



# EXECUTIVE OFFICE OF THE PRESIDENT

OFFICE OF AGENCY LIAISON  
PHONE: 202-456-7486 ~ FAX: 202-456-2992

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## **WHITE HOUSE MAIL PROCEDURES INFORMATION SHEET**

**NOVEMBER 2003**

The Office of Agency Liaison, within the Office of Presidential Correspondence, handles all of the President's Hardship Cases and some Bulk/Issue mail.

- **Hardship Cases** involve individual constituents who are experiencing urgent personal problems and need help. Each letter is identified by a WH control number of 6 digits with an agency anachronism following (i.e. WH987654 DOD). This will be written in the upper right-hand corner of the correspondence.
- **Multiple Referrals**-Occasionally, Agency Liaison will refer a Hardship Case to more than one Federal Agency. In that instance, multiple WH control numbers will be issued. Each Agency and their individual WH control numbers will appear in the upper right-hand corner of the correspondence.
- **Bulk/Issue mail** is constituent correspondence expressing wants, views and comments on issues/legislation concerning the Federal government. Each bulk letter has a WHB 6 digit number (WHB123456), written in the upper right hand corner of the correspondence.

**All Agency Liaison White House Mail – Hardship Cases AND Bulk mail – is controlled, tracked and closed.**

### **Deadlines for Responding**

President Bush is requesting that all Federal agencies respond to constituent Hardship cases within 15 calendar days and Bulk mail within 30 calendar days.

### **Interim Letter**

If you cannot meet the deadline, an interim letter should be sent to the constituent informing them that you have received the President's referral and will be responding. If possible, you should designate a time frame in which your final response will be sent. A copy of this interim letter should be faxed or e-mailed to White House Agency Liaison.

### **Contact Information**

For Hardship Cases, please contact Richard Henry at 202-456-5485 (phone), 202-456-2992 (fax), or John\_R.\_Henry@who.eop.gov (email). For Bulk mail, please contact Meredith Anderson at 202-456-5484 (phone), 202-456-5502 (fax), or Meredith\_Anderson@who.eop.gov (email).

### **Responses**

- Please address the President as “President George W. Bush” and the First Lady as “Mrs. George W. Bush”.
- Please mention in the first paragraph of your letter that you are responding to the constituent’s communication to President George W. Bush, which he has referred to your agency for review.
- Do not mention the names of White House staff in your letter to the constituents.
- If you want to cc:, make it to The White House, not staff.
- **Old Mail**-If responding to mail more than six (6) months old, please use language similar to the following:

*“Due to mail screening procedures, your correspondence was only recently received. We appreciate your patience in awaiting our response.”*

### **Copies of your Responses faxed to Agency Liaison**

- Copies of your responses can be faxed back to Agency Liaison at the same time the letter is sent to the constituent, thereby, closing the cases.
- Hardship case responses can be faxed to 202-456-2992.
- Bulk mail responses can be faxed to 202-456-5502.
- The original constituent package should be securely disposed of. **DO NOT RETURN TO AGENCY LIAISON!**
- Please respond on your agency’s letterhead for better identification.
- It would help if you would write the White House control number on the response letter.

### **Copies of your Responses E-Mailed to Agency Liaison-PREFERRED METHOD!!**

- If possible, Agency Responses can be E-Mailed to Agency Liaison.
- Hardship Case closure responses can be E-Mailed to:  
**WH\_AGL\_CASE@WHO.EOP.GOV**
- Bulk/Issue Mail closures can be E-Mailed to :  
**WH\_AGL\_BULK@WHO.EOP.GOV**

### **Cases Not in Your Jurisdiction**

We have sent a letter to the constituent notifying them that your agency will be responding. If the case does not fall within your agency’s jurisdiction, we still request that you to write the constituent and let them know that you are referring the inquiry to another agency. A copy of that constituent letter should be faxed or e-mailed to White House Agency Liaison for our records.

### **Mail Already Answered**

Constituents who have received a response from your agency previously regarding the same problems should still receive a response to the President George W. Bush referral. You may cite the former correspondence, and even include a copy of it, but **we need you to respond once to this President’s referral.**

### **Outstanding Cases List**

Monthly “Outstanding Cases Lists” are compiled and sent to each Federal agency receiving our referrals. The White House expects agencies to be accountable for Presidential referrals.

If you have any questions, please feel free to call Richard Henry at 202-456-5485.