



# U.S. AbilityOne Commission Quarterly Public Meeting

April 13, 2023



# Administrative Remarks

- This official meeting of the U.S. AbilityOne Commission is open to the general public and is being recorded
- ASL interpreters are pinned to the top of the Zoom screen; live captioning is enabled. To see captions on your screen, use the CC icon at the bottom of the Zoom window
- The Zoom setting for public attendees today is listen-only
- The Chat Box is enabled for comments or questions
- Screen reading software users can silence Zoom alerts (including chats), if desired, by muting your computer audio and joining the meeting by phone
- Meeting materials can be found on [www.abilityone.gov](http://www.abilityone.gov)





# Introductions



# Agenda

- Chairperson's Remarks
- Remembrance of Judy Heumann
- Subcommittee Updates
  - Enterprise Risk Management
  - Performance Management
  - Regulations and Policy
- Executive Director Report
- Inspector General Presentation
- Break
- Public Engagement: Subcontracting and Opportunities with Industry
- Closing Remarks





# Chairperson Remarks



## Remembrance of Judy Heumann



# Enterprise Risk Management Subcommittee Update



# Enterprise Risk Management Update

- Current Risk Rating: Moderate
- 3 risks closed since last report (Oct 2022 public meeting):
  - Establishing and implementing internal controls
  - Establishing and implementing an ERM program
  - Providing annual ethics training and financial disclosure reporting
- 28 remaining open risk items in the agency risk register (started the program in FY 2021 with 32 risks)
- Future risk assessment will consider agency Strategic Implementation Plan for the FY2022-2026 Strategic Plan







# Audit Update

- IAW Strategic Objective 3, “Ensuring effective governance and results across the AbilityOne Program,” closing open audit recommendations is a high priority for Commission
- Of 86 total open audit recommendations, Commission staff has completed action on 37 (43%) and submitted for review
- Of remaining open audit recommendations, strategies have been developed to implement and reach closures
  - Short-term strategy: Identify and submit supporting documentation for open audit recommendations with high probability for closure by 30 Sep 2023 – estimate 16 open recommendations (~33%)
  - Long-term strategy: Develop Strategic Implementation Plan metric targeting no less than 10% closure rate each fiscal year





# Performance Management Subcommittee Update



# Performance Management Focus

Established agency performance standards aligned with the Commission's Strategic Plan, such as:

- Leading Change – Implementing the Strategic Plan; Mitigating Top Management & Performance Challenges
- Leading People – Managing employee performance and DEIA
- Business Acumen – Implementing ERM; Modernizing IT systems; Optimizing shared service agreements
- Building Coalitions – Collaborating with interagency partners; Increasing public engagement
- Results Driven – Completing and implementing regulations; Closing open audit recommendations; Transforming compliance





# Regulations and Policy Subcommittee Update



# Compliance with AbilityOne Program Requirements

(New published proposed guidance in red and \*)

## Overall Compliance Framework (51.400)\*

Determining Eligibility of Participating Employees (51.403)\*

DLH Ratio Requirements (51.404)

Responsibilities Toward Participating Employees (51.405)\*

Compliance with Employment Laws (51.406)

Entry Qualifications (51.401)

Program Qualifications (51.402)

Inspections, Corrective Actions, and Disqualifications (51.407)





# Rulemaking Status

- Notice of Proposed Rulemaking published in the Federal Register on March 13, 2023
- Rule supports competition within a specified framework:
  - Limited to qualified NPAs in the AbilityOne Program
  - Relies on a “best value” approach, not lowest price
  - Competition is discretionary, not mandatory
- Public comment period ends May 11, 2023

**Please submit comments on the proposed rule, re: “RIN 3037-AA14,” to [www.regulations.gov](http://www.regulations.gov).**





# Executive Director Report



# Staff Alignment with Strategic Plan

- Strategic objectives, outcome goals, strategies and metrics are embedded in Commission staff performance plans
- Staff assignments and recent hires align the agency's skills and capacity to achieve the Strategic Plan, including:
  - Established Performance Management Office (PMO), supported by Compliance, Cooperative Agreements, Customer Experience
  - Hired agency's first Workforce Development Specialist
  - Onboarded two attorneys in Office of General Counsel to support regulations, policy, and compliance transformation
  - Named Chief Diversity Officer and standing DEIA team
  - Hired Project Manager for Information System upgrade







# Operational Updates

- Procurement List and Commercial Distribution Program
  - Commission staff processed 564 transactions YTD to update the Procurement List; 159 of those were price change transactions
  - Commission staff authorized 29 commercial distributors (resellers) YTD for AbilityOne products; bringing the total to 410 companies
- “NPAs Buying From NPAs” Policy for Services
  - Policy 51.542 issued July 20, 2022; now applies to all services proposed for addition or submitted for base year contract renewals
  - NIB and SourceAmerica held 7 webinars and multiple product expos, established webpages to support NPAs’ purchases
  - Processed first 15 contract renewals or proposed additions including use of AbilityOne products; 18 in the queue for Q3 2023





# US AbilityOne Commission

## Office of Inspector General



Stefania Porter, Inspector General  
April 13, 2023





# SAR – Semiannual Report to Congress

- **OIG reports twice a year**
  - Activities
  - Operations
- **Reporting period**
  - October 1, 2022
  - to March 31, 2023

## Office of Inspector General



Semiannual Report to Congress

October 1, 2021 – March 31, 2022

U.S. AbilityOne Commission Office of Inspector General





# Investigations & Evaluations

- In the upcoming SAR, the OIG will report on its investigations and evaluations, including:
  - FISMA evaluation  
Issued in Dec. 2022 – Positive evaluation for the Commission
- OIG just announced the launch of the 2023 FISMA evaluation





# Audits – Peer Reviews of OIGs

- AbilityOne OIG underwent a Modified Peer Review

AmeriCorp OIG found that our office of Audits' established policies and procedures were current and consistent with applicable professional standards, and controls for outside auditors were in place and operating

- Recently, our OIG performed the Audit Peer Review of another OIG's Audit Organization. Positive outcome





# Audit – Completed

## Audit of the Compliance Program

- Objective: To determine whether the Compliance Program has been implemented effectively
- Conclusion: The auditors identified opportunities for the Commission to improve the effectiveness of the Compliance Program in 4 areas
- The auditors reviewed practices that took place from 2019 to 2021





# Audits - Ongoing

## Audit of Data Reliability, Availability, and Accessibility

Objective: to determine if data that is generated to monitor and report on program growth and program employment is reliable, available, and accessible by the Commission to better inform decision-making and ensure achievement of strategic objectives





# Audits – Ongoing

Audit of the Commission's Contract Administration Process

Audit of Third-Party Service Provider Agreements

Audit of the Quality of Products in Support of  
Meeting Government Requirements







# OIG FY23 Objectives

- Alignment of OIG goals in consideration of the Commission's mission and new strategic plan
- Continued communication with key stakeholders
- Continued commitment to fostering integrity, economy, and efficiencies





# OIG Contact Information

## **AbilityOne Office of Inspector General**

<https://abilityone.oversight.gov>

To SUBMIT a COMPLAINT to OIG:

Please submit complaints using our Portal

<https://abilityone.oversight.gov>

You may also submit a complaint via our:

Hotline Toll-Free Number: 1-844-496-1536

Email: [hotline@oig.abilityone.gov](mailto:hotline@oig.abilityone.gov)





# Break



# Public Engagement

## Subcontracting and Opportunities with Industry



# Background: Subcontracting



# Commission Subcontracting Perspective

- Historically, the Commission discouraged or sought to minimize subcontracted work on AbilityOne contracts
- Consistent with the Strategic Plan, subcontracting and other opportunities to work with industry may increase integration, leading to “Optimal Jobs”
- The Commission supports prime contract language encouraging AbilityOne subs, and subcontracting by AbilityOne NPAs to expand employment opportunities
- Today’s panelists will share ideas for and approaches to subcontracting and other ways to collaborate with industry that may be replicated in the AbilityOne Program





# Panelists

- Justin Crosby, Strategic Programs Division  
Department of Energy
- Ken Crum, Chief Operating Officer  
ServiceSource
- Lawrence Melton, President  
The Building People
- Shannon Satterfield, Director of Professional Services  
IFB Solutions
- Jim Murdaugh, AbilityOne Key Accounts Manager  
3M Government Marketing–Sales, 3M Corporation





# Audience Comments and General Discussion





# Chairperson Closing Remarks