

ADMINISTRATIVE MANUAL

CHAPTER 12

CONGRESSIONAL AND GOVERNMENT AGENCY CORRESPONDENCE AND PUBLIC AFFAIRS

A. PURPOSE

The purpose of this Chapter is to establish procedures for the handling of Congressional and government agency inquiries, correspondence, or communications with the news media, public inquiries and related matters.

B. PROCEDURES

1. Congressional Inquiries and Correspondence.

- a. Except as noted in paragraph (e), below, correspondence from any congressional office, including phone calls, letters and email, shall be sent directly to the Office of Governmental Relations and Public Affairs (GRPA). Proposed written responses to letters from Members of Congress will be prepared by GRPA for the consideration of the President of the Corporation who will be responsible for the final response, or, in the President's absence, the Director of GRPA.
- b. All Congressional inquiries and correspondence shall be answered promptly. If a complete response cannot be made in a timely manner, an interim response shall be made to acknowledge receipt of initial correspondence.
- c. GRPA will be the repository of all Congressional files. Copies of all Congressional correspondence shall be furnished to GRPA and to the President.
- d. Where appropriate, GRPA shall furnish other Offices with copies of Congressional correspondence that relate to activities in their areas of responsibility.
- e. Inquiries from Congressional Offices directed to the Office of Inspector General (OIG) shall be answered by the OIG.

- f. The LSC Board of Directors Semi-Annual Report to Congress shall be drafted by GRPA and after approval of the President sent to the Board for approval and, subsequent to the Board's approval, transmitted to the Congress by GRPA.

2. Inquiries from Government Agencies

- a. Except as noted below, inquiries from or referred by Government Agencies, including the White House and the executive or legislative branch of any state, city or other jurisdiction, regarding the operations or functions of LSC or an LSC grantee shall be referred to GRPA for preparation of a proposed reply and a copy sent to the President.
 - i. Inquiries from the White House or the Office of Government Ethics regarding financial disclosure filings for LSC Board nominees shall be referred to the General Counsel.
 - ii. Inquiries or other communications with judicial or executive branch agencies in connection with litigation shall be directed to the General Counsel.
 - iii. Inquiries from Congressional Offices directed to the Office of Inspector General (OIG) shall be answered by the OIG.
 - iv. Inquiries from OMB regarding budget issues should be directed to the Chief Administrative Officer, with copies to the Comptroller, the President, and GRPA.
 - v. All draft replies prepared under this section, with the exception indicated in 2, iii above, shall be approved by the President prior to mailing.
- b. Except for inquiries directed to the Corporate Secretary, the Office of Legal Affairs or the OIG in accordance with paragraph 2(a), above, GRPA will be the repository of all inquiries from government agencies. Congressional correspondence shall be furnished to GRPA.
- c. Where appropriate, GRPA shall furnish other offices with copies of inquiries from government agencies that relate to activities in their areas of responsibility.

3. News Media Inquiries

- a. All media inquiries, except those addressed to the OIG, shall be forwarded to GRPA. The Media Relations Director will act as the spokesperson for LSC. No LSC staff member is authorized to speak with members of the media on official business matters without prior approval of the President and Director of GRPA or the Media Relations Director.
- b. Media inquiries addressed to the OIG shall be answered by the OIG.
- c. GRPA shall prepare all LSC press releases, fact sheets, statements etc., for the news media and receive the President's approval prior to release.
- d. GRPA shall prepare and distribute the LSC Annual Report with the President's approval.
- e. Other media communications, including interviews, speaking engagements, development of feature stories, articles, letters to the editor, editorials, radio or TV documentaries, films and brochures must be coordinated with GRPA and the President.

4. Public Inquiries

- a. Inquiries of a general nature shall be referred to GRPA. This includes phone calls, letters and email inquiries.
- b. Except as provided in paragraphs (d) and (e), below, inquiries from LSC grantees shall be directed to the appropriate LSC office.
- c. Inquiries from the public with a complaint about an LSC grantee shall be directed to the Office of Compliance and Enforcement. This does *not* include complaints from a Congressional Office or other government agency, which shall be directed to GRPA as noted above. Copies of significant complaints shall be sent also to the President by the Director of GRPA.
- d. Inquiries that are Freedom of Information Act Requests shall be directed to the Office of Legal Affairs.
- e. Inquiries from the public directed to the Office of Inspector General (OIG) shall be answered by the OIG.

- f. Inquiries from grantees or other members of the public seeking formal interpretations of LSC's laws and regulations shall be directed to the Office of Legal Affairs.
- g. Inquiries regarding a notice in the Federal Register shall be directed to the LSC employee listed as the contact in the Federal Register notice. This does not include inquiries from Congressional Offices, government agency or the media, which shall be directed to GRPA, as noted above.

5. Advertisements

All advertisements, other than advertisements relating to personnel matters, shall be coordinated with GRPA.