



June 2, 2025

VICTORIA SMITH
ACTING DIRECTOR, AUDIT SERVICES

SUBJECT: Audit Resolution – Postal Service Hiring Practices (Audit #23-145-R24) Rec #1

Representatives of the Office of the Inspector General (OIG) and USPS management met on November 26, 2024, to discuss management's disagreement with recommendation number 1 as stated in the April 12, 2024, management response in the subject audit report.

As a result of the meeting an agreement was reached pertaining to recommendation number 1 which reads as follows from the April 24, 2024, final audit report:

Recommendation #1

We recommend the Vice President, Human Resources, in coordination with the Vice President, Labor Relations, develop and communicate a plan with specific actions, milestones, and metrics to attract more applicants in locations with hiring challenges.

The status of the recommendation will be changed to "Agreed" in both the OIG's and management's tracking systems.

To close this recommendation management has taken the following actions:

Management has submitted to the OIG, the "plan" that Human Resources has been implementing to address locations with hiring challenges. This plan is continually evolving and requires significant collaboration with operations teams at the identified sites.

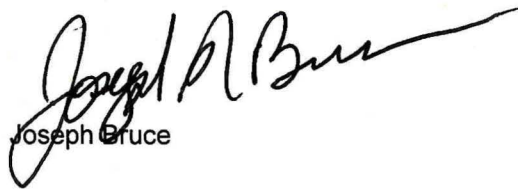
Also included in this communication:

- A sample report outlining specific issues and the actions being taken at targeted locations.
- Recently updated standard work instructions designed to streamline the posting of rural routes, with plans to distribute these instructions within the next 30 days.

Additionally, several locations have been designated to allow hiring directly into career Part-Time Flexible positions, bypassing pre-career roles. Please note that this plan does not include any changes to compensation or benefits.

Management requests closure with issuance of the OIG's Audit Resolution Response letter.

Sincerely,

A handwritten signature in black ink, appearing to read "Joseph Bruce", with a long horizontal flourish extending to the right.

Joseph Bruce

cc: Corporate Audit & Response Management