

10/14/94

All Correspondence Officers:

THE WHITE HOUSE

WASHINGTON

October 3, 1994

Please note and follow these procedures for future White House correspondence.

Margo Bridgers  
OEDO

TO: JOHN C. HOYLE  
FROM: SUE J. SMITH  
DIRECTOR, OFFICE OF AGENCY LIAISON  
SUBJECT: WHITE HOUSE STAFF CHANGES AND CORRESPONDENCE GUIDELINES

Presidential Correspondence has undergone a number of staff changes that I wanted to tell you about. James A. Dorskind is the new Special Assistant to the President and Director of Correspondence and Presidential Messages. Jenny McCarthy, who headed the Office of Agency Liaison, has been promoted to Deputy Director of Correspondence, and I have been appointed to succeed her.

Thank you for your hard work in ensuring a response to the Presidential letters sent to you over the past year and a half. We are all aware that the volume of mail President and Mrs. Clinton have received and continue to receive is unprecedented, and we are anxious to cooperate with you in making your task easier. The President and the First Lady place great emphasis on a timely and informative response to the public.

I know that your staff will continue to give thoughtful attention to each writer, and I look forward to working closely with you. To ensure that writers receive the most prompt and appropriate responses, I am asking that you observe the following procedures:

1. Acknowledgement of White House Referral

We expect at least one response on behalf of President Clinton or Mrs. Clinton even if the writer has received a Department answer as a result of another inquiry, such as a letter to an elected official. There should always be a direct reference to President Clinton or the First Lady not the more ambiguous "White House".

2. Return of Completed Correspondence

When you have completed a case, please return to Agency Liaison the writer's original letter, complete with envelope, the White House transmittal letter, and a copy of your response.

10/11...To SECY for Appropriate Action....Cpy to: EDO, RF.....94-1015

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P PDR

In this way, my staff can respond to any subsequent questions or concerns the correspondent may have.

### 3. Citing Courtesy Copy in Reply to Constituent

Although we need a copy of your response, please do not cite my name or address on the original copy of your response to the writer. Doing so results in my receiving a number of repeat requests and many new pen pals.

### 4. Misreferrals

We regret any referrals made to you that are in error. As this office is responsible for forwarding a writer's letter to the correct agency, please return any misreferrals to: Ms. Sue J. Smith, Director, Office of Agency Liaison, Room 6, OEOB, The White House, Washington, D.C., 20500.

Agency Liaison is continuing to streamline and refine its own procedures, and the problem of misreferrals is just one of several areas I am addressing. I personally review all misreferrals and have instituted some new procedures to improve accuracy of coding. In addition, with the help of my staff, I will review the responses from the agencies looking for responsiveness and timeliness.

Finally, a note about bulk mail. Your agency will receive some bulk mail each month. These are writers who for some reason do not receive a White House response. You should follow the same instructions for answering and returning this mail.

Please call me at 202-456-7486 if you have questions that I may be able to answer. If it would be beneficial to meet with my staff and members of yours, we will be happy to do so.