

**Army Regulation 1–9**

**Administration**

# **White House Liaison and Communications**

**Headquarters  
Department of the Army  
Washington, DC  
28 May 2014**

**UNCLASSIFIED**

# ***SUMMARY of CHANGE***

AR 1-9

White House Liaison and Communications

This major revision, dated 28 May 2014--

- o Updates procedures for processing and responding to White House communications (para 5).
- o Incorporates Army Directive 2012-27, Invitations to the President of the United States, the Vice President of the United States or their Spouses (para 6).

**Administration**


**White House Liaison and Communications**

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By Order of the Secretary of the Army:

**RAYMOND T. ODIERNO**  
*General, United States Army*  
*Chief of Staff*

Official:



**GERALD B. O'KEEFE**  
*Administrative Assistant to the*  
*Secretary of the Army*

**History.** This publication is a major revision.

**Summary.** This regulation includes updated policy for processing and responding to White House communications.

**Applicability.** This regulation applies to the Active Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve, unless otherwise stated

**Proponent and exception authority.** The proponent of this regulation is the

Director of the Army Staff. The proponent has the authority to approve exceptions or waivers to this regulation that are consistent with controlling law and regulations. The proponent may delegate this approval authority, in writing, to a division chief within the proponent agency or its direct reporting unit or field operating agency in the grade of colonel or the civilian equivalent. Activities may request a waiver to this regulation by providing justification that includes a full analysis of the expected benefits and must include formal review by the activity's senior legal officer. All waiver requests will be endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy proponent. Refer to AR 25–30 for specific guidance.

**Army internal control process.** This regulation contains internal control provisions in accordance with AR 11–2 and identifies key internal controls that must be evaluated (see appendix B).

**Supplementation.** Supplementation of this regulation and establishment of command and local forms are prohibited without prior approval from the Director of

the Army Staff (Director, Executive Communications and Control, (White House Liaison Office)), 200 Army Pentagon, Washington, DC 20310–0200.

**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 of the Army Staff (Director, Executive Communications and Control, (White House Liaison Office)), 200 Army Pentagon, Washington, DC 20310–0200.

**Committee management. Distribution.** This publication is available in electronic media only and is intended for command levels D for the Active Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve.

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\*This regulation supersedes AD 2012–27, dated 21 December 2012 and AR 1–9, dated 19 January 1999.

## 1. Purpose

This regulation prescribes responsibilities for and provides guidance on liaison with the White House, and processing and reporting actions on White House communications.

## 2. References

Required and related publications and referenced forms are listed in appendix A.

## 3. Explanation of abbreviations and terms

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

## 4. Responsibilities

*a.* The Secretary of the Army (SA) is the final approving authority for all invitation requests to the President of the United States (POTUS), Vice President of the United States (VPOTUS) and/or their spouses to participate in Department of Defense (DOD)-related or significant Army events.

*b.* The Director of the Army Staff (DAS) will ensure the Director, Executive Communication and Control (ECC), White House Liaison Office (WHLO) is responsible for liaison and communications duties with the White House Military Office (WHMO).

*c.* The Director, ECC WHLO manages liaison and communications between Headquarters, Department of the Army (HQDA) and the White House through the Executive Secretary to the Department of Defense on all matters except the following:

(1) Matters pertaining to processing legislation, which are the responsibility of the Chief of Legislative Liaison and the Assistant Secretary of the Army (Financial Management and Comptroller).

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

*d.* HQDA Principal Officials will —

(1) Coordinate all communications to the White House with the Director, ECC WHLO.

(2) Inform the Director, ECC WHLO promptly of written requests received directly from the White House prior to taking any action.

(3) Handle with discretion all direct communications between White House and HQDA staff. The following will apply:

*(a)* Recommend that direct requests from the White House be brought to the attention of the Director, ECC WHMO for forwarding to OSD.

*(b)* Note the details of the request and inform the caller that a response will be forthcoming.

*(c)* Notify the Director, ECC WHLO promptly of the request prior to taking any action. ECC WHLO will check the validity of the request and obtain guidance from OSD before responding to the call.

## 5. Communications concept

*a.* Communications addressed to the POTUS, VPOTUS, their spouses, and White House staff officials from citizens are sufficiently important to warrant an acknowledgement of receipt of the inquiry and an estimated timeframe to expect a final reply from an agency of the Federal Government. In keeping with White House guidance/instructions, OSD has stringent response requirements, and each requirement has an OSD imposed suspense.

*b.* White House communications are received by ECC WHLO directly from OSD. ECC WHLO will assign a suspense date ranging from one to 10 working days, depending on the urgency of the request. White House communications are then forwarded to the appropriate Army staff element by ECC WHLO for specific action.

*c.* White House communications are received at HQDA as either "Referrals," or "White House Bulk Referrals," and are described below:

(1) "Referrals" consist of correspondence from the POTUS, VPOTUS, Assistant to the President for National Security Affairs, and other senior White House staff that are addressed to the Secretary of Defense. Other types of referrals may include correspondence from members of Congress, corporate officials, organization leaders, and other prominent individuals addressed to the POTUS or VPOTUS. These types of referrals are forwarded from WHMO to Washington Headquarters Services, Executive Services Division, Correspondence Management Directorate, via a tasking sheet that indicates what type of action is desired along with instructions. This correspondence will be processed expeditiously and will receive a suspense of 5 working days. Additional guidance will be provided upon request.

(2) "White House Bulk Referrals" are all other routine correspondence from private citizens addressed to the POTUS, VPOTUS, or White House and forwarded to the Washington Headquarters Services, Executive Services Division, for a direct response and will receive a suspense of 10 working days. Some bulk referrals may receive a Health and Welfare or "Red Dot" classification, which will receive a suspense of 5 working days. If this type of referral concerns threats or thoughts of suicide and threats to harm others, the Soldier's chain of command will

immediately initiate a health and welfare check of the person(s) in question within 24 hours. Additional instructions for responding will accompany each referral.

(3) White House "Health and Welfare" or "Red Dot" action processing procedures (Threat-to-Life/Suicide). Responses to inquiries pertaining to a threat-to-life, potential suicide, or health and welfare related concerns will be addressed as follows:

(a) ECC WHLO will immediately notify the Soldier's chain of command so action can be taken to ensure the safety of Soldiers, Families, and others. ECC WHLO will notify the Soldier's unit command by telephone, followed by e-mail, upon receipt of notification.

(b) "Health and Welfare" requests sent by the White House will have a 24-hour initial response time. A full and complete response on the Soldier's status may not be immediately available. Responsible chain of command personnel will provide ECC WHLO with a comprehensive response that the chain of command has been notified and explain the steps that have been taken to ensure the safety of all concerned (that is, Soldier, Family members, and others). If applicable, provide notification that all concerned have been moved to a safe location or to the nearest medical treatment facility. The responsible chain of command personnel will provide a final reply within 5 working days after the initial status report, which addresses the Soldier's general health status and any additional actions taken.

(4) The agencies tasked will acknowledge all White House communications that are referred to the Department of the Army for a direct reply to the inquiry writer to ECC WHLO within 24 hours from the date of assignment. To comply with the suspense, action agencies have the following options:

(a) Provide a final reply not later than 12:00 p.m. (Eastern Time Zone) of the suspense date.

(b) Provide an interim reply to the inquiry writer within 2 working days prior to the suspense date if the suspense date cannot be met. The interim reply should contain information currently available and will establish an estimated date of completion within 30 days. Maximum effort should be made to provide a final reply to the inquiry writer within the new suspense date. Subsequent interim replies are required every 30 days until a final reply is provided.

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

d. Only the signature authorities listed below are authorized to authenticate replies to White House communications that are referred to the Department of the Army for action. Carefully screen White House communications to ensure that the signature level selected is appropriate.

(1) Replies to 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 prominent individuals or private citizens on routine matters may be signed by a general officer/senior executive service member, a colonel or civilian equivalent, or delegated to a lieutenant colonel/civilian equivalent serving in a leadership position.

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 ... (POTUS)... regarding...

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

f. When individuals specifically request that their communication be answered by the POTUS, 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." Agencies may use their discretion in revising this paragraph.

g. 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 personnel affiliated with the Army would understand.

h. Unless otherwise directed, copies of all written communications initiated by an Army agency for the White House will be forwarded by memorandum addressed through DAS (ECC WHLO) to the Executive Secretary to the Department of Defense. This memorandum will be signed by an authorized official as prescribed in paragraph 5d.

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

## **6. Invitations to the President, Vice President, or their Spouses**

a. Invitations to the POTUS, VPOTUS, or their spouses to participate in DOD-related or significant Army events will be forwarded by memorandum through the requesting organization's higher headquarters to the ECC WHLO, 200 Army Pentagon, Washington, DC 20310-0200 to be routed to the SA. Upon approval by the SA, the request will be forwarded through DOD for further processing and endorsement.

(1) If the invitation to the White House involves a DOD-wide event, more than one Service (to include football games between Service academies), or is combined with another federal agency (for example, Department of Veterans Affairs), the request to sign the memorandum or letter extending the invitation to the POTUS or VPOTUS will be forwarded to the Secretary of Defense for signature.

(2) Invitations must be submitted early enough to accommodate appropriate staffing through the Army senior leadership and DOD (at least 20–30 days). ECC WHMO requires at least 60–90 days in advance of the event date to allow time for calendar consideration and appropriate response.

*b.* The following statement will be used in responding to individuals or organizations extending an invitation for the POTUS 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 POTUS in the instance of a special observance (for example, anniversary celebrations for specific Army units/organizations or recognition for an individual upon retirement).

## **7. Final 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 WHMO to the Executive Secretary to the Department of Defense. After the Executive Secretary to the Department of Defense approves the draft response, the responsible HQDA Principal Official will prepare and dispatch the final response.

## **8. Administrative control**

ECC WHLO will assign action on all White House correspondence. A tasking control sheet (HQDA Tracking System) will be used to task the HQDA Principal Official. The sheet will include 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 Principal Official, DOD agency, or any other agency outside of the Army's jurisdiction, the action office must coordinate with the appropriate HQDA Principal Official and ECC WHLO. The case will then be returned to the OSD Correspondence Management Directorate for appropriate tasking and/or transfer (via SD Form 391, Secretary of Defense Correspondence Action Report).

*a. Suspense date.* Pre-imposed OSD suspense dates on "Red Dot" actions cannot be extended. All interim replies to the inquiry writer will establish an estimated completion date. The estimated completion date 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 agencies 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.

## **Appendix A References**

### **Section I**

#### **Required Publications**

This section contains no entries.

### **Section II**

#### **Related Publications**

A related publication is merely a source of additional information. The user does not have to read it to understand this publication. Unless otherwise stated, all publications are available at <http://www.adp.army.mil/>.

#### **AR 11–2**

Managers' Internal Control Program

#### **AR 25–30**

The Army Publishing Program

#### **AR 25–50**

Preparing and Managing Correspondence

#### **DA Memo 25–52**

Staff Action Process and Correspondence Policies

#### **DOD 5110.04–M–V1**

DOD Manual for Written Material: Correspondence Management (available at [http://www.dtic.mil/whs/directives/corres/pdf/511004m\\_v1.pdf](http://www.dtic.mil/whs/directives/corres/pdf/511004m_v1.pdf).)

#### **DOD 5110.04–M–V2**

DOD Manual for Written Material: Examples and Reference Material (available at [http://www.dtic.mil/whs/directives/corres/pdf/511004m\\_v2.pdf](http://www.dtic.mil/whs/directives/corres/pdf/511004m_v2.pdf).)

### **Section III**

#### **Prescribed Forms**

This section contains no entries.

### **Section IV**

#### **Referenced Forms**

Unless otherwise indicated, DA forms are available on the Army Publishing Directorate (APD) Web site (<http://www.apd.army.mil/>); DD forms are available on the Office of the Secretary of Defense (OSD) Web site (<http://www.dtic.mil/whs/directives/infomgt/forms/index.htm>).

#### **DA Form 11–2**

Internal Control Evaluation Certification

#### **DA Form 2028**

Recommended Changes to Publications and Blank Forms

#### **SD Form 391**

Secretary of Defense Correspondence Action Report

## **Appendix B Internal Control Evaluation**

### **B–1. Function**

The function covered by this evaluation is Army correspondence received from the White House.

**B-2. Purpose**

The purpose of this evaluation is to assist users of AR 1-9 in evaluating the key internal controls listed. It is not intended to cover all controls.

**B-3. Instructions**

Answers must be based on the actual testing of key internal controls (for example, document analysis direct observation, sampling, and simulation). Answers that indicate deficiencies must be explained and the corrective action identified in supporting documentation. These internal controls must be evaluated at least once every 5 years. Certification that the evaluation has been conducted must be accomplished on DA Form 11-2 (Internal Control Evaluation Certification).

**B-4. Test questions**

*a.* Are correspondence actions properly routed to the appropriate addressees expected to exercise control or take action?

*b.* Is Army writing effective and free of errors in substance, organization, style, and correctness?

*c.* Have all Army invitations to the POTUS, VPOTUS, or their spouses been routed through the SA?

**B-5. Supersession**

Not applicable.

**B-6. Comments**

Help make this a better tool for evaluating internal controls. Submit comments to the Department of the Army, DAS, ECC, (White House Liaison Office), 200 Army Pentagon, Washington, DC 20310-0200.



## **Glossary**

### **Section I Abbreviations**

#### **DAS**

Director of the Army Staff

#### **DOD**

Department of Defense

#### **ECC**

Executive Communication and Control

#### **HQDA**

Headquarters, Department of the Army

#### **OSD**

Office of the Secretary of Defense

#### **POTUS**

President of the United States

#### **SA**

Secretary of the Army

#### **VPOTUS**

Vice President of the United States

#### **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.

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