

**Army Regulation 1-9**

**Administration**

**White House  
Liaison,  
Communications,  
and Inspections**

**Headquarters  
Department of the Army  
Washington, DC  
19 January 1999**

**UNCLASSIFIED**

# ***SUMMARY of CHANGE***

AR 1-9

White House Liaison, Communications, and Inspections

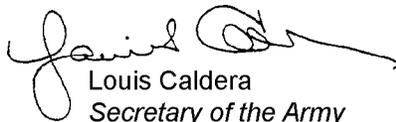
This revision-

- o Updates procedures for processing and responding to White House Communications.
- o The White House Referrals Report (RCS CSOCS-262) is hereby deleted.

Administration

White House Liaison, Communications, and Inspections

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Louis Caldera  
Secretary of the Army

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**History.** This UPDATE printing publishes a revision to this regulation, which was last revised on 15 September 1981. Since that time no changes have been issued to this publication.

**Summary.** This regulation has been revised to update procedures for processing and responding to White House communications. It also deletes the White House Referral Report.

**Applicability.** This regulation applies to

elements of the Active Army and the U.S. Army Reserve that are involved in tasking, processing, or responding to White House correspondence. It does not apply to Army National Guard units.

**Proponent and exception authority.** The proponent of this publication is the Administrative Assistant to the Secretary of the Army. The proponent has the authority to approve exceptions to this publication that are consistent with controlling law and regulation. Proponents may delegate the approval authority, in writing, to a division chief within the proponent agency in the grade of 06 or the civilian equivalent.

**Army management control process.** This regulation does not contain management control provisions.

**Supplementation.** Local limited supplementation of this regulation is permitted, but is not required. If supplements are issued, HQDA agencies will furnish one copy of each to Director, Executive Communications and Control, ATTN: White House Liaison, Office of the Chief of Staff, 200 Army Pentagon, Washington,

DC 20310-0200; other commands will furnish one copy of each to the next higher headquarters.

**Suggested improvements.** Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to the Director, Executive Communications and Control, ATTN: White House Liaison, Office of the Chief of Staff, 200 Army Pentagon, Washington, DC 20310-0200.

**Distribution.** Distribution of this publication is made in accordance with the initial distribution number (IDN) 093014, intended for command level D for the Active Army, the Army National Guard, and the U.S. Army Reserve.

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\*This regulation supersedes AR 1-9, dated 15 September 1981.



## 1. Purpose

This regulation sets forth responsibilities and provides guidance on liaison with the White House, processing and reporting actions on White House communications, and inspections of DA activities at the White House.

## 2. References

Required and related publications and prescribed and referenced forms are listed in Appendix A.

## 3. Explanations and abbreviations and terms

Abbreviations and special terms used in this regulation are explained in the glossary.

## 4. Responsibilities

*a.* The HQDA White House Liaison Office (WHLO) in the Office of the Secretary of the Army (OSA) conducts liaison between HQDA and the White House by working through the Executive Secretary to the Secretary of Defense (ES, DOD) on all matters except the following—

(1) Matters pertaining to processing legislation. These matters are the responsibility of the Chief of Legislative Liaison and the Assistant Secretary of the Army for Financial Management & Comptroller.

(2) Matters processed through Office of the Secretary of the Army (OSA), Joint Chiefs of Staff (JCS), or Office of the Secretary of Defense (OSD).

*b.* Each element head will insure that—

(1) All written and telephonic contacts to the White House are coordinated with the WHLO.

(2) The WHLO is informed promptly of written requests received directly from the White House prior to taking any action. This excludes requests directly to, or correspondence processed in OSA.

(3) All direct telephonic contacts with the Army Staff by individuals from the White House are handled with discretion. The following will apply—

*(a)* Advise the caller of the proper channels for such actions (Director of the White House Military Office (WHMO) to the ES, DOD.) Recommend that the request be brought to the attention of the Director of the WHMO for forwarding to the DOD.

*(b)* Should the request be urgent or require a rapid response, the details of the request should be noted and the caller informed that a response will be forthcoming.

*(c)* Prior to taking any action, notify the WHLO promptly of the request. The WHLO will check its validity and obtain guidance from OSD for responding to the call.

## 5. Communications concept

*a.* Communications addressed to the President, members of the First Family, and the White House Staff from a citizen are sufficiently important to warrant receipt of a complete answer to the query or an acknowledgement and estimated date of a final reply from an agency of the Federal Government in a timely fashion. In keeping with White House directives, OSD has stringent response requirements, and each requirement has an OSD imposed suspense.

*b.* White House communications are received by the WHLO directly from OSD with a pre-imposed suspense requiring some type of reply within six workdays. White House communications are then forwarded to the appropriate Army Staff element by the WHLO for specific action. (See para 6.)

*c.* White House communications are received at HQDA as either “Specials,” “Referrals,” or “White House Bulk Referrals” as described below.

(1) “Specials” consist of correspondence from the President, Vice President, Assistants to the President for National Security Affairs, and other senior White House Staff that are addressed to the Secretary of Defense. This correspondence will be processed most expeditiously and will receive a six-day suspense. It may be tasked for a draft reply and/or fact sheet or a direct reply with additional guidance provided on the SD Form 14 (Secretary of Defense Routing Slip). Specials can easily be identified by the accompanying SD Form 391 (Secretary of Defense Correspondence Action Report), SD Form 14, the cover memoranda (for use with draft or fact sheet) and by a unique control number beginning with the letter W, for example, W00001–98.

(2) “Referrals” consist of correspondence from Members of Congress, high level corporate, prior Government, foreign, high level organization leaders, and other prominent individuals addressed to the President or Vice President. This type of referral is forwarded from the WHMO to DOD WHLO via a tasking sheet that indicates what type of action is desired. A six-day suspense is assigned to these cases with additional guidance as stated in (1) above.

(3) “White House Bulk Referrals” are all other routine correspondence from private citizens addressed to the President or the White House and forwarded to the DOD WHLO for a direct response. Bulk referrals receive a 10-day suspense. The cover sheet and a unique control number beginning with the letters WB, for example, WB12345, can easily identify bulk referrals.

(4) All White House communications that are referred to DA for a direct reply to the writer will be acknowledged by the action agency by close of business (COB) of the pre-imposed suspense. To comply with the suspense, action agencies have the following options:

(a) Provide a final reply by COB of the suspense date.

(b) Provide an acknowledgement not later than the suspense date with a final response within five workdays. If an extended delay is anticipated, provide an interim reply not later than the suspense date. The interim reply should contain information currently available and will establish an estimated date of completion (EDC). However, maximum effort should be made to provide a final reply to the writer within 30 calendar days of the suspense date. Subsequent interim replies are required every 30 days until a final response is provided.

(c) When appropriate, provide a letter of acknowledgement or interim response to the writer, and forward the action to a MACOM or to a HQDA field-operating agency for direct reply to the writer. The responsible Army Staff agency will insure that substantive replies are provided within 30 days of the date of interim replies or within established EDC.

(d) Close the action telephonically and prepare a memorandum for record.

(e) If a determination is made that a reply on behalf of the President would be inappropriate, advise the WHLO in writing as to why a reply is not considered appropriate and return the case to the WHLO. An example of such a case would involve a repetitive writer who has been given a terminal response or whose initial letter has been previously answered.

d. Only the signature authority listed below are authorized to authenticate replies to White House communications that are referred to DA for action. White House communications will be screened carefully to assure that the signature level selected is appropriate.

(1) Replies to prominent individuals and Federal, State, or local officials should be prepared for the signature of a General Officer or a member of the Senior Executive Service.

(2) Replies to private citizens, prominent individuals, Federal, State, or local officials in which the subject matter is of a routine nature, may be prepared for the signature of a General Officer, a member of the Senior Executive Service, their deputies, directors, and division chiefs in the grade of O6 or GS/GM-15.

e. All replies to White House communications, signed by other than the addressee, will include an appropriate opening statement as shown below.

(1) Thank you for your letter to .... (President).... regarding....

(2) This is in response to your letter to .... (President) .... regarding ....

f. When an individual specifically requests that their communication be answered by the President, the following paragraph will be used after the opening statement: "As much as he (or she) would like to, the President cannot reply personally to every communication he (or she) receives. Therefore, he (or she) has asked the departments and agencies of the Federal Government to reply on his (or her) behalf in those instances where they have special knowledge or special authority under the law. For this reason, your communication has been forwarded to officials of the Department of the Army." In cases that are particularly sensitive in nature, agencies may use their discretion in revising this paragraph.

g. The following statement will be used in responding to individuals or organizations extending an invitation for the President to make a personal appearance: "The President sincerely appreciates your gracious invitation to ...However, his (or her) schedule will not permit it at this particular time." It may be appropriate for the reply to include greetings or good wishes on behalf of the President in the instance of a special observance. (Examples are anniversary celebrations for specific Army units or organizations; recognition for an individual upon retirement.)

h. In general, the public is not familiar with the complexities of military organizations; therefore, it is important that replies are straightforward and clearly responsive to the inquiry. Avoid use of acronyms and other language that only the Army Staff can be expected to know.

i. Unless otherwise directed, copies of all written communications initiated by an Army element for the White House will be forwarded by memorandum addressed through the Office of the Secretary of the Army, ATTN: DAEC-CA, WHLO, to the ES, DOD. This memorandum will be signed by an authorized official as prescribed in paragraph 4d above.

j. A primary mission of the WHLO is to assist action agencies in providing an appropriate, timely reply to White House communications. Accordingly, officers are authorized and encouraged to have direct contact with the WHLO.

## **6. Terminal response.**

If an HQDA agency has responded to numerous White House inquiries by an individual, that agency may initiate a draft terminal response. A cover memorandum, giving the history of previous correspondence and attaching the draft response, will be addressed through the WHMO, to the ES, DOD. After the ES, DOD approves the draft response the responsible HQDA element will prepare and dispatch the final response.

## **7. Administrative control**

The WHLO will assign action on all White House correspondence. A Tasking Control Sheet (HQDA Tracking System) will be used to task HQDA elements. The form will show the pre-imposed OSD suspense, type of action to be taken, and instructions for processing. If the action agency determines that a White House communication should be transferred to another HQDA element, the action office must coordinate with the appropriate HQDA element and the WHLO. The case will then be returned to the WHLO for appropriate tasking.

*a. Suspense date.* Pre-imposed OSD suspense dates on special and routine actions cannot be extended. Draft interim replies on special actions and interim replies to the writer on routine actions will establish an EDC. The EDC will be not later than 30 days from the date of the interim reply unless otherwise stated in the closing paragraph.

*b. Type of action.* Army elements will take action as indicated on the Tasking Control Sheet (“Action” in appropriate block under ROLE or as indicated in the REMARKS section.)

*c. Processing.* The Tasking Control Sheet must be returned to WHLO with appropriate copies and all original correspondence.

## **8. Inspections**

An element head that desires to inspect an Army activity at the White House will request permission through the WHLO. After approval, the following conditions apply:

*a.* Names of inspection group members, date, and estimated time of arrival at the White House will be telephoned by the WHLO to the Director of the WHMO 24 hours prior to the inspection.

*b.* The inspection will be limited to technical and administrative aspects of the activity’s operation. It will not involve business conducted by the President or members of the White House Staff. A White House representative will delineate those matters that may intrude into White House business.

*c.* The inspection group will comply with White House security and escort procedures.

*d.* Reports of inspection will be sent to the appropriate officials through the WHLO and the ES, DOD.

## **Appendix A References**

### **Section I Required Publications**

This section contains no entries.

### **Section II Related Publications**

This section contains no entries.

### **Section III Referenced Forms**

This section contains no entries.

### **Section IV Referenced Forms**

#### **SD Form 14**

Secretary of Defense Routing Slip

#### **SD Form 391**

Secretary of Defense Correspondence Action Report

## **Glossary**

### **Section I Abbreviations**

#### **COB**

close of business

#### **EDC**

estimated date of completion

#### **ES, DoD**

Executive Secretary to the Secretary of Defense

#### **OSA**

Office of the Secretary of the Army

#### **OSD**

Office of the Secretary of Defense

#### **JCS**

Joint Chiefs of Staff

#### **WHLO**

White House Liaison Office

#### **WHMO**

White House Military Office

### **Section II Terms**

**This section contains no entries.**

### **Section III Special Abbreviations and Terms**

This section contains no entries.

## **Index**

This section contains no entries.

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**PIN 077120-000**