayburn Renewal project on the horizon, the AOC has a thorough communications plan mapped out.</p> <p>The AOC is now taking the following steps to ensure that Members and staff are informed of upcoming construction:</p> <ul style="list-style-type: none"> • Conducts monthly meetings with CHA to discuss current and future projects across the campus. • Conducting multiple staff and Member level briefings to provide and obtain information regarding congressional and structural needs for the potential Rayburn Renewal project. • Working closely with the CAO to determine administrative needs and options for large projects such as hearing room renovations. • For large projects such as the upcoming South Security Screening project in the Capitol building, the AOC is developing a communication plan for outreach to the community on project impacts. This plan includes briefings, signage and eDear Colleagues to ensure the House community and broader neighborhood are informed of construction impacts. 	<p>Architect of the Capitol, CHA</p>
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<p>Recommendation 164: Establishing procedures for communicating with Members and staff during construction: AOC and CHA should jointly establish procedures to ensure new projects are modern, functional, and meet the needs of Members and constituents.</p>	<p>Current: Closed-In Progress</p> <p>Previous: Open-Needs Attention</p>	<p>The Cannon Renovation Project provided the AOC with a number of “lessons learned” with regards to proactively communicating with Members during construction projects. With the Rayburn Renewal project on the horizon, the AOC has a thorough communications plan mapped out.</p> <p>The following procedures have been put into place:</p> <ul style="list-style-type: none"> • For the Cannon Renewal Project, the AOC provides monthly Executive Summaries which outline the progress of projects each month as well as timeline updates and information about delays when they have occurred. • The AOC conducts monthly meetings with CHA to discuss current and future projects across the campus. These updates include changes or alterations to projects or construction schedules. • AOC staff communicate directly with CHA staff in real time and utilize the eDear Colleague system to communicate project impacts with the broader congressional community to ensure transparency and timeliness. • AOC staff post signage of construction impacts such as elevator closures, alternate routes, door closures, etc. 	<p>Architect of the Capitol, CHA</p>
<p>Recommendation 153: Connecting constituents with community organizations and resources: The House should update and provide clear ethics guidelines to allow district offices to direct constituents to appropriate community organizations, resources, and services.</p>	<p>Current: Closed-Implemented</p> <p>Previous: Open-Needs Attention</p>	<p>CHA and the Communications Standards Commission have drafted new guidance to allow Member offices to maintain and share with constituents a Community Resources List.</p>	<p>CHA, Communications Standards Commission</p>

New Modernization and Innovation Initiatives in 2025

While the Subcommittee continues to focus on implementing the Select Committee's recommendations, it is also actively working to bring new innovations to the House. This approach ensures that modernization work extends beyond closing out the Select Committee's recommendations and becomes a routine part of House operations. The following initiatives are representative of these efforts.

Microsoft Copilot Initiative. In partnership with the CAO, the Subcommittee announced the purchase of 6,000 Microsoft Copilot licenses for Member, Committee, Leadership, and institutional offices. Copilot – which is integrated into Microsoft Outlook, Teams, Word, Excel, and more – is an AI tool that can help staff more easily create, edit, summarize, and analyze content. And because it's a House-authorized cloud service, staff can use Copilot with sensitive House data. By increasing staff efficiency and effectiveness, Copilot can improve the way the House works for the American people.

Closed Captioning in Committees. As part of its ongoing efforts to make the House more accessible to all visitors, the Subcommittee led an initiative to provide all House committees with closed captioning technology. So far, over 60-percent of House committees have installed this technology in their hearing rooms, making it easier for deaf and hearing-impaired visitors to attend committee hearings and follow the proceedings.

Closed Captioning in the House Gallery. The Subcommittee also launched a pilot program to bring closed captioning technology to the House Gallery so that deaf and hearing-impaired visitors can easily follow floor proceedings. As part of the pilot, several tablets providing real-time closed captioning were securely attached to seats in the gallery. The Subcommittee is monitoring usage to determine whether the pilot should be expanded.

ADA Designated Zone Improvements. Last Congress, the Subcommittee led efforts to create the first, centrally-located, ADA designated drop-off and pick-up zone for visitors with mobility challenges. The new zone is located on First Street, SE, directly across the street from the Library of Congress's Madison Building, and offers easy access to the Capitol Building, the House Office Buildings, the Library of Congress, and the Supreme Court. This Congress, the Subcommittee added visible signage marking the zone, and extended the parking area by 22 feet to accommodate additional or larger vehicles.

Food Service Accessibility. The Subcommittee worked in partnership with the CAO to ensure that food service providers in the House install self-order kiosks with technology to assist visually and hearing-impaired 101visitors with ordering and paying for food.

Option to Waive Proofreading. The Subcommittee, together with the House Clerk and the Government Publishing Office (GPO), introduced a new pilot program to provide Members with the option of waiving GPO's proofreading services when introducing legislation. When proofreading is waived, GPO's processing time is faster and Members are more likely to see their bills posted to Congress.gov quicker. This pilot was developed to address Member frustration with slow processing times and delayed posting.

Updates to MyServiceRequests. The Subcommittee worked with the CAO and the AOC to update and streamline the MyServiceRequests submissions process. Now, Members and staff can open the MyServiceRequests app and click on the new "Report a Maintenance Issue" banner at

the top of the homepage to report an issue and upload photos if they choose. Rather than having to click through a number of different facilities maintenance links to figure out which entity is responsible for what, issues can be reported with one click and then sent to the appropriate entity on the app's backend.

Nationwide Survey on Constituent Engagement. Working in partnership the Institute for Democracy and Accountability at the Ohio State University, the Subcommittee completed a nationwide randomized survey of 1,000 people to better understand how constituents prefer to engage with their representatives in Congress and what forms of communication they find most meaningful and effective. The survey data will help the Subcommittee begin to map out its work on the future of constituent engagement.