



EXECUTIVE AND GENERAL CORRESPONDENCE GUIDELINES

Christine O. Gregoire
Governor

As of August 2010, these guidelines take the place of prior versions of the Executive Correspondence Guidelines and Washington State Correspondence Guidelines.

Introduction

Welcome to the Executive and General Correspondence Guidelines. Historically there have been two sets of guidelines. One set was authored by the Executive Assistants Group (EAG) and one by the Office of the Governor (GOV). In an effort to be more streamlined, efficient, and to simplify your work product, the EAG and GOV have collaborated and combined the guidelines:

- **Section 1** contains information about correspondence format, addresses and salutations, and mailing and writing tips.
- **Section 2** describes Governor's correspondence and the referral process.
- **Section 3** provides references for style, grammar, and usage.

In addition to these guidelines, you can find helpful information in the *Gregg Reference Manual* and the Governor's Plain Talk website: www.governor.wa.gov/priorities/plaintalk. If there is a reference in these guidelines that deviates from *Gregg*, it will be clearly noted.

We hope you will find this document useful. If you have any questions or suggestions, please feel free to contact Jay Raish at Jay.Raish@biia.wa.gov or the GOV Constituent Services Coordinator at 360-902-4111.

Thank you for all of the good work you do for the citizens of the state of Washington.

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Section 1

Correspondence Formats and Tips

Introduction

These guidelines are produced in collaboration between the Office of the Governor and the Washington State Executive Assistants Group. We follow the *Gregg Reference Manual*, Tenth Edition.

Letter Format



LETTERHEAD

June 4, 2010 **4 Returns**

¶
¶
¶

The Honorable John Doe
U.S. House of Representatives
1234 Wisdom Street
Anytown, DC 99546 **2 Returns**

¶

Re: Anytown **2 Returns**

¶

Dear Congressman Doe: **2 Returns**

¶

Thank you for contacting my office. I appreciate hearing from you. **2 Returns**

¶

Views and comments such as yours frequently give my staff and me valuable insights into the important issues facing people in communities throughout our state. We rely on the calls and letters we receive to help us determine what is working and what isn't, and where we need to concentrate our efforts. **2 Returns**

¶

Again, thank you for contacting me about this matter. We will certainly consider your message, and look forward to hearing from you if you have further questions or comments. **2 Returns**

¶

Sincerely, **4 Returns**

¶

¶

¶

Christine O. Gregoire (Do not type name in all caps)
Governor **2 returns**

¶

Enclosures (2) **2 returns**

¶

cc: Jane Doe, President, DOE Enterprises

- Full-block style (See *Gregg, Tenth Edition, 1302(3)*)
- First page top margin: 2.25 inches
- Bottom, left, right margins: 1 inch
- Right margin not justified
- Single space
- Font: 12 point. For letters to be signed by the Governor, use Times New Roman.
- For letters to be signed by the Governor, use two spaces after punctuation.

- Enclosure is used for letters
- Attachment is used for memos

(A letter to be signed by the Governor should not contain the initials of the person who typed it)

(In *Gregg*, the *re:* line is below the salutation. We show it above the salutation, which is the common practice.)

Continuation Pages

- Use plain paper (not letterhead)
- Top margin: 1 inch

The Honorable John Doe

August 29, 2000 (Make sure date is before the page number)

Page 2 (Page number should be in numeric format) **2** returns¶

¶

(In *Gregg*, the positions of the date and page number are reversed. Our example shows the common practice.)

Memo Format

Depending on the degree of formality, letters and memos may be used interchangeably within Washington State government agencies. Memos should not be sent outside Washington State government agencies.



LETTERHEAD

August 29, 2000 **4 Returns**

¶

¶

¶

TO: State Agency Directors **2 Returns**

¶

FROM: Christine O. Gregoire, Governor **2 Returns**

¶

SUBJECT: 2000 Washington State Employee Appreciation **3 Returns**

¶

¶

Thank you for contacting my office. I appreciate hearing from you. **2 Returns**

¶

Views and comments such as yours frequently give my staff and me valuable insights into the important issues facing people in communities throughout our state. We rely on the calls and letters we receive to help us determine what is working and what isn't, and where we need to concentrate our efforts. **2 Returns**

¶

Again, thank you for contacting me about this matter. We will certainly consider your message, and look forward to hearing from you if you have further questions or comments. **4 Returns**

¶

¶

¶

¶ Attachments (3) **2 Returns**

¶

cc: Jane Doe

- First page top margin: 2.25 inches
- Bottom, left, right margins: 1 inch
- Right margin not justified
- Single space
- Font: 12 point. For Governor's correspondence, use Times New Roman.
- For Governor's correspondence, use two spaces after punctuation.

- Enclosure is used for letters
- Attachment is used for memos

Address/Salutation Formats

Do not abbreviate a person's title – use Chief Executive Officer instead of CEO; Corporal Jack Jones, not CPL Jack Jones, etc.

Envelopes should be printed in the same font as the letter, directly on the envelope.

City

The Honorable John Doe, Mayor
City of Olympia

Dear Mayor Doe:

The Honorable Mary Doe
Olympia City Council

Dear Councilman/woman Doe:

Chief John S. Doe
Olympia Police Department

Dear Chief Doe:

County

The Honorable John Doe
Thurston County Commissioner

Dear Commissioner Doe:

The Honorable John Doe
King County Executive

Dear Executive Doe:

Sheriff Jane Smith
Thurston County Sheriff's Office

Dear Sheriff Smith:

State

The Honorable Suzie Smith
House of Representatives

Dear Representative Smith:

The Honorable John Doe
State Senate

Dear Senator Doe:

The Honorable Christine O. Gregoire
Governor of Washington

Dear Governor Gregoire:

The Honorable Sam Reed
Washington State Secretary of State

Dear Secretary Reed:

Federal

The Honorable Patty Murray
U.S. Senate

Dear Senator Murray:

The Honorable John Doe
U.S. House of Representatives

Dear Congressman/woman:

Tribal

The Honorable John Doe
Quinault Nation

Dear Chairman/woman:

Tips for Mailing

Envelopes

- Envelopes should be printed in the same font as the letter, directly on the envelope.
- The United States Postal Services provides these guidelines:

All capital letters
 No punctuation
 At least 10-point type
 One space between city and state
 Two spaces between state and ZIP Code

- Consolidated Mail Services provides these guidelines:

The individual's name: MR JOHN SMITH
 The division or work unit: ADMINISTRATIVE SERVICES
 The department: DEPARTMENT OF AGRICULTURE
 The PO Box number: PO BOX 42565
 The city, state, and ZIP+4: OLYMPIA WA 98504-2565

OR

The individual's name: MR JOHN SMITH
 The division or work unit: ADMINISTRATIVE SERVICES
 The department: DEPARTMENT OF AGRICULTURE
 The street address: 123 ANY STREET
 The PO Box number: PO BOX 42565
 The city, state, and ZIP+4: OLYMPIA WA 98504-2565

- Do not show a person's title and office on the same line.

Do	Don't
John Doe Chief of Staff Office of the Governor OR John Doe, Chief of Staff Office of the Governor	John Doe Chief of Staff, Office of the Governor

- For District of Columbia, use DC (USPS, Appendix B).
- In order to determine whether to use No. or the pound sign (#), see *Gregg*, 455 and 1369(g). If using the pound sign there should be one space between the symbol and the number.

618 OHIO AVENUE # 513

- Spell out numbers 1 through 10

177 SECOND AVENUE

- Use figures for numbers over 10

144 65th STREET

- If an address contains a string of numbers, do not put a dash between them (*Gregg* p. 385; USPS 222):

12345 14th AVENUE

Window Envelopes

Leave a clear space of at least 1/8 inch between the address and all edges of the window of an envelope.

State of Washington
DEPARTMENT OF LICENSING
PO Box 9020
Olympia WA 98507-9020

MR/S STATE EMPLOYEE
AGENCY/BUSINESS NAME
MAILING ADDRESS
CITY STATE ZIP CODE+4

Campus Mail

FORM S.F. 7 (10/95) STATE OF WASHINGTON INTER-OFFICE MAIL

- Identify individual or organization.
- Include mail stop number.
- Building name not required.
- Cross off previous entries.
- Please do not skip spaces.

	MAIL STOP
Jane Doe	40001
John Smith	42422

Foreign Mail

Include the name of the country on all mail sent outside the United States. Separate it from other mail because it will require additional postage. Mark the pink slip as “International” and address the envelope using either of the following formats:

Foreign Country

**MR/S CUSTOMER
123 JONES STREET
BOTUCATU SAO PAULO
BRAZIL**

Canada

**MR/S CUSTOMER
123 JONES STREET
VICTORIA Z4C 286
CANADA**

Courtesy copy notations

- Type *cc* at the left margin, followed by a colon. Your word processing program may automatically change it to a *Cc*. Make sure you use two lowercase letters.
- If you are sending a copy to only one person, insert 2 spaces between the colon and the person's name.

cc: John Doe

- If you are sending copies to multiple people, insert a tab after the colon in order to start all the names at the same point.

**cc: John Doe
 Jane Doe**

Followed by name, title, and agency (title isn't always necessary, but the rest are). An example of a correct notation is:

cc: Jay Manning, Chief of Staff, Office of the Governor

- Courtesy copy notations should be listed in this order:

U.S. Senators & Representatives
Governors
State Senators
State Representatives
Other Elected Officials
Agency Directors (secretaries or commissioners)
Private Citizens
Governor's Staff

- "In care of" notations should contain a lowercase *c*, slash, and lowercase *o* (*Gregg*, 1325). (Word processing programs will incorrectly auto-capitalize the *c*.)

**Professor James Smith
c/o Mr. Henry Jones**

Tips for Letter-Writing

General Guidelines

- State the purpose of the letter in the first paragraph.
- Double check spelling of names and addresses.
- Be conservative in the use of acronyms.
- Keep letters to one page if at all possible. The Governor prefers Times New Roman 12 font, side and bottom margins of 1 inch, and a top margin of 2.25 inches. However, you can revert to 11.5 font, side margins of .75, a top margin of 2, and a bottom margin of .5 in order to fit a letter on one page.
- Plurals Agreement: Your dedication to children, families, and your community **is** greatly appreciated. Your energy and dedication to your community **are** greatly appreciated.
- Double check subject-verb agreement.
- Redundancies: Do not repeat the same word or phrase several times in the same sentence, paragraph, or letter, if at all possible.
- Use the active voice. Avoid the passive voice.

Active: **I believe . . .**

Passive: **It is believed . . .**

Preparing a Letter for the Governor's Signature

- The Governor prefers certain openings and closings to a letter:

Examples of preferred openings include:

Thank you for your recent letter regarding . . .

I respectfully request your consideration of . . .

I support Washington State's application for . . .

Examples of preferred closings include:

Again, thank you for contacting me about . . .

Thank you for your consideration.

- Avoid the phrases "I feel" and "I think." The Governor prefers "I believe" and "I am confident."

- Watch out for the collective "we." Letters should sound as if the Governor wrote them herself. In general, "I" is preferred. Also, "I understand" should be used when an agency has provided the Governor with certain information or statistics.

- Passive/Weak Voice

PASSIVE: Tomorrow, I will be announcing a revolutionary new program.

PREFERRED: Tomorrow, I will announce a revolutionary new program.

PASSIVE: I am hoping to visit Spokane next week.

PREFERRED: I hope to visit Spokane next week.

WEAK: I wanted to tell you that our meeting has been canceled.

PREFERRED: I regret to inform you that our meeting has been canceled. **OR** Our meeting has been canceled.

WEAK: I want to take this opportunity to thank you for your many valuable contributions.

PREFERRED: I am pleased to have this opportunity to thank you for your many valuable contributions. **OR** Thank you for your many valuable contributions.

- When including a phone or fax number, use parentheses to separate the area code from the phone or fax number. Example: (360) 123-4567. *Gregg* recommends use of hyphens (*Gregg*, 454(c)).

Section 2

Governor's Office Correspondence and Referrals

Introduction

The next portion of the guidelines pertains to referrals from the Office of the Governor Constituent Services Unit (CSU) to agencies, as well as how to request correspondence for the Governor's signature. The Governor's Office receives over 73,000 inquiries every year regarding all of the business of the state (and sometimes other levels of government as well).

The Governor's Office depends on all of you to help respond to the inquiries. Governor Gregoire believes that we should respond to as many citizens as possible, in a timely, accurate, and efficient manner, with particular attention to addressing specific questions and concerns that are raised.

The role of the Governor's CSU is to track correspondence and help expedite this process through appropriate and timely referrals. The information that follows is intended to provide some context around when and why a referral is being made to your agency and explain how to make a request for a letter from the Governor. There is also information on how referrals are made, how to respond to the Governor's Office, and how to use the Governor's database (IQ) to assist in tracking responses. The guidelines set out time expectations and give general information on what should be included in a letter for the Governor's signature.

The letter and memo formats presented in the first section of the guidelines should be used when providing correspondence for the Governor's signature.

If you have a question regarding a specific referral, please feel free to contact the Analyst or Writer that made the referral to you. If you have ideas or suggestions about how to improve our process, please feel free to contact the Manager of Constituent and Management Services at (360) 902-0397.

Thank you for your assistance and cooperation.

Referrals from the Governor's Office

There are three types of referrals:

- Casework Referral: see page 20.
- Executive Correspondence (sometimes referred to as VIP Correspondence): see page 21.
- General Correspondence: see page 23.

An e-mail referral will come to you as “re: Governor Referral (Intranet Quorum IMA123456)” from govswebmail@iq.wa.gov. The IMA number is unique to each referral. **When responding via e-mail, please do not change the subject line on the e-mail. The IMA number is necessary for IQ to automatically load your response into the appropriate record. Without the number, we do not automatically receive notification that you have responded.**

The process that agencies use to handle these referrals may vary from agency to agency. The contact should be a key agency person who can be relied on to assist us in getting the information we need from the appropriate unit or staff member. We ask that you let us know of any changes to your agency’s Correspondence Coordinator information as soon as possible so we may update our records.

Overview of the Referral Sheet

Every constituent contact is tracked in a database called Intranet Quorum (IQ). An example of the referral sheet is on page 29.

Referred to

Identifies the staff person or agency responsible for determining the appropriate response to the constituent.

Action Requested

Designates the type of response needed (see below). If an agency believes an action different from the one designated is necessary, please contact the Correspondence Analyst, Writer/Editor who made the referral.

- **For Governor's Signature** - The referral agency or staff person must prepare a written response for the Governor's signature.
- **Agency Director/Secretary Signature** - The referral agency should prepare a written response to be signed by the agency's director (no staff signature).
- **Respond as You Deem Appropriate** - You have the freedom to choose the response that will be most effective to get an accurate and timely reply to the constituent including a written response, phone call, or personal meeting. If responding by letter, you may determine if the Governor's signature, agency director's signature, or staff member's signature is most appropriate.
- **Draft Language** - Please draft language for Governor's CSU to include in a letter from the Governor. The CSU Writer/Editor assigned that subject area will prepare the final letter based on the draft language.
- **Provide Information Requested** - Send information to the constituent, as requested.
- **FYI only, no response required** - Material is being sent for your information only. There is no need to respond to the constituent or CSU.

cc's

Indicates other individuals/agencies who have received copies of this referral for informational purposes only. Those receiving copies are **not required to respond to the constituent contact**. Also, those receiving copies should contact the "referred to" individual or agency **immediately** if you have information you believe should be included or considered as part of the response.

Routing Instructions

A short summary of the subject matter or special directions.

Referral Date and Due Back Date

Timely responses to correspondence are a priority for Governor Gregoire. Due dates will be two weeks from the referral date. If you need an extension of this due date, please contact the person who made the referral.

Return to

This is the name of the Correspondence Analyst or Writer/Editor who made the referral. Copies of the final agency response, along with a copy of the referral sheet, should be returned using “reply” to the original referral e-mail received from the Governor’s Office Analyst or Writer/Editor.

Contact Information

- From - The name, address, and/or telephone number of the constituent.
- Contact Date - The date the Governor's Office received the constituent contact.
- Contact Type - Indicates whether the constituent contacted the Governor's Office via mail (regular or certified), e-mail, fax, Legislative Hotline, petition, telephone call, walk-in to the Governor's Office, card campaign, or the Governor's Seattle, Spokane, or Vancouver regional offices.

Batch and Mail Flow (MF) or Work Flow (WF) Numbers

All constituent contacts received by the Governor’s Office are entered into the IQ system and receive a Mail Flow (MF) or Work Flow (WF) number. The six-digit WF number appears in the **top left corner** of the referral cover sheet.

If the Governor receives several constituent contacts on the same topic, we may "batch" them together in the database for ease of tracking and responding. There may be a notation in the Routing Instructions portion of the Referral Sheet indicating that CSU has multiple contacts on this issue. The Governor’s Office will hold the “batch” while awaiting your draft language for the Governor’s response.

Casework Referral

Overview

Casework referrals are generally the result of a phone call or a personal visit to the Governor's Office. These matters are assigned to the Governor's Constituent Relations Representatives (CRR).

Referral Process

After talking with the constituent, the CRR decides if it is more appropriate for an agency or the Governor's Office to respond. Even when a CRR takes the lead in handling the case, the CRR may request information from an agency. Because these requests often are time-sensitive, the CRR will often call the agency and follow up with the IQ referral.

Deadline

If the CRR asks the agency to respond directly to the constituent, we request that the agency make the initial contact with the constituent within 24 hours, with a follow-up call or a copy of a written response to the CRR.

Responding to and Closing out the Referral

See pages 21-25 for guidelines on responding to IQ referrals.

See page 26 for guidelines on closing out a referral.

Executive (VIP) Correspondence Referrals

Executive Correspondence is mail, faxes, e-mails, hotlines, etc. received from:

- Elected officials (the President, members of Congress, statewide officials, state legislators from Washington or other states, other governors, elected officials from cities or counties in Washington) including most former elected officials.
- State or federal cabinet members.
- Governors' associations.
- Officials and dignitaries from foreign countries.
- Significant state or national organizations (i.e., labor unions, business organizations, social services representatives, environmental groups, etc.).
- Recognized national, state, or community leaders.
- Tribal members.
- The Governor's family or personal friends.
- Others, as deemed appropriate.

All correspondence not defined as "executive" is considered to be **General Correspondence** (see page 23).

Referral Process

The Executive Correspondence Analyst will send all executive correspondence referrals to agencies as an e-mail referral from IQ, including a PDF copy of the constituent correspondence and referral sheet. If you have questions about this referral or the status of an executive letter, please contact the Executive Correspondence Analyst by e-mail, using "reply" to original e-mail, or by phone at (360) 902-0385. Please have the WF number ready when inquiring about a referral.

Deadline

Agencies are given **two (2) weeks** to respond to executive correspondence referrals unless otherwise indicated. ****IF YOU NEED AN EXTENSION ON THIS TIME FRAME, PLEASE CONTACT THE EXECUTIVE CORRESPONDENCE ANALYST or the CONSTITUENT SERVICES MANAGER.** Unless directed by the referral sheet or the Executive Correspondence Analyst to prepare a response for the Governor's signature, agencies may respond in written form, via a telephone call, or through personal contact with the constituent.

Letters for Governor's Signature

When an agency drafts a response for the Governor's signature, the agency Correspondence Coordinator should send it via "reply" to original e-mail as a Word attachment to the Executive Correspondence Analyst. The appropriate Executive Policy Advisor will be asked to review the draft. The subject line should not be altered in any way; it should show as "Governor's Referral (Intranet Quorum IMA123456)." The Executive Correspondence Analyst will track the letter through the approval process.

After the Governor signs a document, it is returned to the Executive Correspondence Analyst, who will mail it out and close the WF record. A copy of the signed response is then returned to the agency Correspondence Coordinator.

Rush Referrals

When a referral is labeled "RUSH," please work closely with the Executive Correspondence Analyst to expedite the response.

General Correspondence Referrals

All correspondence not defined as "executive" is considered to be General Correspondence.

Referral Process

General correspondence referrals will be delivered via e-mail in PDF format, including the referral sheet and a scanned copy of the original correspondence, e-mail, or notes from a phone call or personal contact received from the constituent. If you have questions about the referral, please contact the person who sent the referral by phone or e-mail, using "reply" to original e-mail. Please have the WF number ready when inquiring about a referral.

Deadline

Agencies are given **two (2) weeks** to respond to general correspondence referrals unless otherwise indicated. ****IF YOU NEED AN EXTENSION ON THIS TIME FRAME, PLEASE CONTACT THE CORRESPONDENCE ANALYST, WRITER/EDITOR, or CONSTITUENT SERVICES MANAGER.** Unless directed by the referral sheet or the Governor's staff to prepare a response for the Governor's signature, agencies may respond in written form, via a telephone call, or through personal contact with the constituent.

Responding to a Referral

Salutations

Governor Gregoire prefers the use of a first-name salutation in response to most general correspondence. Please use a first-name salutation unless the letter writer refers to himself/herself otherwise. Tone and content of the letter also can provide guidance that the writer would prefer to be addressed formally.

For executive correspondence, the Governor prefers the use of a formal salutation (i.e., Dear Mayor).

Style and Format

See Section 1.

Quality of Correspondence

Our main concern is accuracy in the content of the letter. Please use spell check. Please confirm that the recipient's name, address, and salutation are correct. We recommend that any response prepared for the Governor's signature be reviewed by the agency's director or his or her designee.

Beginning a Response Letter

When responding directly to a constituent, please make it clear that you are responding at the request of the Governor's Office. For example: "I have been asked to respond to your (letter/phone call) to Governor Gregoire regarding . . ."

Occasionally, we will refer a letter that has been forwarded to us from a congressional office. In those cases, the congressional office has notified the constituent that the letter has been sent to the Governor. Therefore, you need to reference both the member of Congress and the Governor in your response letter. For example: "Governor Gregoire has asked our agency to respond to the letter you sent to (name of U.S. Senator or Representative) regarding . . ."

Duplicate Letters

Personal computers have made it easy for correspondents to personalize the same letter to many people. In addition, many constituents commonly fax and mail the same letter to the Governor. We make every effort to identify these "duplicates" and avoid creating separate logs for them, but we occasionally miss a few.

- If you receive a referral from the Governor's Office that is a duplicate of a letter that also was addressed to your agency, call the person in the Governor's Office who referred the letter to discuss the best way to avoid duplicating efforts.
- If you receive two referrals of the same letter addressed to the Governor (i.e., a faxed version and a mailed version), please call the person who made the referral and arrange to have one of the referrals deleted.

Multiple-issue Letters

Many constituents who write to the Governor address more than one issue, relating to different agencies of state government. Your agency may receive a referral asking you to respond to a highlighted section of a letter. Clearly indicate in your letter that you are responding only to the issue that is specific to your agency.

Also, as previously mentioned, we may ask for "draft language" to be included in a letter written by the Governor's Correspondence Writer/Editors. Please send suggested language via e-mail concerning the issue we have asked you to address as soon as possible.

Dating Letters

Letters for the Governor's signature should be dated **five (5) working days** from the day agencies send them to the Executive Correspondence Analyst to allow time for our review process. When the Governor is going to be out of the office for any length of time, we may need to change the date so constituents do not receive letters that are dated on days the Governor was publicly not available to sign them. By having the letter in electronic form, we can easily make any necessary edits.

Enclosures, cc's, and bcc's

Please include all pertinent enclosures. Limit the number of cc's to those absolutely necessary. Other than executive staff, personnel within your own agency should be listed on a separate page as bcc's. When drafting letters for the Governor's signature, please attach to your e-mail message a document containing recipient's title and organization, as well as envelope information, so we may easily distribute cc's and bcc's.

If you are including the CSU staff person as a cc to a response, please show it as: "cc: Governor's Office" or "cc: Governor's Office, CSU." CSU staff have been instructed not to give out their last names.

Form Letters with Multiple Addressees

Use mail merge format for any letters to be sent to three or more addressees. Electronically forward to Constituent Services the following attachments: template, database and merged letters, as described below. Please follow guidelines for letter format, address/salutation format and correspondence preferences, as described in these Guidelines.

- Template - The actual letter to be merged, including properly placed data fields. (HINT: Use the template, not the database, for information that does not vary. For example, if all the letters have a Washington State address, show "WA" in the template. The same is true if all of the recipients are addressed as "The Honorable.")
- Database - At minimum, include separate fields for Firstname, Lastname, Title, Address1, Address2, City, State (if letters will be sent to different states), and Zipcode. (Note: if the field name contains more than one word, do not insert a space between words.) When inputting data, be careful not to inadvertently insert spaces after the entry. This will show up as a double space in the merged letters.
- Merged Documents - Proof read your merged documents for typographical and spacing errors before forwarding them to the Governor's office.

Closing out a Referral

After you have concluded your handling of a constituent referral, you need to "close the loop" so that Constituent Services can close out and file the log.

1. If a letter was sent directly to the constituent from someone in your agency, send to Constituent Services using "reply" to the original referral e-mail from the Analyst or Writer/Editor:

- An electronic copy of the referral sheet.
- An electronic copy in WORD or a PDF version of the response letter attached to an e-mail (preferred).

2. If an e-mail was sent directly to the constituent from someone in your agency "reply" to the original e-mail and attach an electronic copy of the e-mail response, along with a copy of the referral sheet to Constituent Services.

- This copy should be sent as a blind cc or as a copy of the original response sent.
- DO NOT add the constituent services staff person as a cc to your original response to the constituent. If necessary, cc: Governor's Office.

3. If a letter was drafted for the Governor's signature, send the following via e-mail (the subject line should read, "Governor's Correspondence, WF#-----" or "Governor's Correspondence, Agency-Initiated):"

- The proposed response letter saved as a Word attachment. (A signed paper copy of the final letter will be returned to your agency.)
- Electronic versions of enclosures, if applicable, in Word.
- If a letter has multiple addresses, cc's, or bcc's, please attach a Word document in merge format containing the data needed to print letters and envelopes.
- An electronic copy of the original letter either in PDF or word format.

4. If we requested draft language, send:

- The referral sheet, if applicable.
- The draft language via "reply" e-mail in Word format, so we can easily incorporate it into the Governor's response.

5. If a response was made by telephone:

Record the date and time the call was made, as well as a summary of the conversation. If the issue required follow-up, be sure to record the date and time of each contact. Send this information to Constituent Services, via "reply" e-mail, to the person who made the referral to your agency.

Requesting a Letter for the Governor's Signature

When a state agency requests a letter for the Governor's signature, it should be sent to the Executive Correspondence Analyst via e-mail as a Word attachment. The subject line should read "Governor's Correspondence, Agency-Initiated." Attach background information and a brief memo from the agency's director to the Governor's Chief of Staff explaining the need for the requested letter. The Executive Correspondence Analyst will enter the agency-initiated letter into IQ, assign it a WF number, assign it to the appropriate Executive Policy Advisor, and track the letter through the approval process.

The Governor's Office requires at least two weeks to complete agency-initiated letters and documents for the Governor's signature. In the event that a letter is needed sooner, label it "RUSH" and include an explanation for the letter's RUSH nature in the memo to the Chief of Staff. Please set clear deadlines for completion in your memo and work with the Executive Correspondence Analyst to ensure that your deadlines are met.

Review Process

Correspondence for the Governor's signature is edited and reviewed for content by Executive Policy staff, the Correspondence Writer/Editor, the Constituent Services Manager, the Chief of Staff, the Assistant to the Governor and, as needed, other senior management staff. If questions arise during this process, we will call for additional clarification or information.

We strongly encourage a review process within each agency for all letters for the Governor's signature, within the parameters of the two-week response deadline. Letters to constituents reflect not only upon the Governor, but upon all of state government, so please be mindful of appropriate tone, grammar, word choice, sentence structure, clarity, implications of content, punctuation, spelling, etc.

Example of Referral Sheet

Generated from CSU
IQ - Intranet Quorum
WF#: 983516

Office of the Governor
Mail Stop: 40002

Created on 2/19/2010 10:01:10 AM

REFERRAL DIRECTIONS

Referred To: **Melody Younglove – Governor’s Office**

Routing
Instructions:

Action: FYI Only – No response required

CC's:

Message:

Referral Date: February 19, 2010

Due Back: **3/11/2010 10:02:00 AM**

Send Questions
and Response To: Phil DuBois - govswebmail@iq.wa.gov

CONTACT INFORMATION

From: Sam Uat
PO Box 900
Rainier, WA 98576-0900
Jeanine.Moore@ofm.wa.gov

Phone(s):
Business:
Cell:
Home:
Fax:

Contact Date:
Contact Type:

Section 3

References

Introduction

This section contains references for common questions regarding style, grammar, and usage. For more references, see:

- *The Gregg Reference Manual*
- *The Bluebook, a Uniform System of Citation*
- Governor's Plain Talk Website: www.governor.wa.gov/priorities/plaintalk

Word Usage

See *Gregg*, Tenth Edition, 1101 for more examples.

Word Usage	Examples
Agencywide is one word, not hyphenated.	
A lot (NOT: alot) Many or much.	Thanks <i>a lot</i> for your help.
Affect-Effect <i>Affect</i> vt. To influence. <i>Effect</i> n. Result; vt. To bring about.	The storm may <i>affect</i> our schedule. It will be months before we can assess the full <i>effect</i> [result] of the new law. It is essential that we <i>effect</i> [bring about] an immediate improvement in sales.
Allot vt. To assign a portion for a particular purpose.	You will have to <i>allot</i> a portion of the budget to cover unforeseen expenses.
a.m./p.m. Always lowercase with periods.	
Assure vt. To inform confidently; to cause to feel sure. <i>Assure, ensure, and insure</i> all mean "to make certain." Only <i>assure</i> is used to refer to a person in the sense of "set the mind at rest."	I want to <i>assure</i> you that nothing will go wrong.
Ensure vt. To make certain.	I want to <i>ensure</i> that nothing can go wrong tomorrow.
Insure vt. To cover with insurance; to make certain or secure.	I want to <i>insure</i> this necklace for \$5,000.
In regards to. Substitute <i>in regard to, with regard to, regarding, or as regards</i>	I am writing <i>in regard to</i> your letter of May 1.
Its-it's. <i>Its</i> is a possessive pronoun. <i>It's</i> stands for "it is" or "it has."	The company must protect <i>its</i> assets. <i>It's</i> time to go to the meeting.
Per-a. <i>Per</i> is often used to mean "by the," as in <i>28 miles per gallon</i> . Whenever possible, substitute <i>a</i> or <i>an</i> ; for example, <i>\$8 an hour</i> .	
Percent is always spelled out as one word.	

Word Usage	Examples
<p>Principal-Principle.</p> <p><i>Principal</i> <i>adj.</i> Foremost in importance; <i>n.</i> One who holds of post of presiding rank; sum of money invested.</p> <p><i>Principle</i> <i>n.</i> A basic law or rule; Moral or ethical standards</p>	<p><i>adj.</i> My <i>principal</i> reason for quitting</p> <p><i>n.</i> The <i>principal</i> of the school; receiving an excellent return on my <i>principal</i></p> <p>A key <i>principle</i> of economics; a person of <i>principle</i></p>
<p>Statewide is one word, not hyphenated.</p>	
<p>Which-that. <i>Which</i> and <i>that</i> are used when referring to places, objects, and animals. <i>Which</i> is always used to introduce nonessential clauses, and <i>that</i> is ordinarily used to introduce essential clauses.</p>	<p>See <i>Gregg, Tenth Edition, 1062</i></p>
<p>Who-that. <i>Who</i> and <i>that</i> are used when referring to persons.</p>	<p>See <i>Gregg, Tenth Edition, 1062</i></p>
<p>Who's-whose. <i>Who's</i> stands for "who is" or "who has." <i>Whose</i> is the possessive form of who.</p>	<p><i>Who's</i> going to the meeting?</p> <p><i>Whose</i> notes are these?</p>

Capitalization

Refrain from over-capitalization, especially in instances such as "This program has proved to be extremely valuable." Do not capitalize "program" in that sentence.

- **biennium:** capitalized only when referring to a specific biennium.
2001-03 Biennium
The funds appropriated for this biennium
- **committee, commission, board, department, director:** capitalized only when referring to a specific body already mentioned by its full name.
- **federal:** capitalized only when it is part of the official name of a federal agency.
the Federal Reserve Board
subject to federal, state, and local laws
- **Governor:** always capitalized.
- **Governor's Mansion:** always capitalized.
- **Legislature, 2010 Legislative Session, Congress, Senate, House, House of Representatives:** always capitalized.
- **legislative, legislator, legislation:** not capitalized.
- **senator, representative:** Do not capitalize unless senator and representative precede a name.
- **state:** capitalize only when it follows the name of a state.
Washington State
the state of Washington

Citations

Follow the guidelines set by the *Revised Code of Washington*, *Washington Administrative Code*, and the *Office of Reporter of Decisions*, which prepares the decisions and opinions of the Supreme Court and the Court of Appeals for publication.

RCW Sections

RCW 1.08.010

RCW 1.08.010(3) -- not "subsection (3) of RCW 1.08.010"

RCW 1.08.010(3)(a)(ii)

RCW 1.08.010(3) and (5)

RCW 1.08.010 and 1.08.015

RCW 1.08.010, 1.08.016, and 1.08.037

RCW 1.08.010 through 1.08.140 for an inclusive string

RCW Chapters

chapter 34.05 RCW

chapter 24.03 or 24.06 RCW

chapter 24.03 and 24.06 RCW

chapter 24.03, 24.06, and 34.05 RCW

RCW Titles

Title 43 RCW

Title 43 and 44 RCW

Title 34, 43, and 90 RCW

WAC

WAC 296-34-020

chapter 296-34 WAC

Title 296 WAC

Session Laws

Session Laws

Laws of 2002, ch. 107 § 3

Special Sessions

Laws of 1995, 2d Spec. Sess., ch. 14, § 21

Extraordinary Sessions

Laws of 1963, 1st Ex. Sess., ch. 26

Americans with Disabilities Act

Under the ADA and the Governor's Executive Order on Implementing the ADA (EO 93-03), public documents must be made available in alternate format, upon request, to people with disabilities to ensure effective communication.

Types of alternate format include Braille, large print, readers, audio tape, and computer disk. When producing a brochure or other publication for distribution, include a statement with directions on who to contact, such as the agency's ADA coordinator, to obtain the information in an alternate format.

Other resources include:

Americans with Disabilities website: www.ada.gov

Washington School for the Blind, Braille Access Center: www.wssb.org