

CORRESPONDENCE & PROCEDURES MANUAL

(C&P MANUAL)



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SECTION 1

Letters

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Parts of a Letter

When to use a letter

Use a letter format when writing to:

1. Individuals or organizations who are outside of State Government.
 2. Other State Departments
 3. Members of the State Legislature.
-

Types

There are three types of letters included in this section:

Type	Refer to Page
Standard Business Letter	1-13
Letter Addressed to a Group of Individuals	1-15
Mail-Merge Letter	1-19

How to Type a Letter

Before typing

Review the **Grammar** section of this Handbook. That section identifies rules for punctuation, capitalization, etc.

Telephone response

If the reply is simple, it can be handled with a telephone call. In this case, the telephone conversation must be documented by the program and maintained in the correspondence file for future reference. A telephone response form is provided for use in this instance (see page 1-25).

Paper to use

First Page:	Department Letterhead
Second Page:	Plain White Bond

<http://cdphintranet/FormsPubs/Pages/CDPHLtrMemo.aspx>

Font size/style (body)

The Department's standard is Arial 12 pt. Material must always maintain a professional and businesslike content. All letters on CDPH letterhead should be proofread by a second reviewer to ensure accuracy of content.

Examples

Refer to the following pages for examples:

- Sign-Off Sheet (CDPH 1052) 1-12
- Standard Business Letter 1-13
- Letter to a Group of Individuals 1-15
- Mail-Merge Letter 1-19
- Envelope 1-24
- Telephone Record 1-25

**Margins/placement
on page**

1. Balance the information vertically and horizontally.
2. Left, right, and bottom margins are one inch.
3. Left justified (right margin is not justified).
4. Vertical adjustment is made between the date and the address block (there is no “standard” spacing here).
5. If a lengthy letter is split between two pages, only split it in the body. Do not split the letter before or after the complimentary close, signature block, or other closing notations.
6. Make minor spacing adjustments to eliminate pages that contain minimal language (e.g. a single cc notation). In this particular situation, type the cc notations side-by-side in order to include them on the first page.

When adjusting the spacing, keep in mind that the finished document should always look professional.

Date

It is the responsibility of the signer’s office to appropriately date the letter. For letters requiring a signature from the Director’s Office, postdate the letter three business days to allow time for review by the Executive Staff.

Address block

Refer to the **Address Block** section of this Handbook for the format on some common types of addresses.

1. Use complete mailing address. Include the street address and the post office box number when applicable.
2. If a company name (or other item) is lengthy and extends to a second line, indent the second line two spaces:

Mr. William A. Porter
Porter’s Aluminum Siding and
Wood Restoration Company
340 Marigold Avenue

Los Angeles, CA 90014

3. Abbreviate the state name in all address blocks that appear in the letter. Space once between the state and ZIP code.
4. Do not use abbreviations or symbols. Exceptions:

John Jones, Esq.
Smith Realty, Inc.
2003 Sutter Street, NE
2003 Sutter Street, No. 24
2003 Sutter Street, Apt. 16
State Name

5. One-word titles (e.g. President) are on the same line as the addressee's name. Two-word titles (e.g. Vice President) are on the line immediately below the addressee's name.
6. Use "Mr.," "Mrs.," "Miss," or "Ms." before a personal name unless another title is appropriate, such as "Dr.," "Honorable," "Professor," etc. If in doubt about "Mrs." or "Miss," use "Ms."

If unable to tell if the addressee is a man or woman, do not include a title before the name. Examples:

Mr. William A. Porter
Ms. Betsy Ross
J. M. Smith (gender unknown)
Chris Smith (gender unknown)

7. **Attention Line:** Do not use an attention line unless the correspondence is already addressed to another individual. Instead, just address the letter directly to that person:

Not: Smith Supply Company
Attention: Ms. Barbara Woodard
340 Marigold Avenue
Los Angeles, CA 90014

But: Ms. Barbara Woodard
Smith Supply Company
340 Marigold Avenue

Los Angeles, CA 90014

If an attention line is used, it is placed as the second line of the address block. But if there is a title following the addressee's name, then place the company name as the second line in the address block and the attention line as the third line:

Mr. William A. Porter
Attention: Ms. Barbara Woodard
Smith Supply Company
340 Marigold Avenue
Los Angeles, CA 90014

Mr. William A. Porter, President
Smith Supply Company
Attention: Ms. Barbara Woodard
340 Marigold Avenue
Los Angeles, CA 90014

The salutation "Dear Mr. Porter" is used for the two addresses above (the salutation always addresses the "true" addressee, not the attention line).

8. When addressing correspondence to a foreign country, list the name of the country separately as the last line of the address block (in full caps and spelled out):

Mr. William A. Porter
Smith Supply Company
340 Marigold Avenue
Toronto, Ontario M4T 1L9
CANADA

Salutation

1. If addressing an organization (rather than an individual), use "Dear Sir or Madam."
 2. If unable to tell whether the addressee is a man or woman, use the complete name (e.g. "Dear J. M. Smith" or "Dear Chris Smith").
 3. When addressing a physician in written form, abbreviate "Doctor" in the salutation (e.g. "Dear Dr. Smith").
-

Subject line

A subject line on a letter is optional. If you include a subject line:

1. Do not use the word “Subject” or “Re.”
2. Type in full caps.
3. If the subject line extends more than one line, do not indent the subsequent lines.

Body

Correspondence is to be written in a warm, informative, and concise manner. Use a nonpersonal tense unless the author is also the signer (e.g. use “we” or “the Department” rather than “I”). Use simple language. Avoid technical, medical, or bureaucratic terms and abbreviations. State the purpose of the letter in the first paragraph if possible.

1. Begin two lines below the salutation or subject.
 2. Single-space.
 3. Paragraphs are not indented.
 4. Left justified (right margin is not justified).
 5. When preparing a multipage document and a paragraph is split between two pages, keep at least two lines of the paragraph on each page.
 6. A hyphen, dash, or slash should not appear on the right margin.
 7. You can split proper nouns, dates, etc. on the right margin as long as you follow standard word division rules. (See the **Grammar** section for specific rules.)
-

Opening paragraph

The opening paragraph must:

1. Thank the person for writing.
2. If the response is signed by someone other than the original addressee, reference the name of the person whom the incoming letter was addressed to.
3. State the purpose of the letter. (e.g. this letter is in response to... or this letter is to request...)

Following is recommended language for opening paragraphs, although this exact language does not have to be used:

If . . .	Then Use This Suggested Opening
Standard Response	Thank you for your letter regarding....
Response Signed by Other Than Original Addressee	Thank you for your letter to John Doe regarding.... Your letter was referred to this office (or Department) for reply.

Closing paragraph

The name and telephone number (including area code) of the contact person are included in the closing paragraph.

- See page 1-10 for additional information on letters signed by **Executive Staff**.
- See page 1-16 for additional information on letters to **Legislators**.

Following is recommended language for closing paragraphs, although this exact language does not have to be used:

If . . .	Then Use This Suggested Closing
Standard Response	Your concern regarding . . . is appreciated. We hope the information we have provided will be helpful to you. If you need additional information, contact (Name/Program) at (Telephone).

Suggested Reply for GO/Agency	Your concern regarding . . . is appreciated. We hope the information we have provided will be helpful to you. If you need additional information, contact (Name/Program), California Department of Public Health, at (Telephone).
-------------------------------	---

Complimentary close

1. Typed two lines below the body of the letter at the left margin.
2. Use “Sincerely” on all letters.

Signature block

1. For CC, the required signature will be noted on the CC Control Slip. Letters to legislators must be signed by a division chief or above.
2. Place at left margin four lines below the complimentary close (leave three blank lines).

Two Signature Blocks

If two signature blocks are used, the preference is to stack them one above the other. Leave three blank lines for each handwritten signature. (Note: If necessary for space purposes, place the signature blocks side-by-side.)

Enclosure

1. Begin two lines below the signature block.
2. Use “Enclosure” on a letter (NOT “Attachment”).

cc notations

A complimentary copy (cc) notation lets the addressee know that a copy of the letter is being sent to another person.

1. The same cc notations on the incoming letter should be included on the response.
2. Begin the notation two lines below the signature block or “Enclosure” notation.
3. Use MS Code and P.O. Box or street address.
4. If there is a lengthy cc list that cannot be completely

typed on the same page as the letter, continue the cc list on a separate page. Repeat the cc: notation on the next page.

If the cc notations cannot be well balanced between both pages, and it is necessary to type all of them on a separate page, the following notation should be typed at the bottom of the letter:

cc: See Next Page

If the cc list is lengthy, type the addresses in double columns on succeeding pages.

bcc notations

A blind complimentary copy (bcc) notation is used if someone is receiving a copy of the letter and the addressee does not need to know (e.g. an informational copy is being sent to a departmental staff person who is not directly involved in the situation).

“bcc” does not appear on the original or cc copies.

Second-page heading

1. The header begins one inch from the top. Include the addressee’s name (as it appears in the address block), page number and date. Example:

Mr. William A. Porter
Page 2
(Date when signed)

2. Do not include functional working titles that follow the name (e.g. “President,” “Chief,” “Manager”).
 3. Do include medical or educational credentials (e.g. “M.D.,” “M.P.H.,” “Ph.D.”).
-

Envelopes/labels

Include appropriate envelopes, labels, or route slips for all copies that need them.

Refer to page 1-24 for an example of how to type an envelope.

Copies

Standard copies include:

1. Original
2. cc's (as appropriate)
3. Sign-Off Sheet (CDPH 1052) (originating office's copy)
4. bcc's (as appropriate)
5. Author Copy
6. Signer Copy
7. Director's Office Copy (only if the document is being tracked through controlled correspondence)

Programs may determine that additional copies are necessary.

Letter signed by executive staff

These additional rules apply to a letter signed by the Director, Chief Deputy Director, Deputy Directors, Governor's Office, or California Health and Human Services Agency (CHHS):

1. For letters signed by the Director, Chief Deputy Director, Deputy Directors, postdate the letter three business days, to allow time for approval and mailing. For letters signed by the Governor's Office, or California Health and Human Services Agency (CHHS), postdate the letter five business days, to allow time for approval and mailing.
2. The contact person in the closing paragraph must be a division chief or above.
3. Appropriate copies of the letter are submitted to the Director's Office for signature and tracking. The originating office should keep a pending copy until the letter has been signed. After signature the Director's Office will return the original signed letter to the division office for mailing.
4. Calls to the Director's Office regarding the status of

letters sent for signature should be made through
the Deputy Director's office.

Sign-Off Sheet

Purpose

The Sign-Off Sheet (CDPH 1052) ensures that all correspondence has been reviewed and approved by the appropriate persons in the Department, and that a record of this review is available for future reference.

1. Include an approval block for every person in the Department whose function is directly affected by the document, or who is participating in the approval and/or review process before the document is signed.
 2. The Sign-Off Sheet is the official file copy of the document. The originating office keeps the form in its file.
-

How to complete the form

1. Fill in the requested information for the author and each reviewer. ***Do not include an approval block for the signer or anyone beyond the signer.***
 2. The author is responsible for identifying those persons who should review the document.
 3. The blocks should be initialed and dated at each level of review.
-

↑
September 1, 20xx

CONFIDENTIAL or PERSONAL (if appropriate)

↑
Mr. or Mrs. Name, Title
Company Name (If Applicable)
Street Address
City, State Zip Code

↑
Dear Mr. or Mrs. Name:

↑
SAMPLE OF A FINAL LETTER

↑
This is the format to use for a letter in final form. The body is single-spaced. Adjust the vertical placement of the letter as needed between the date and the address block.

↑
Margins are one inch. Paragraphs are not indented, and the right margin is not justified. The signature block is typed four lines (three blank lines) below the complimentary close.

↑
Sincerely,

↓
Signature Block

↑
Enclosure

↑
cc: Mr. or Mrs. Name
Program Name
Department Name
Street Address
P.O. Box Number, MS Code
City, State Zip Code

↑
bcc: Name

}

shown on
departmental
copies only

Mr. or Mrs. Name
Page 2
September 1, 20xx



This is the format to use for subsequent pages of a letter. The heading begins one inch from the top of the page. The body begins four lines below the complete heading.



Sincerely,



Signature Block



Enclosure



cc: Mr. or Mrs. Name
Program Name
Department Name
Street Address
City, State Zip Code



bcc: Name



shown on
departmental
copies only

↑
September 1, 20xx

TO: (SPECIFIC GROUP OF INDIVIDUALS)

↓

SUBJECT: SAMPLE OF LETTER ADDRESSED TO A GROUP OF INDIVIDUALS

↓

This is the format to use for a letter to a group of individuals. The body is single-spaced. Adjust the vertical placement of the letter between the date and the "To" line. The subject is typed four lines below the To line, and the body is typed four lines below the subject.

↑

Margins are one inch. Paragraphs are not indented, and the right margin is not justified. The signature block is typed four lines below the body of the letter.

↑

The salutation and complimentary close are not used in this style of letter.

↓

Signature Block

↑

cc: Mr. or Mrs. Name
Program Name
Department Name
Street Address
P.O. Box Number
City, State Zip Code

↑

bcc: Name

↑

}

shown on
departmental
copies only

Legislative Correspondence

Request for a suggested reply or direct reply

The Department DOES NOT prepare suggested replies or direct replies (to the constituent) for legislators. Refer all correspondence from legislators to Legislative and Governmental Affairs (LGA). LGA will work with the legislator to provide the information requested to enable the legislator to draft a response.

Legislative contact

If a legislator contacts a program directly through a phone call or e-mail, immediately notify LGA of the contact.

CC routing

Letters from legislators must be controlled through LGA. If you receive one that has bypassed the CC process, forward it to LGA for control.

Signature authority

If a specific signature is required on a response to a legislator, it will be noted on the CC slip. If a specific signature is not noted, the program Deputy Director can decide who signs.

However, letters to legislators must be signed by a division chief or above.

Contact person in closing paragraph

The contact person must be a division chief or above.

**Letter to a
State legislator**

Copies

On a letter addressed to a state legislator or staff member (or cc/bcc), include the following bcc's:

bcc: California Health and Human Services Agency
Director's Office *
Legislative and Governmental Affairs

* Include this bcc only if the letter is signed by someone other than the Director.

**Letter to a
Federal legislator**

Copies

On a letter addressed to a federal legislator or staff member (or cc/bcc), include the following bcc's:

bcc: California Governor's Office, Washington, DC
California Health and Human Services Agency
Director's Office *
Legislative and Governmental Affairs

* Include this bcc only if the letter is signed by someone other than the Director.

Letters Addressed to Specific Types of Organizations

Letter to a foreign country

When addressing correspondence to a foreign country, the name of the country is listed separately as the last line of the address block (in full caps and spelled out):

Mr. William A. Porter
Smith Supply Company
340 Marigold Avenue
Toronto, Ontario M4T 1L9
CANADA

Media correspondence

Notify Office of Public Affairs (OPA) if program receives any correspondence from the media. OPA will work with the program on preparing the appropriate response.

Telephone calls from the media must be referred to OPA for response.

Letter to an office in Washington, DC, or a federal official

A letter addressed to an organization in Washington, DC, or to a federal organization must include the following bcc's:

bcc: California Governor's Office, Washington, DC
Legislative and Governmental Affairs

Address of Governor's Office, Washington, DC

The address of the Governor's Office in Washington, DC, is:

Washington Office of the California Governor
134 Hall of the State
444 North Capitol Street NW, Suite 134
Washington, DC 20014

Mail-merge

When typing the same letter (or memo) to several individuals, these guidelines are suggested:

Original Prepare an original letter (individually addressed) for each addressee. Also prepare an envelope for each addressee.

Copy Prepare a copy of letter and the list. At the top of the letter type the notation "SAME LETTER (or MEMO) SENT TO ATTACHED LIST."

If possible, prepare the list alphabetically. Page numbers are added to the bottom of the list if it is more than one page.

Example Following is an example of a mail-merge letter.

September 1, 20xx

SAME LETTER SENT TO ATTACHED LIST



This is a sample of how to set up a letter that is sent to more than one individual (often referred to as a mail-merge letter):

1. Prepare an original letter (individually addressed) for each addressee. Prepare a copy of letter and list for all copies.
2. Type the mailing list.
3. Attach a copy of the mailing list to a copy of the letter for the programs files.
4. Refer to the previous page for more detailed instructions.

All procedures previously identified relating to preparing standard business letters apply to this type of letter.

Sincerely,

Signature Block

cc: Mr. or Mrs. Name
Street Address
City, State Zip Code



shown on departmental copies only

September 1, 20xx

Same letter sent to the following:

Mr. or Mrs. Name
Street Address
City, State Zip Code

Mr. or Mrs. Name
Street Address
City, State Zip Code

Mr. or Mrs. Name
Street Address
City, State Zip Code

Mr. or Mrs. Name
Street Address
City, State Zip Code

Mr. or Mrs. Name
Street Address
City, State Zip Code

Mr. or Mrs. Name
Street Address
City, State Zip Code

How to Prepare an Envelope

When to prepare an envelope

Prepare an envelope for any correspondence sent through the U.S. Post Office. Envelopes should also be used for “confidential” material being sent through the departmental or interagency mail system.

Do not put more than five sheets of paper in a standard size envelope. This makes it difficult to process in the sealing and metering machines. Documents with more than five pages are to be mailed in an 8 ½ x 11 manila envelope.

Format

1. Block format; single-space.
2. Abbreviate the state name on the envelope.
4. For confidential correspondence, type the notation “CONFIDENTIAL” two lines above the address block.
5. The CDPH return address and mailing address is as follows:

California Department of Public Health
P.O. Box 997377, MS XXXX
Sacramento, CA 95899-7377

If a street address is needed for delivery, use the building address and use the zip code 95814.

(Please note there is a different zip code used with the street address than with the P.O. Box).

Interagency Mail Service (IMS)

Mail being delivered to state agencies (other than CDPH) in Sacramento is handled through the Department of General Services (DGS) Interagency Mail Service (IMS). General Services has developed a coding system where a specific code is assigned to each agency that they service (to expedite delivery).

1. Type the notation “INTERAGENCY MAIL” two lines above the address block (or above

“CONFIDENTIAL”) and include the IMS code.
Copies of the IMS codes for each state department
can be found on DGS website.

Example: INTERAGENCY MAIL H-1

2. Mail not including this code takes longer to deliver or may be returned to the program for correction.
3. Material being sent to other state agencies in Sacramento (via Interagency Mail) should be placed in a Messenger Envelope (STD 117) for mailing (to prevent damage).

Example

Following is an example of how to format an envelope.

ENVELOPE

California Department of Public Health
1615 Capitol Avenue
P.O. Box 997377, MS 0500
Sacramento, CA 95899-7377

Mr. John Smith
1234 Saratoga Way
Sacramento, CA 95814

Telephone Record

State of California—Health and Human Services Agency

Department of Public Health

TELEPHONE RECORD

Program control number (Optional)	
Date	
Name of person called	Phone number
Division/section representative of: [REDACTED]	
Name of caller	Phone number
Division/section representative of:	
Purpose of call/question:	

Response:

Signature	Date
-----------	------

SECTION 2

Memos

Subject	Page
When to Use a Memo	2-1
How to Type a Memo	2-1
Sign-Off Sheet	2-9
Sample: Memo	2-10
Sample: Memo With a Via	2-12
Sample: Memo Leaving Sacramento	2-13

When to Use a Memo

When to use a memo	Use a memo format when writing to staff within State Government.
---------------------------	--

How to Type a Memo

Before typing	Review the Grammar section of this Handbook. That section identifies rules for punctuation, capitalization, etc.
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Paper to use	➤ First Page: Department memohead
	➤ Second Page: Plain white bond

<http://cdphintranet/FormsPubs/Pages/CDPHLtrMemo.aspx>

Font size/style (body)	The Department's standard is Arial 12 pt. Department memos must always maintain a professional and businesslike appearance.
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Examples	Refer to the following pages for examples:
➤ Memo	2-10
➤ Memo With a Via	2-12
➤ Memo Leaving Sacramento	2-13

Margins/placement on page	<ol style="list-style-type: none">1. Left, right, and bottom margins are one inch.2. Left justified (right margin is not justified).3. Date of the memo begins two lines below the printed memohead. Each item in the heading is separated by one blank line.4. The four main items in the heading of a memo are: Date: To: From: Subject:
----------------------------------	--

-
5. If a lengthy memo has to be split between two pages, only split it in the body. Do not split the memo before or between the closing notations.
 6. Make minor spacing adjustments to eliminate pages that contain minimal language (e.g. a single cc notation). In this particular situation, type the cc notations side-by-side in order to include them on the first page.

When adjusting the spacing, keep in mind that the finished document should always look professional and centered.

To (address block)

Include the following information (in this order):

- Name of Addressee (and title if appropriate) *
- Office Name
- Department Name (if outside CDPH)
- Mailing Address
- City, State ZIP (if different from city in **From** line)

* Do not use “Mr.,” “Mrs.,” or “Ms.” in the address block or cc notation of a memo.

Field offices addressing memos to department staff in Sacramento at locations other than the East End Complex must use the post office box number, MS Code and ZIP.

Via

A “via” is included if the memo is to be routed through another person before reaching the addressee.

While there are no specific guidelines established for the use of a via, generally a via is included when the addressee needs to be aware that the memo has been routed through another party for information and/or approval.

Multiple vias can be stacked one above the other, or side-by-side (whichever looks more appropriate).

If a via is included, the person to whom the via is initially

routed must initial and date the memo before it is delivered to the addressee.

From (signature)

Include the following information (in this order):

- Signer's Name (and Title if Appropriate)
- Office Name
- Division Name
- Street Address *
- City, State ZIP (if different from city in address block)

* Include the post office box (P.O. Box) if the signer is located in a Sacramento location other than the East End Complex and the memo is leaving Sacramento.

The response back to CDPH will be sent through the U.S. Postal Service, and it only recognizes the P.O. Box and MS Code as official delivery addresses in Sacramento. Mail that is addressed to a Sacramento address other than the East End Complex and does not include the post office box will not be delivered.

Signature Authority

1. Programs can decide who should sign a memo.
2. Signature of the signer will be at the **From** line.
3. A memo addressed to the Governor's Office or Agency must be prepared for the signature of a division chief or above. (Note: The memo is transmitted using a Governor's Office or Secretary's Action Requested form. See the **Governor's Office and Secretary's Documents** sections for more information.)

Subject

Capitalize the first letter of each major word in the subject line. If the subject line extends more than one line, subsequent lines should start directly under the first line.

Body

Correspondence is to be written in a warm, informative, and concise manner. Use a nonpersonal tense unless the author is also the signer (e.g. use “we” or “the Department” rather than “I”). Use simple language.

1. Begin four lines below the subject line.
2. Single-space.
3. Paragraphs are not indented.
4. Left justified (right margin is not justified).
5. When preparing a multipage document and paragraph must be split, keep at least two lines of the paragraph on each page.
6. A hyphen, dash, or slash should not appear as the last character on a line.
7. Split proper nouns, dates, etc. at the right margin as long as standard word division rules are followed. (See the **Grammar** section for specific rules.)

Opening paragraph

There is no standard language recommended for the opening paragraph on memos.

Closing paragraph

There is no standard language recommended for the closing paragraph on memos. But the name and telephone number (area code if needed) of the contact person should be included in the closing paragraph.

The contact person should be a division chief or above for memos signed by the Director, Chief Deputy Director, or Deputy Directors.

Attachment

1. Begin four lines below the body.
 2. Use "Attachment" on a memo (NOT "Enclosure").
-

cc notations

A complimentary copy (cc) notation lets the addressee know that a copy of the memo is being sent to another person.

1. The cc notation is shown on the original and on all copies.
 2. Include appropriate mailing information (see **Address Block** section, page 2-2).
-

bcc notations

A blind complimentary copy (bcc) notation is used if you do not want the addressee to know that someone is receiving a copy of the memo (e.g. an informational copy is being sent to a department staff person who is not directly involved in the situation).

The bcc notation does not appear on the original or on cc copies.

Second-page heading

1. Begin one inch from the top.
1. Include the addressee's name (as it appears in the address block), page number and date.

Example:

Full Name (do not use "Mr.")

Page 2

September 1, 20xx

3. Do not include functional working titles that follow the name (e.g. "Director," "Chief").
4. Do include medical or educational credentials (e.g. "M.D.," "M.P.H.," "Ph.D.").

Envelopes/labels

Include appropriate envelopes, labels or route slips for all copies that need them.

If appropriate, include the Interagency Mail Service (IMS) code for mail addressed to state agencies (other than CDPH) in Sacramento.

Refer to page 1-21 and 1-22 for more information on IMS or preparing envelopes.

Approval block

When approval is needed on a particular subject matter, an approval block should be included at the bottom of the memo:

APPROVED: _____

(Name of Approving Party)

(Title of Approving Party)

DATE: _____

Copies

Standard copies include:

- Original
- cc's (as appropriate)
- Sign-Off Sheet (CDPH 1052) (originating office's copy)
- bcc's (as appropriate)
- Author Copy
- Signer Copy

Programs may determine that additional copies are necessary.

All copies of the memo are prepared on memohead (except the official file copy, which is prepared on the Sign-Off Sheet and kept by the originating office). See page 2-9 for more information on the Sign-Off Sheet.

Memo signed by executive staff

These additional rules apply to a memo signed by the Director, Chief Deputy Director or Deputy Directors:

1. Postdate the memo three days to allow time for processing in the Director's Office.
2. The contact person in the closing paragraph must be a division chief or above.
3. Appropriate copies of the memo are submitted to the Director's Office for signature and release. The originating office should keep a pending copy until the memo has been signed. After signature and release of the appropriate copies, the Director's Office will return the approved program copy(ies) through the respective division office.
4. Calls to the Director's Office regarding the status of memos sent for signature should be made through the respective Deputy Director's office.

Packaging

Refer to the ***Packaging and Release*** section for specific information on packaging.

The Sign-Off Sheet

Purpose

The Sign-Off Sheet (CDPH 1052) ensures that all correspondence has been reviewed and approved by the appropriate persons in the Department, and that a record of this review is available for future reference.

1. Include an approval block for every person in the Department whose function is directly affected by the document or who is participating in the approval and/or review process before the document is signed.
2. Only the first page of the correspondence is prepared on this form (all other pages are on white bond).
3. The Sign-Off Sheet is the official file copy of the document. The originating office keeps the form in its file.

Note: The Sign-Off Sheet does not need to be used if the author and signer are the same person (as no higher approval is needed).

How to complete the form

1. Fill in the requested information for the author and each reviewer. **Do not include an approval block for the signer or anyone beyond the signer.**
 2. The author is responsible for identifying those persons who should review the document.
 3. The blocks should be initialed and dated at each level of review.
-

↑
 Date: September 1, 20xx
 ↑
 To: Name, Title
 Program or Section
 Street Address, Suite Number
 ↑
 From: Name, Title
 Program or Section
 Street Address, Suite Number
 ↑
 Subject: Sample of a Final Memo (this is an example of how to type a subject line
 that is more than one line)
 ↓

This is the format to use for a memo in final form. The date begins two lines below the memohead. Each item in the heading is separated by one blank line. The body begins four lines below the subject and is single-spaced.

↑
 Margins are one inch. Paragraphs are not indented, and the right margin is not justified. The closing notations begin four lines below the body.

↓
 Attachment
 ↑
 cc: Name
 Program or Section
 Street Address, Suite Number } not shown on
 original or cc's
 ↑
 bcc: Name
 ↑

Name from To Section
Page 2
September 1, 20xx



This is the format to use for subsequent pages of a memo. The heading begins one inch from the top of the page. The body begins four lines below the complete heading.



Attachment



cc: Name
 Program or Section
 Street Address, Suite Number



not shown on
original or cc's



bcc: Name



↑
 Date: September 1, 20xx
 ↑
 To: Name
 Department or Program
 Street Address, Suite Number
 ↑
 Via: Name, Title
 Program or Division
 Department Name (if memo is leaving the Department)
 714 P Street, Room 104
 ↑
 From: Name, Title
 Program or Division
 Street Address, Suite Number
 ↑
 Subject: Sample of a Memo With a Via
 ↓

This is the format to use for a memo with a via. All other procedures that relate to preparing a memo should be followed. **Note:** The body is single-spaced .

↓
 cc: Name
 Department
 Street Address, Suite Number } not shown on
 original or cc's
 ↑
 bcc: Name
 ↑

↑
 Date: September 1, 20xx
 ↑
 To: Name
 Program or Section
 Street Address, Suite Number
 City, State Zip Code
 ↑
 From: Name, Title
 Program or Section
 City, State Zip Code
 ↑
 Subject: Sample of a Memo Leaving Sacramento (or the City of Origin)
 ↓

This is the format to use for a memo leaving Sacramento (or the city of origin). The city, state and zip code are included if the memo is addressed to a city other than the city of origin. Even if the addressee and sender are located in the same city, and the cc is located in another city, **all** addresses should include the city, state and zip code.

↑
 All other procedures related to preparing a memo should be followed.
 ↓

cc: Name
 Program or Section
 Street Address, Suite Number
 City, State Zip Code } not shown on original or cc's
 ↑
 bcc: Name
 ↑

SECTION 3

Controlled Correspondence

Subject	Page
What is a CC?	3-1
CC Categories	3-2
Response Categories	3-2
Turnaround Time (Due Date)	3-4
Extension to the Due Date	3-4
Interim Response	3-5
Telephone Response	3-6
Misdirected CC	3-6
Program Responsibilities	3-7
Flowchart of CC Process	3-9
Sample: CC Control Slip	3-10
Sample: Telephone Record	3-11

Processing a CC

What is a CC?

The term “CCC” refers to the “Correspondence Control Coordinator,” which is part of the Director's Office.

The objective of the Controlled Correspondence (CC) process is to ensure that we reply to controlled correspondence in a timely manner.

See page 3-9 for a flowchart showing the CC process.

If at anytime you are in doubt about any procedure which is necessary for the completion of staff work, request clarification from a supervisor or lead clerical support within the program chain of command.

Documents that are controlled

The Department controls correspondence requiring a response that is received from:

- The Governor's Office.
 - The California Health and Human Services Agency.
 - A legislator (state or federal).
 - As necessary, anything addressed to Executive Staff.
 - Other items as necessary.
-

How the process works

CCC does the following:

1. Attaches a Correspondence Control Slip (Refer to page 3-10 for a sample of this form).
 2. Determines the response category and assigns the correspondence to the appropriate program or division for response.
 3. Logs the correspondence into a computer tracking system (GDAIS).
 4. Packages the material in a lavender folder and puts it in the appropriate deputy director's "mail pickup box."
-

CC categories

There are three categories of controlled correspondence:

1. **Governor's Office (GOAR).**

For further information about handling a Governor's transmittal, refer to the ***Governor's Office Documents*** section.

2. **Health and Human Services Agency (SAR).**

For further information about handling an Agency transmittal, refer to the ***Agency Documents*** section.

3. **Departmental.**
-

Response categories

There are six response categories on the control slip:

1. **Prepare for Director's Signature:** Prepare a response for the Director's signature.
2. **Reply Direct:** Prepare for signature of a CDPH staff member (signature is determined by program).
3. **Suggested Reply:** Prepare a response for signature of the Governor or the Agency Secretary.

4. **No Response Necessary (NRN):** Either the correspondent has not requested a reply or the Director's Office has determined that a response is not necessary (A program manager may also determine that a response is not necessary).
 - a. **Governor or Agency CC:** If NRN is selected for this type of CC, add the following information to the transmittal: include "NRN," date, reason for NRN, and name and section of the person authorizing NRN.

If you prefer (e.g. due to a lengthy explanation), a cover memo can be written to the Governor's Office or the Agency explaining the reason no response was necessary (A copy of the memo must be included for CC). In this case, the cover memo is sufficient for transmittal purposes. It is not necessary to also include a Governor's Office or Secretary's Action Requested form.

- b. **Departmental CC:** If NRN is selected for this type of CC, add the following information to the CC Control Slip: Include "NRN," date, reason for NRN, and name and section of the person authorizing NRN.

Note: NRN cannot be used on a **suggested reply** transmittal (a **written** suggested reply must be provided).

Even if no **written** response is prepared, paperwork still needs to be packaged (Refer to the **Packaging and Release** section for how to package an NRN).

5. **Review and Recommend:** Review and make a recommendation supporting or opposing. Prepare a suggested reply for the signature of either the Governor or the Agency Secretary, or a final response for the Director's signature.
 6. **Take Whatever Action:** Response directive is determined by the appropriate program manager either Reply Direct, Suggested Reply or No Response Necessary.
-

**Turnaround time
(due date)**

The following due dates have been established for CC:

Type of CC	Type of Response	Turnaround
Governor's Office(Goldenrod)	Suggested Reply	due one day prior to go due date
	Reply Direct	due one day prior to go due date
Agency (Bluerod)	Suggested Reply	due one day prior to agency due date
	Reply Direct	due one day prior to agency due date
Departmental/Legislative	Reply Direct (to Legislator)	10 working days
Departmental/Nonlegislative	Reply Direct	15 working days

Occasionally a CC has a due date of less than five working days. CCC will flag these packages with a red "EXPEDITE" tag.

**Extension to the
due date**

If you need an extension to the due date, contact CCC (for Governor or Agency transmittals, CC must request an extension through the Agency). An extension will ONLY be approved if one of the following actions has been taken:

1. **Interim Response:** An interim written response is prepared to the correspondent giving the date of completion for the final response.

Refer to page 3-5 for information on this procedure.

2. **Telephone Record:** A telephone call is made to CCC and to the correspondent giving a specific date of completion for the final response. The telephone conversation with the correspondent must be documented and maintained with the CC file within the program.

Refer to page 3-6 for information on this procedure.

If you can't meet the due date (interim response)

If the response will take longer than the established due date, an **interim response** must be prepared. This can be done by either a written response or telephone call to the correspondent (the telephone conversation must be documented by the Program).

The interim response must include a specific date as to when the final response will be forwarded.

The following table shows when an interim response can be used on a CC:

Type of CC	Type of Response	Interim Response Can Be Used
Governor's Office	Reply Direct	Yes *
	Suggested Reply	No
Agency	Reply Direct	Yes *
	Suggested Reply	No
Departmental (Including Legislative)	Reply Direct	Yes

* An interim response can be prepared for Governor or Agency **Reply Direct** transmittals ONLY AFTER an extension has been approved for those offices. Contact CCC to request an extension.

Note: An interim response cannot be used on a **Suggested Reply** transmittal.

Packaging: Interim responses should be packaged just like a final written response, except that **copies** of the pink control slip and transmittal are included. When the final response is prepared, the **original** control slip and transmittal are included.

Include a notation on the **copy** of the pink control slip that an interim reply was prepared establishing a new date (e.g. "interim reply sent 9/1/20xx; new due date is 9/15/20xx"). Include a copy of the interim reply letter or the documentation from the telephone conversation.

Responding to a CC with a telephone call

If the reply to the correspondent is simple, it can be handled with a telephone call. In this case, the telephone conversation must be documented by the program and maintained with the correspondence file. Additionally, a copy of this document must be forwarded to CCC (with copies of all the other backup documents). Refer to telephone record page 3-11.

Exception: A telephone call cannot be used to respond to a ***Suggested Reply*** transmittal (a ***written*** suggested reply must be provided).

The following table shows who determines if a telephone response can be used:

Type of CC	Type of Response	Who Determines
Governor's Office	Reply Direct	Responsible Program
	Suggested Reply	Cannot Be Used
Agency	Reply Direct	Responsible Program
	Suggested Reply	Cannot Be Used
Departmental (Including Legislative)	Reply Direct	Responsible Program

A Telephone Record is packaged just like a written response. (Refer to the ***Packaging and Release*** section for information on packaging.)

Misdirected CC

Misdirected to Our Department

If a program receives a CC but determines that it belongs to another department, return the package to CCC through the chain of command. CCC will send a letter informing the correspondent that the letter is being forwarded to the proper department for response.

Misdirected to Your Program

If a program receives a CC which should be handled by another CDPH program, forward the package to the appropriate program.

Notify CCC and program chain of command of this transfer (via telephone or e-mail) so that the CCC can correct the tracking information.

Weekly Overdue List

Every week the CCC emails the Deputy Directors and program assignment coordinators a report showing the CC assignments that are currently overdue within their program.

The weekly overdue report includes all CC that have not been released or have been extended by CCC by the time the report is prepared.

If the overdue list includes an assignment that has been completed, contact CCC for an update.

Program Responsibilities

All program managers involved in the CC assignment are responsible for ensuring that satisfactory replies are prepared by the assigned due date for all CC.

Reply coordination and control responsibility is normally assigned to the clerical staff or administrative assistant in the division office or the Director's Office. However, this responsibility may be assigned to other staff members.

Coordinator Responsibilities

CC Coordinators involved in the assignment and tracking of CC should:

1. Ensure that each CC has been routed appropriately. If it has been routed incorrectly, follow instructions under ***Misdirected CC***.
2. Log the CC into the program's computer tracking system, noting which office is responsible for reply.
3. Forward the CC to the office chief for review and further assignment.
4. If an extension of the due date is necessary, follow the instructions under ***Extension to the Due Date***.

Handling a completed correspondence package:

1. Proofread the response to ensure correct spelling, punctuation, capitalization, grammar, format and package completeness.
 2. Log the completed correspondence into the program's computer tracking system.
 3. Forward the package through the appropriate channels for review, approval, and signature.
-

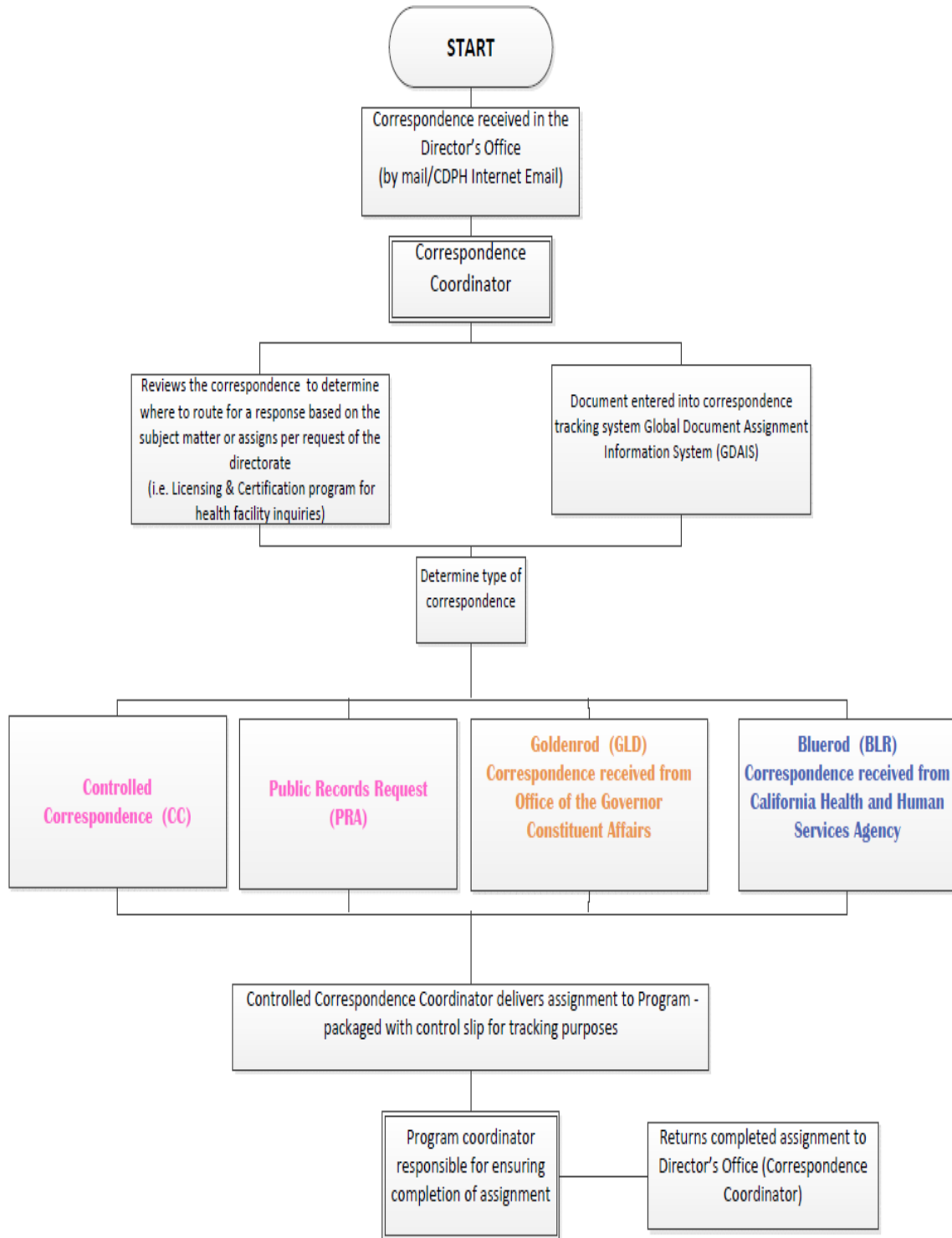
Examples

Following are examples of:

- Control Correspondence Flow Chart 3-9
 - Correspondence Control Slip 3-10
 - Telephone Record 3-11
-

CC Flow Chart

Correspondence Tracking System



Correspondence Control Slip

State of California Health and Human Services Agency	Control Slip	California Department of Public Health Control # CCU-2015-00050
<u>Document Date:</u> 1/22/2015 <u>Date Assigned:</u> 1/22/2015		
<u>From:</u> John Smith		
<u>Address:</u> 1234 Saratoga Way Sacramento, CA 95814		
<u>Description:</u> Constituent is seeking assistance with amending his birth certificate.		
<u>Division:</u> Center for Health Statistics & Informatics		
<u>Request Type:</u> Reply Direct		
<u>Assignment Comment:</u>		
<u>Due Date:</u> 1/22/2015	<u>Completion Date:</u>	<u>Signed By:</u>
	_____	_____
Return to: 1615 Capitol Avenue Room: 73.720, MS 0500 Phone:		

Telephone Record

State of California—Health and Human Services Agency

Department of Public Health

TELEPHONE RECORD

Program control number <i>(Optional)</i>	
Date	
Name of person called	Phone number
Division/section representative of: [REDACTED]	
Name of caller	Phone number
Division/section representative of:	
Purpose of call/question:	
Response:	
Signature	Date

SECTION 4

Governor's Office Documents

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Sample: Reply Direct	4-4
What is a Suggested Reply	4-5
Sample: Suggested Reply	4-7
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Governor's Office Action Requested (CDPH 1060)	4-10
Sample: Governor's Office Action Requested	4-12
Instructions for Completing the Governor's Office Action Requested	4-13

Transmittals from the Governor's Office

Why transmittals are sent from the Governor's Office

When the Governor's Office receives correspondence from a constituent that relates to subject matter that CDPH handles, the correspondence is forwarded to CDPH for response.

The correspondence is sent to CDPH from the Constituent Affairs unit using a Goldenrod Routing Form.

This transmittal directs CDPH to either:

- Prepare a Reply Direct
- Prepare a Suggested Reply
- Take Whatever Action we consider appropriate (this includes handling as a Reply Direct, Suggested Reply or No Response Necessary).

These responses are explained in more detail on the following pages.

Goldenrod Routing Form

<i>Goldenrod Routing Instructions</i> Office of the Governor Constituent Affairs		
Referred to		Due Date
Department		*bad date* / /
Routed By:	Date Routed	Tracking Number
The Governor's Office, Constituent Affairs		
Return this letter to:		
Constituent's name		
Subject		
Action		
Instructions		

Processing a Governor's Reply Direct

What is a reply direct?

If the transmittal indicates that CDPH should “reply direct”, prepare a response directly to the constituent. This response is typed on CDPH letterhead and is prepared for the signature of a CDPH staff member.

Before typing

Review the **Grammar** section of this Handbook. This section identifies departmental rules for punctuation, capitalization, etc.

All format procedures noted in the **Letters** section apply.

A review of grammar and punctuation should be conducted by two CDPH staff to ensure accuracy and appropriateness of the response before sending for Management review and approval.

Copies for Agency and Governor's Office

Include the following bcc's:

bcc: Governor's Office
Health and Human Services Agency

If the response mentions “Governor (Name) has asked . . . ,” the Governor's Office may be shown as a cc:

cc: Governor's Office
State Capitol
Sacramento, CA 95814

bcc: Health and Human Services Agency

Packaging

Refer to the **Packaging and Release** section for specific information on packaging.

Example

Following is an example of what the reply direct should look like.

Sample Reply Direct

↑
September 1, 20xx

Mr. or Mrs. Name, Title
Company Name (If Applicable)
Street Address
City, State Zip Code

↑
Dear Mr. or Mrs. Last Name:

↑
SAMPLE OF A GOVERNOR'S REPLY DIRECT

↑
This is the format to use for a reply direct for the Governor's Office. All format procedures noted in the **Letters** section apply.

↑
The body is single-spaced. Adjust the vertical placement of the letter between the date and the address block.

↑
Margins are one inch. Paragraphs are not indented and the right margin is not justified. The signature block is typed four lines (three blank lines) below the complimentary close. Closing paragraph should include a program contact telephone number.

↑
Sincerely,

↓
Signature Block

↑
cc: Name
Company Name (If Applicable)
Street Address
City, State Zip Code

↑
bcc: Governor's Office
Health and Human Services Agency }

does not appear on original or cc's

Processing a Governor’s Suggested Reply

What is a suggested reply?

If the transmittal indicates that CDPH should prepare a “suggested reply,” prepare a response for the signature of the Governor (or another staff member's name, as noted on the transmittal).

This response is prepared on plain white bond, single-spaced. It will be sent back to the Governor's Office (via the Agency) for approval. Staff in the Governor’s Office will finalize the letter (on Governor's Office letterhead).

SUGGESTED REPLIES CANNOT BE ANSWERED BY A REPLY DIRECT OR TELEPHONE RESPONSE.

Before typing

Review the **Grammar** section of this Handbook. This section identifies departmental rules for punctuation, capitalization, etc.

All format procedures noted in the **Letters** section apply.

A review of grammar and punctuation should be conducted by two CDPH staff to ensure accuracy and appropriateness of the response before sending for Management review and approval.

Reference to CDPH

Within the body of the suggested reply, if reference is made to a program within our Department, include the name of our Department; e.g. “Staff of the Department of Public Health’s Program Support Branch researched the situation . . .”

Copy for Agency

Include a bcc for the Agency (shown on the original suggested reply) so that the Agency receives a copy of the Governor's Office final response:

bcc: Health and Human Services Agency

Packaging

Refer to the **Packaging and Release** section for specific information on packaging.

Example

Following is an example of what a suggested reply should look like.

Sample Suggested Reply

(Do Not Date)

Mr. or Mrs. Full Name, Title (if applicable)
Company (if applicable)
Street Address
City, State Zip Code



Dear Mr. or Mrs. Last Name:



SAMPLE OF A GOVERNOR'S SUGGESTED REPLY



This is the format to use for a suggested reply for the Governor's Office. All format procedures noted in the **Letters** section apply.



The "Suggested Reply" heading begins one inch from the top of the page. Adjust the vertical placement of the letter between the heading and the address block.



Margins are one inch. The body is single-spaced. Paragraphs are not indented, and the right margin is not justified. The signature block is typed four lines (three blank lines) below the complimentary close.



Sincerely,



Governor's Name



cc: Same as Incoming Letter



bcc: Health and Human Services Agency



} Does not appear on originals or cc's

Handling a Governor's Transmittal Via Telephone Response

What is a telephone response?

If the responding program determines that the response can be handled by making a telephone call to the constituent, the telephone conversation with the constituent must be documented by the program and must be maintained in the CC file within the program.

When it can be used

A telephone response can only be used when the transmittal indicates "reply direct" or "take whatever action." It may not be used for "suggested reply" transmittals.

How to handle a telephone response

The responsible staff member handles the matter with the constituent over the telephone. The telephone conversation must be documented by that staff member.

Packaging

A telephone response is packaged the same as a letter. Refer to the **Packaging and Release** section for specific information on packaging.

Telephone Record

State of California—Health and Human Services Agency

Department of Public Health

TELEPHONE RECORD

Program control number (Optional)	
Date	
Name of person called	Phone number
Division/section representative of: [Redacted]	
Name of caller	Phone number
Division/section representative of:	

Purpose of call/question:

Response:

Signature	Date
-----------	------

Governor's Office Action Requested (CDPH 1060)

Transmitting material to the Governor's Office

All material sent to the Governor's Office for information, decision, approval or signature must be transmitted by a Governor's Office Action Requested form (CDPH 1060), commonly referred to as a "GOAR."

No additional transmittal memos are needed.

Media issues

GOARs relating to media campaigns and public education events have a special format and are processed through the Office of Public Affairs (OPA).

Examples of these items are press releases, media advisories, campaign materials (e.g. TV and radio public service announcements, print ads, billboard ads, concepts, scripts, etc.), press events, proclamation requests, commendations and scheduling proposals for the Governor and/or First Lady.

Contact OPA for instructions

<http://cdphintranet/SvcProg/ExAffairs/Pages/OPA.aspx>

Legislative issues

GOARs relating to legislative issues have a special format and are processed through Legislative and Governmental Affairs (LGA). After the GOAR has been approved by program Deputy Director, forward it to LGA. LGA will send to the Director's Office for approval.

Use the special "legislative" version of the Governor's Office Action Requested form (CDPH 1060 L). Please note that the CDPH 1060 L is not used to transmit reports to the Legislature or legislative testimony.

Work with LGA when a determination needs to be made as to whether an issue should be forwarded with a GOAR.

Contact LGA for instructions.

<http://cdphintranet/SvcProg/ExAffairs/Pages/OPA.aspx>

Packaging

Refer to the ***Packaging and Release*** section for specific information on packaging.

Example

Following is an example of the GOAR and instructions for completing the form. The form is available through the CDPH intranet:

<http://cdphintranet/FormsPubs/Pages/LegislativeForms.aspx>

GOVERNOR'S OFFICE ACTION REQUESTED (CDPH 1060)



GOVERNOR'S OFFICE ACTION REQUEST

TO: Nancy McFadden, Executive Secretary
Administration, Legal Affairs, and Policy

FROM: Diana S. Dooley, Secretary
Health and Human Services Agency

PREPARED BY: [Author's Name]
[Author's Program]
[Authors Telephone/ Author's E-mail]

DATE: [Date Prepared]

SUBJECT: [Summarizing Request Title]

-
- Request for Approval Request for Action
 Request for Cabinet Discussion

TIME FACTOR: [Date Response Needed]

SUMMARY: [Request Overview]

DISCUSSION/PRO-CON ARGUMENTS: [Pertinent Points For/Against]

EFFECT ON EXISTING LAW: [Legislative Impact]

ESTIMATED COST: [Financial Impact and Financing Party]

RECOMMENDATION: [Formal Request Statement]

APPROVED:

Ron Chapman, MD, MPH
Director & State Health Officer
California Department of Public Health

Date

Diana S. Dooley, Secretary
Health and Human Services Agency

Date

Instructions for Completing the Governor's Office Action Requested

- This form should not exceed two pages.
- The main headings (Summary/Pro-Con Arguments, Effect, Estimated Cost, etc.) are to appear on the first page. If all of the information does not fit, continue the information on page two, or type "See Attached" and type all of the information on page two.
- The signatures must always appear at the bottom of the first page.

1. **Prepared By:** Include originator's name, office, and telephone number.
2. **Date:** Leave blank (will be dated in Director's Office).
3. **Subject:** Use a short descriptive phrase or sentence (not the CC number).
4. **Type of Action:** Check appropriate box.
5. **Summary/Pro-Con Arguments:** State the issue to be resolved or the action requested. Summarize the facts that caused the issue(s). Clearly outline the pro/con arguments for the approach taken. Indicate parties that support and oppose this action.
6. **Effects on Existing Law:** Include the anticipated effect on existing law.
7. **Estimated Cost:** Clearly outline all anticipated implementation costs and source of funding.
8. **Time Factor:** Indicate specific deadlines or timelines, and how these will affect the necessary action.
9. **Recommendation:** Summarize the recommended action.
10. **Approved:** Approvers, as required, will sign and date.
11. Include "N/A" (Not Applicable) next to items that do not apply to the issue.
12. Attach necessary documents.

SECTION 5

California Health and Human Services Agency Documents

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Instructions for Completing the Secretary's Action Requested	5-10

Transmittals from Agency

Why transmittals are sent from Agency

When Agency receives correspondence from a constituent that relates to subject matter that CDPH handles, the correspondence is forwarded to CDPH for response.

The correspondence is sent to CDPH using a Correspondence Transmittal called a Bluerod.

This transmittal directs CDPH to either:

- Prepare a reply direct
- Prepare a suggested reply
- Take whatever action we consider appropriate (this includes handling as a Reply Direct, Suggested Reply, or No Response Necessary).

These responses are explained in more detail on the following pages.

Example

Following is an example of the Correspondence Transmittal.

CORRESPONDENCE TRANSMITTAL

California Health and Human Services Agency

Printed on 1/22/2015

Folder Title and Keywords:

reconvening of the task force

Folder Number 1

Entered By Virginia Franco

Category Bluerod

Action Requested FYI

Received From Agency

Address CHHS

Orig. Dept's Tracking#

Old Doc Number 0

Entry Date 1/9/2012

Document Date 1/9/2012

Due Date 1/24/2012

Assignments

Assignee	Date Assigned	Date Due	Date Completed
Virginia Franco		1/24/2012	1/9/2012

Assignment History

test.

Processing an Agency Reply Direct

What is a reply direct?

If the transmittal indicates that CDPH should “reply direct,” prepare a response directly to the constituent. This response is typed on CDPH letterhead and is prepared for the signature of a CDPH staff member.

Before typing

Review the **Grammar** section of this Handbook. This section identifies departmental rules for punctuation, capitalization, etc.

All format procedures identified in the **Letters** section apply.

Copy for Agency

Include the following bcc:

bcc: Health and Human Services Agency

If the response mentions “(Name of Secretary) has asked . . . ,” Agency may be shown as a cc:

cc: Health and Human Services Agency
1600 Ninth Street, Room 460
Sacramento, CA 95814

Packaging

Refer to the **Packaging and Release** section for specific information on packaging.

Example

Following is an example of what the Reply Direct should look like.

Reply Direct

↑
September 1, 20xx

Mr. or Mrs. Name, Title
Company Name (If Applicable)
Street Address
City, State Zip Code

↑
Dear Mr. or Mrs. Last Name:

↑
SAMPLE OF AN AGENCY REPLY DIRECT

↑
This is the format to use for a Reply Direct for Agency. All format procedures noted in the **Letters** section apply.

↑
The body is single-spaced. Adjust the vertical placement of the letter between the date and the address block.

↑
Margins are one inch. Paragraphs are not indented and the right margin is not justified. The signature block is typed four lines (three blank lines) below the complimentary close. Include a program name and contact phone number for additional questions.

↑
Sincerely,

↓
Signature Block

↑
cc: Name
Company Name (If Applicable)
Street Address
City, State Zip Code

↑
bcc: Health and Human Services Agency } does not appear on
↑ } original or cc's

Processing an Agency Suggested Reply

What is a Suggested Reply?

If the transmittal indicates that CDPH should prepare a Suggested Reply, prepare a response for the signature of Agency Secretary (or other staff member's name, as noted on the transmittal).

This response is prepared on Agency letterhead (available from the Director's Office). It will be sent back to Agency for approval and signature.

SUGGESTED REPLIES CANNOT BE ANSWERED BY A REPLY DIRECT OR TELEPHONE RESPONSE.

Before typing

Review the **Grammar** section of this Handbook. This section identifies departmental rules for punctuation, capitalization, etc.

All format procedures identified in the **Letters** section apply.

Reference to CDPH

Within the body of the Suggested Reply, if reference is made to a program within the Department, include the name of our Department; e.g. "Staff of the Department of Public Health's Program Support Branch researched the situation . . ."

Packaging

Refer to the **Packaging and Release** section for specific information on packaging.

Example

Following is an example of what a Suggested Reply should look like.

Suggested Reply

(Do Not Date)

Mr. or Mrs. Name, Title
Company Name (If Applicable)
Street Address
City, State Zip Code



Dear Mr. or Mrs. Name:



SAMPLE OF AN AGENCY SUGGESTED REPLY



This is the format to use for a Suggested Reply for Agency. All format procedures noted in the **Letters** section apply.



The body is single-spaced. Adjust the vertical placement of the letter between the letterhead and the address block.



Margins are one inch. Paragraphs are not indented, and the right margin is not justified. The signature block is typed four lines (three blank lines) below the complimentary close.



Sincerely,



Name of DHHS Secretary
Secretary



cc: Same as Incoming Letter



bcc: As Indicated by Author



does not appear
on original or cc's

Handling an Agency Transmittal Via Telephone Response

What is a telephone response?

If the responding program determines that the response can be handled by making a telephone call to the constituent, the call must be documented and a record kept in the program's file for future reference.

When it can be used

A telephone response can only be used when the transmittal indicates "reply direct" or "take whatever action." It may not be used for "suggested reply" transmittals.

How to handle a telephone response

The responsible staff member handles the matter with the constituent over the telephone. The telephone conversation must be documented and kept in the program's office file for future reference.

Packaging

A Telephone Record is packaged the same as a letter. Refer to the **Packaging and Release** section for specific information on packaging.

Telephone Record

State of California—Health and Human Services Agency

Department of Public Health

TELEPHONE RECORD

Program control number <i>(Optional)</i>	
Date	
Name of person called	Phone number
Division/section representative of: [REDACTED]	
Name of caller	Phone number
Division/section representative of:	

Purpose of call/question:

Response:

Signature	Date
-----------	------

Secretary's Action Requested (CDPH 1053)

Transmitting material to Agency

All material sent to Agency for information, decision, approval or signature must be transmitted by a Secretary's Action Requested form (CDPH 1053), commonly referred to as a "SAR."

No additional transmittal memos are needed.

Media issues

SARs relating to media campaigns and public education events have a special format and are processed through the Office of Public Affairs (OPA).

Examples of these items are talking points, speeches, requests for press conferences and scheduling proposals for the Agency Secretary.

Contact OPA for instruction:

<http://cdphintranet/SvcProg/ExAffairs/Pages/OPA.aspx>

Packaging

Refer to the **Packaging and Release** section for specific information on packaging.

Example

Following is an example of the SAR and instructions for completing the form. (The form is available through the intranet.)

SECRETARY'S ACTION REQUESTED (CDPH 1053)

State of California-Health and Human Services Agency

California Department of Public Health

SECRETARY'S ACTION REQUESTED

TO: DIANA S. DOOLEY, Secretary
Health and Human Services Agency

FROM: Ron Chapman, MD, MPH
Director & State Health Officer
California Department of Public Health

Prepared by: [REDACTED]

DATE: [REDACTED]

SUBJECT: [REDACTED]

Request for Approval

Request for Discussion

APPROVED BY:

Ron Chapman, MD, MPH
Director & State Health Officer
California Department of Public Health

Date

Diana S. Dooley, Secretary
Health and Human Services Agency

Date

RECOMMENDATION: [REDACTED]

SUMMARY: [REDACTED]

PRO/CON ARGUMENTS: [REDACTED]

EFFECT ON EXISTING LAW: [REDACTED]

ESTIMATED COST: [REDACTED]

TIME FACTOR: [REDACTED]

BACKGROUND: [REDACTED]

Instructions for Completing the Secretary's Action Requested

- This form should not exceed two pages.
- The main headings (Summary/Pro-Con Arguments, Effect, Estimated Cost, etc.) are to appear on the first page. If all the information does not fit, you can continue the information on page 2, or just type "See Attached" and type all of the information on page 2.
- The signatures must always appear at the bottom of the first page.

1. **Prepared By:** Include originator's name, office, and telephone number.
2. **Date:** Leave blank (will be dated in Director's Office).
3. **Subject:** Use a short descriptive phrase or sentence (not the CCU number).
4. **Type of Action:** Check appropriate box.
5. **Summary/Pro-Con Arguments:** State the issue to be resolved or the action requested. Summarize the facts that caused the issue(s). Clearly outline the pro/con arguments for the approach taken. Indicate parties that support and oppose this action.
6. **Effects on Existing Law:** Include the anticipated effect on existing law.
7. **Estimated Cost:** Clearly outline all anticipated implementation costs and source of funding.
8. **Time Factor:** Indicate specific deadlines or timelines, and how these will affect the necessary action.
9. **Recommendation:** Summarize the recommended action.
10. **Approved:** Approvers, as required, will sign and date.
11. Include "N/A" (Not Applicable) next to items that do not apply to the issue.
12. Attach necessary documents.

SECTION 6

Packaging and Releasing

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How to Package and Release Correspondence

Proofreading

The originator of a correspondence is responsible for the accuracy of the content of the correspondence. Review by a second staff member is advised to ensure accuracy and for proofreading purposes.

Proofread the correspondence carefully before routing for approval and signature. All support staff involved in the tracking of the correspondence must review the document for accuracy before processing. Check for the following:

1. Use the spell-check feature on the computer.
2. ALWAYS visually proofread the document.
3. Check for agreement with procedures listed in this Manual (format, grammar, capitalization, etc.).
4. Check for consistency throughout the entire document.
5. Does the document make sense? Is it complete?
6. Are the appropriate enclosures, envelopes, etc., included?
7. If correspondence is returned for changes or corrections, insert the copy with the suggested changes (folded) in front of the retyped material upon its return for signature.

Finishing touches

Before correspondence is forwarded for approval and signature, it is the originator of the correspondence responsibility to see that the package is accurate and complete. Also:

1. Every sheet (if more than one) requiring signature should be clearly indicated by document flags or "sign here" flags), and the number of signatures required should be noted on the route slip.
2. Attach a route slip to the outside of the folder,

indicating all persons who should review and approve the correspondence. Typically, the package should be routed through the standard chain of command between the originating office and the signer's office.

3. The originating support staff should keep a pending copy of the correspondence until it has been signed.
4. Suggested replies sent to the Governor's Office or Agency MUST be transmitted by a Governor's Office Action Requested (GOAR) form or a Secretary's Action Requested (SAR) form. (Refer to pages 4-10 and 5-9 for information on these forms.)

How to assemble copies

1. **Copies** of correspondence (not the original) with more than one page should be assembled and stapled into sets.
2. Remove all paper clips, staples, etc. One staple is used in assembling the entire package.
3. If the document is a CC, staple the pink Correspondence Control Slip to the front of the Sign-Off Sheet (CDPH 1052).
4. Clip enclosures (if any) behind the original letter.
5. All copies of correspondence must include a copy of the enclosures and a copy of the incoming correspondence (and any enclosures to that letter).
6. On copies, make a check mark at the notation to indicate where the copy goes (or a notation can be made in the top right corner).
7. Attach the appropriate envelope, label or route slip to the respective copies. Copies staying within CDPH can be marked in the top right corner.

How to package copies

Completed correspondence is packaged in a pocket folder when submitting for approval and signature.

Note: CC packages are sent to programs in a lavender folder. Route the final correspondence for signature in that same folder. After signature, forward the CC copy (CDPH 1052) to the Director's Office in the lavender folder.

Refer to the following pages for packaging instructions:

Type of Document	Page
Controlled Correspondence (CC)	6-7
Public Records Act (PRA)	6-8
Goldenrod	6-10
Bluerod	6-12
Director's Action Request (DAR)	
Secretary's Action Request (SAR)	
Governor's Office Action Request (GOAR)	

Pink Disposition Form

Include this form in the folder when sending a suggested reply to the Director's Office for approval, but **only** if program copies are included in the package. This form tells the Director's Office when to return your program copies.

The Director's Office will forward the suggested reply to the Governor's Office or Agency for final approval. See page 6-9.

Releasing copies

After the correspondence has been signed, the original and copies can be released.

1. Generally, the signer's support staff releases the signed correspondence.
2. If correspondence is to be returned to the originating program for release, clearly indicate this on the route slip.
3. If the package is a CC, any Governor's Office or Agency copies must be routed to the Correspondence Control Coordinator for release to the Agency. (Governor's Office and Agency copies of non-CC material can be forwarded directly to those offices from the releasing office.)
4. Material being directed to other state agencies in Sacramento (via Interagency Mail) should be placed in a Messenger Envelope (STD 117) for mailing to prevent damage.

Pink Disposition Form

- **HOLD** the attached copies in the Director's Office until the Agency or Governor's Office has returned the signed copy. Indicate signature and date before returning copies to our program.
- **RETURN** the attached copies to our program after the Director's Office has signed off (when the package goes to the Agency).

Name: _____
Program: _____
Telephone: _____
Date: _____

(Reproduce on Pink)

Include this form in the pocket folder when sending a suggested reply to the Director's Office for approval, but **only** if program copies are included in the package. This form tells the Director's Office when to return your program copies.

The Director's Office will forward the suggested reply on to the Governor's Office or Agency for final approval.

**Packaging
Correspondence for
Director's Office
Approval and
Signature**

The following examples show how to package material going to the Director's Office for approval and signature. Each page represents a different type of document.

The pictures show all the copies that need to be included for a **complete** package (although some programs may prefer to retain program copies in their office until an approved copy has been returned from the Director's Office).

The packaging instructions have been designed in a narrative list. These packaging instructions can certainly be followed for other signature levels, but slight changes may need to be made in the number of copies submitted.

**Processing of
Controlled
Correspondence (CC)
– formerly known as a
CCU**

The Director's Office uses the document tracking system, GDAIS (Global Document Assignment Information System). It is a web-based system developed by CDPH to track assignments. The GDAIS record for each document reflects every action taken by any party with regard to the assignment so that a complete record is all in one place and any GDAIS user can obtain a complete document history.

Correspondence received in the Director's Office will be assigned to the appropriate program on the same day it is received. Once formally assigned within the tracking system, the assignment is processed and assembled within a lavender folder. Program will pick up their assignment upon notification from the Director's Office assignment coordinator. Programs located at our Richmond Campus will receive their assignment via email to ensure prompt delivery.

Program assignments will include the following items:

- Pink control slip processed within GDAIS which outlines:
 - Control / tracking number
 - Assignment date
 - Correspondent's name
 - Correspondent's contact information
 - Description of the request (i.e. constituent submits a complaint relating to a health facility)
 - Action Code:
 - 1) Reply Direct –program responds directly to requestor
 - 2) Prepare for Director's Signature / Prepare for Chief Deputy Director's Signature

(Program is to submit the entire package with the prepared

response for signature to the Director's Office. Once signed, the Director's Office will notify program to pick up assignment to send out response)

- o Due date (due 15 working days from assignment date)
- o Original incoming correspondence
- o Date stamped envelope (if received by mail)

Program returns completed assignment within the lavender folder with the following items:

- Pink control slip which is signed and dated (date of completion) by the program assignment coordinator
- Copy of incoming correspondence

Copy of response submitted by program which verifies assignment has been completed.

Program Extension Requests

If program requires additional time to complete the assignment, the program coordinator will contact the Director's Office in writing giving justification for the delay and the anticipated date of completion. The extension date and reason for extension is noted within the Director's Office tracking system. If more than three (3) extension requests have been requested, further requests will require approval by the Chief Deputy Director of Policy & Programs.

Processing of Public Records Requests

The Director's Office uses the document tracking system, GDAIS (Global Document Assignment Information System). It is a web-based system developed by CDPH to track assignments. The GDAIS record for each document reflects every action taken by any party with regard to the assignment so that a complete record is all in one place

and any GDAIS user can obtain a complete document history.

Records requests received in the Director's Office will be assigned to the appropriate program on the same day it is received. Once formally assigned within the tracking system, the assignment is processed and assembled within a lavender folder. Program will pick up their assignment upon notification from the Director's Office assignment coordinator. Programs located at our Richmond Campus will receive their assignment via email to ensure prompt delivery.

Program assignments will include the following package:

- Pink control slip processed within GDAIS which outlines:
 - Control / tracking number
 - Assignment date
 - Requestor's name
 - Requestor's contact information
 - Description of the request (i.e. requesting records relating to a specific health facility)
 - Action Code:
 - 1) Reply Direct –program responds directly to requestor
 - 2) Prepare for Director's Signature / Prepa Chief Deputy Director's Signature

(Program is to submit the entire package with the prepared response for signature to the Director's Office. Once signed, the Director's Office will notify program to pick up assignment to send out response)

- Due date –PRA's by law are due within 10 calendar days of the received date (calendar days are all days including the weekend). Time is critical in responding to public records requests. If the request is received after business hours or on a weekend or

holiday, the next business day may be considered the date of receipt.

- Original incoming correspondence
- Date stamped envelope (if received by mail)

Program returns **completed assignment** within the lavender folder with the following items:

- Pink control slip which is signed and dated (date of completion) by the program assignment coordinator
- Copy of incoming correspondence

Copy of response submitted by program which verifies assignment has been completed

Program Extension Requests

Programs cannot decide that they need more time and not inform the requestor. Contact must be made with the requestor as to the reason for the delay in meeting the due date and given an anticipated date of completion. Once this has taken place, the program assignment coordinator will contact the Director's Office to request the extension and confirming that the requestor has been notified and given an anticipated date of completion.

Processing of Goldenrod

Constituents send letters to the Governor's Office (Constituent Affairs Office) relating to various inquiries. The Constituent Affairs representative submits the inquiries to CHHS (Agency) to distribute to the appropriate State office to respond to the constituent's inquiry. If the correspondence is related to CDPH, the Agency assignment coordinator formats this into Goldenrod assignments and sent to the Director's Office assignment coordinator by email to process.

Goldenrod assignments will be assigned to the appropriate CDPH program on the same day it is received. Once formally assigned within the tracking system, the assignment is processed and assembled within a gold colored folder. Program will pick up their assignment upon notification from the Director's Office assignment coordinator. Programs located at our Richmond Campus will receive their assignment via email to ensure prompt delivery.

Program assignments will include the following items:

Gold colored control slip processed within GDAIS which outlines:

- Control / tracking number
- Assignment date
- Correspondent's name
- Correspondent's contact information
- Description of the request (i.e. constituent submits a complaint relating to a health facility)
- Action Code:
 - 1) Reply Direct –program responds directly to requestor
 - 2) Prepare for Director's Signature / Prepare for Chief Deputy Director's

Program Extension Requests

If program requires additional time to complete the assignment, the program coordinator will contact the Director's Office in writing giving justification for the delay and the anticipated date of completion. The Director's Office assignment coordinator will submit all program extension requests to the assignment coordinator within Agency (CHHS) for approval. If approved, the extension date and reason for extension is noted within the Director's Office tracking system.

Processing of Bluerods

Constituents send letters directly to CHHS (California Health and Human Services Agency) relating to various inquiries. If the inquiry is related to CDPH, the Agency assignment coordinator formats this into Bluerod assignments and sent to the Director's Office assignment coordinator by email to process.

Bluerod assignments will be assigned to the appropriate CDPH program on the same day it is received. Once formally assigned within the tracking system, the assignment is processed and assembled within a blue-colored folder. Program will pick up their assignment upon notification from the Director's Office assignment coordinator. Programs located at our Richmond Campus

Program Extension Requests

If program requires additional time to complete the assignment, the program coordinator will contact the Director's Office in writing giving justification for the delay and the anticipated date of completion. The Director's Office assignment coordinator will submit all program extension requests to the assignment coordinator within Agency (CHHS) for approval. If approved, the extension date and reason for extension is noted within the Director's Office tracking system.

Processing of Director's Action Requested (DAR)

A Director's Action Requested (DAR) (CDPH 1058) form is used to bring major departmental issues to the attention of the Director. A DAR is also used to invite the Director to a media event (see Social Marketing Policies and Procedures, on OPA intranet site.). If a DAR is for a media event or publication it should be directed to the Office for Public Affairs for review before being brought to the Director's Office. The originating unit prepares the DAR package with the following items included:

- DAR Form/CDPH 1058
- Signature sheet with approval and Dates from the originating unit's Deputy Director using the CDPH 1052 sign-off sheet.
- Hard Copy of DAR
- An electronic version on CD or disk

The complete package should be delivered the Director's Office. After the Director signs the DAR, Programs/Centers will be notified to pick-up the signed package.

Processing of Secretary's Action Requested (SAR)

Secretary's Action Requested (SAR) form is used to bring major departmental issues to the attention of the CHHS Agency Secretary. A SAR is also used to invite the CHHS Agency Secretary to a conference or media event. (See Social Marketing Policies and Procedures, on OPA intranet site.) If a SAR is for a media event or publication it should be directed to the Office for Public Affairs for review before being brought to the Director's Office. The originating unit prepares the SAR package with the following items included:

- SAR form CDPH 1053
- Signature sheet with approval and Dates from the originating unit's Deputy Director using the CDPH 1052 sign-off sheet.
- Hard Copy of SAR
- An electronic version of the SAR and/or report on CD or disk
-

The Deputy Director's office forwards the complete package to the Director's Office, and is the liaison between the Director's Office and the program for communicating

status of the request. After the Director has signed the SAR, Centers/Offices will be notified. The Director's Office will route the SAR package to the Health and Human Services Agency and will notify Centers/Offices when the SAR is signed by the Health and Human Services Agency.

**Processing of
Governor's Action
Requested (GAR)**

If an issue is sufficiently significant to bring to the Governor or his or her Cabinet, it is transmitted on a Governor's Action Requested (GAR) form. The originating unit prepares the GOAR form (CDPH 1060) and obtains approval from the Deputy Director's Office. The Deputy Director's office forwards to the Director's Office, and is the liaison between the Director's Office and the program for communicating status of the request. If a GAR is for a media event or publication it should be directed to the Office for Public Affairs for review before being brought to the Director's Office. The originating unit prepares the GAR package with the following items included:

- GAR form CDPH 1060
- Signature sheet with approval and Dates from the originating unit's Deputy Director using the CDPH 1052 sign-off sheet.
- Hard Copy of GAR and Report
- An electronic version of the SAR and/or report on CD or disk

The Deputy Director's office forwards the complete package to the Director's Office, and is the liaison between the Director's Office and the program for communicating status of the request. After the Director has signed the GAR, Centers/Offices will be notified. The Director's Office will route the GAR package to the Health and Human Services Agency. After the Health and Human Services Agency signs the package it will be forwarded to the Governor's Office. The Governor's Office will return it to the CDPH Director's Office when it is signed and the Director's Office will notify Centers/Offices.

SECTION 7

Grammar

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Grammar and Punctuation Rules

Background

The rules identified in this section are to be followed on all documents prepared within CDPH. We recognize that experts often differ on style and there are at times, various methods of handling some situations. In an effort to strive for consistency, we have adopted a single method for use within CDPH.

Reference manuals

Although we are unable to include an extensive listing of grammar rules, this section contains some of the more common.

If you cannot locate a specific rule, or need further information, refer to an office reference manual. The manual recommended by CDPH is:

The Gregg Reference Manual

By William A. Sabin

Mc-Graw-Hill Publishing Company

You can purchase the ***Gregg Reference Manual*** through most bookstores. In addition, a current copy is retained in the Director's Office for your reference.

General Grammar Rules

Contractions

Do not use contractions in typewritten documents.

Dates

Do not use numerals (9/1/xx) or abbreviate the month (Sept.) or day of the week (Thur.) in narrative material. If necessary, abbreviated forms may be used in charts or tables (because of space limitations).

Do not use “th,” “rd,” or “st” unless the day *precedes* the month:

Do Not Use This Format	Use This Format
September 1 st , 20xx September 1 st	September 1, 20xx September 1 1 st of September

Splitting proper nouns

Proper nouns, dates, etc., may be split between two lines according to standard word division rules:

Item	Do Not Split Here	Can Be Split Here
Date	May 1, 20xx	May 1, 20xx
Address	123 Oak Street	123 Oak Street
Name	Jim R. Smith	Jim R. Smith

Note: Avoid splitting words that need to be read together (page 2, May 1, Mr. Smith, 9 a.m., (916) 445-1234, etc.).

Plurals

1. Do not use an apostrophe when typing the plural of abbreviations, numbers, or letters (e.g. VIPs, ABCs, Title 22s). Use an apostrophe *only* if the word could be misread (e.g. a's, cc's, via, too many l's, three A's).
2. The plural of hyphenated or spaced compounds *that contain a noun* is formed by adding an “s” to the *main* element:

... *brothers*-in-law ...
... *runners*-up ...
... *attorneys* at law ...

-
3. The plural of hyphenated or spaced compounds **that do not contain a noun** is formed by adding an “s” **at the end**:

. . . know-it-**alls** . . .
. . . show-**offs** . . .

Symbols

Do not use symbols (such as # or %) in narrative material:

Use a **No.** 2 pencil on the exam.

We donate ten **percent** of our wages to charity.

If necessary for spacing, these symbols may be used in tables.

Abbreviations

General use

If an abbreviation is used, it should be used consistently throughout a document. Spell the term out the first time it is used, followed immediately by the abbreviation in parentheses:

. . . the Department of Public Health (CDPH) . . .

An abbreviation may be used at the beginning of a sentence.

Acronym

An acronym is an abbreviation that is pronounced **as a word** rather than letter by letter (ZIP, OSHA).

Spacing and use of periods

Full-Cap Abbreviations: Generally require no periods and no spaces:

CA (States)	IBM	ASAP	IRS
DHS	UPS	RSVP	FY

Exceptions: P.O. (Post Office)
U.S./U.S.A. (United States)
B.A./M.S./M.D./R.N. (Degrees)

Small-Letter Abbreviations: Generally require periods but no spaces:

a.m.	i.e.	e.g.
------	------	------

Exceptions: cc/bcc mph oz/lb

Personal Name: Always put spaces between the initials in a personal name: R. M. Smith.

Capitalization

Most abbreviations use the same capitalization as the full words for which they stand:

a.m. (antemeridiem) before noon
p.m. (postmeridiem) afternoon
i.e. (id est) that is

State names

Abbreviate in the address block of a letter and on an envelope. Abbreviation of the state name in the body of a document depends on the usage (abbreviate it if used ***with a mailing address***):

They live in Sacramento, California.

They live in Washington, DC. (The term "DC" should usually be abbreviated, as it is easier to identify in abbreviated form.)

U.S./U.S.A.

Spell out if used as a noun. Abbreviate (with periods and no space) if used as an adjective or part of a proper noun:

I live in the United States.	(noun)
U.S. citizen	(adjective)
U.S. Air Force	(proper noun)

Capitalization

Purpose

The main purpose of capitalization is to identify the actual name of a specific person, place or thing (proper noun).

It is better to undercapitalize than to overcapitalize. Above all, be consistent throughout any document.

State, federal, and national

Follow these rules:

Word	Capitalize When . . .	Example
State	<ul style="list-style-type: none"> Stands alone (noun) and refers to the "State of California" as a government body Part of proper noun Possessive (gov't body) 	<p>. . . work for the State . . .</p> <p>. . . State Architect . . .</p> <p>. . . State's hiring freeze...</p>
	<p>-----</p> <p>But lower case when:</p> <ul style="list-style-type: none"> Stands alone (noun) and refers to the "state of California" as a boundary Used "generally" Used as an adjective Possessive (boundary) 	<p>-</p> <p>The state has many parks.</p> <p>The law of a state . . .</p> <p>. . . the state policy . . .</p> <p>The state's population . . .</p>
Federal	<ul style="list-style-type: none"> Part of proper noun 	<p>. . . Federal Government...</p>
	<p>-----</p> <p>But lower case when:</p> <ul style="list-style-type: none"> Used as an adjective 	<p>-</p> <p>. . . a federal law . . .</p>
National	<ul style="list-style-type: none"> Part of proper noun 	<p>. . . National Guard . . .</p>
	<p>-----</p> <p>But lower case when:</p> <ul style="list-style-type: none"> Used as an adjective 	<p>. . . a national debt . . .</p>

**Acts, bills
and laws**

Capitalize the specific titles; also capitalize the title by which the law is generally known:

- . . . Civil Rights Act . . .
- . . . the Brady Bill . . .
- . . . the Taft-Hartley Labor Relations Law . . .

But lower case "bill" when used with the sponsor's name if it is not part of the "official" title of the bill:

- . . . the Davis-Grunsky bill . . . (informal reference)
 - . . . the Davis-Grunsky Act . . . (official name)
-

**Government
bodies**

Capitalize references to SPECIFIC government bodies:

- . . . the California Legislature . . .
 - . . . the Sacramento City Council . . .
 - . . . the Brown Administration . . .
 - . . . the Federal Government . . .
 - . . . the State Government . . .
 - . . . the Cabinet . . .
 - . . . the Senate/Assembly . . .
-

**Organizational
names**

Capitalize such words as "Company" and "Association" when they are used as nouns and as substitutes for complete names:

- . . . the General Electric Company . . . the Company has . . .
 - . . . the National Research Council . . . the Council has . . .
 - . . . the Department of Public Health . . . the Department has . . .
 - . . . the Program Support Branch . . . the Branch has . . .
-

Do not capitalize these words when used as adjectives:

- . . . the General Electric Company . . . the company policy . . .
 - . . . the National Research Council . . . council employees . . .
 - . . . the Department of Public Health . . . department objectives . . .
 - . . . the Program Support Branch . . . branch staff meetings . . .
-

Educational degrees

Do not capitalize degrees or areas of study:

bachelor's degree
bachelor of arts degree
master of science degree

bachelor of arts in business administration
master of science in architectural engineering

Compass directions

The points of the compass are written with small letters when they indicate direction, but with capitals when they designate a specific region of the country:

Drive south on I-5.
He lived in the northern part of California.

He has lived all his life in the East.
He lives in Northern California.
He lives on the West Coast.

Geographical references

Capitalize when they are used as part of a proper noun or when they refer to a "government body":

Kansas City
Sacramento County
The State of California employs staff . . .
The County of Sacramento laid off . . .

Do not capitalize when referring to a "boundary":

The state of California is on the western border.
The county of Sacramento has a population of . . .

Plurals of common nouns

A common noun is capitalized when preceded by one or more proper nouns:

The Pacific and Atlantic Oceans . . .
Sacramento and Yolo Counties . . .

Seasons

Are not capitalized unless personified:

Construction will start in the spring.
In the winter of 20xx . . .

Came Autumn with her robe of brown.
(Personified)

Numbers

General rule

Spell Out: Numbers ten and under
Numerals: Numbers over ten

There are three books on the shelf.
There are 12 books on the shelf.

Exception: Related numbers in the **same sentence** are written in the same format. If any of the numbers are above ten, use numerals for all.

The three boys have 15 pencils. (not related)
We have 5 dogs, 3 cats, and 12 rabbits. (related)
Our four sons consumed 12 hamburgers,
8 sodas, and 2 pies—all at one sitting!

Avoid the use of "No." or "#" before a number, unless the number is standing alone and it is necessary to identify it as a number (use "Room 15" rather than "Room No. 15").

When it is necessary to use "number," use "No." or "Nos." in narrative documents; "#" can be used in tables and charts to save space.

Page numbers

Page numbers are typed as they appear in the document being referenced (usually as a numeral: page 7).

Starting a sentence

Generally spelled out if they are short (two words). If longer, write in numerals to avoid a cumbersome series of words:

Sixty crates, 12 bundles, and 42 cartons . . .
33,162 miles in five months is . . .
Two hundred letters were . . .

Hyphens in numbers

When spelling out numbers (e.g. at the beginning of a sentence), numbers below 100 are hyphenated, but hundreds and thousands are not, unless used as adjectives:

Twenty-five . . . Three thousand . . .
Eight hundred . . . One-hundred-foot lengths . . .

Ages

In a combination of years, months, and days, no commas are used, as the age is considered one unit:

His age is 21 years 6 months and 15 days.
We have a three-month-old baby.
He is five years old.
An eight-year-old drew the picture.
She is 30 years old.

Clock time

Use numerals with “a.m.” or “p.m.”:

6 a.m. **not** 6:00 a.m. **but** 6:30 a.m.

--

Do not add a colon or zeros to **on-the-hour** time (2 p.m., not 2:00 p.m.). An exception should be made in tables to ensure vertical alignment:

2:00 p.m.
3:15 p.m.
11:00 p.m.

Money

Do not include a decimal or zeros with **whole** dollar amounts (\$2, not \$2.00). An exception should be made in tables to ensure vertical alignment:

\$ 2.00
4.35
17.25

Periods of time

References may be typed as numerals or spelled out (not capitalized):

Centuries: . . . the 1900s . . .
. . . the nineteen hundreds . . .

Decades: . . . the 1960s . . .
. . . the "60s . . . the Sixties . . .

Numbers in street names

Follow the "standard" number rule (ten and under are written out; over ten, use numerals):

1401 Second Avenue
852 45th Street

Fractions

Isolated fractions (without a whole number) are generally written out and hyphenated:

The remaining two-thirds . . .
It weighs one-fourth as much . . .
I walked three-quarters of a mile today.

Enumerations

A listing of enumerated items should be typed at the left margin (not indented). Use this format:

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX:

1. XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXXXXXXX.

2. XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXXXXXXX.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX.

Punctuation

Purpose

Good judgment should tell you how far to go toward changing what has been written in a draft document.

The purpose of punctuation is to make the meaning of the words more easily understood. Ask yourself this question: "Is this comma (or other mark of punctuation) needed to make the meaning clearer?" If it is, put it in. If it is not, leave it out.

Be sure you know the meaning intended. A misplaced comma can change the meaning of a sentence:

Author Wrote: Naturally irrigated grasses are common in the vicinity.

Secretary Typed: Naturally, irrigated grasses are common in the vicinity.

You should always question uncertain punctuation. Ask yourself: "Is it actually wrong, or is it a matter of choice?" If wrong, question the author. If a matter of choice be guided by what the writer would want you to do.

Period

One space follows a period at the end of a sentence.

Comma

Series: Use a comma before the last item in a series:

Blue, green, and yellow

In Date: When a COMPLETE date is given (month, day, and year), a comma follows the year:

September 1, 20xx, is the . . .

Do not use a comma if only the month and year are given (unless the comma is needed after the year for ANOTHER purpose):

September 20xx is the . . .

Semicolon

No Conjunction: Use a semicolon to separate two independent clauses when no conjunction is used:

The meeting was intended to help; the goal was to educate.

Transitional Expression: Use a semicolon to separate two independent clauses joined by a transitional word:

Mary is not feeling well; therefore, she will not attend the meeting.

Hyphen

Right Margin: Hyphens are not to appear on the right margin.

With Years: Use a hyphen (instead of a slash) when typing years, e.g., 2009-2010.

Between Adjectives: Use a hyphen between two or more adjectives when they appear in front of the noun and convey a single idea:

. . . well-known actor . . .
. . . up-to-date report . . .
. . . four-year period . . .
. . . no-nonsense attitude . . .
. . . part-time job . . .
. . . door-to-door solicitation . . .

Prefix:

Prefix	Rule	Examples
Prefixes/Suffixes	Hyphenate when creating a word that indicates a status of a person. In other combinations do not hyphenate.	Co-pilot; co-author; coexist; cooperation
In front of a proper noun or a number	Keep the hyphen.	non-American mid-20xx mid-January pre-20xx
“a” or “i”	When prefix ends with one of these letters and base word begins with same letter, use a hyphen to prevent misreading.	anti-inflammatory semi-independent ultra-active intra-abdominal
“e” or “o”	When prefix ends with one of these letters and base word begins with same letter, the hyphen is usually omitted.	reelect coordinate reentry cooperate preexisting Exceptions: pre-establish co-owner co-organize
self	Use a hyphen when “self” serves as a prefix.	self-addressed self-confidence But: selfish/selfless
With a hyphenated or spaced compound word	Use a hyphen after the prefix.	non-self-governing body non-civil-service exam
Watch out for words that have different meanings	Use a hyphen to prevent one word from being mistaken for another.	lock the coop buy a co-op multiply by 12 a multi-ply fabric recover from an illness re-cover a chair resign from a position re-sign the contract

Suspending: When a series of hyphenated adjectives has a common basic element which is shown only with the last term, use a “suspending” hyphen:

We own long- and short-term securities.
Do you want a single- or double-spaced copy?

When a series of prefixes has a common element which is shown only with the last prefix:

You need pre- and postnatal care.
We have over- and underqualified applicants.

Dash

Is used to show strong emphasis or indicate abrupt change. Always use a dash with no space on either side:

This is proposed as a solution--if followed . . .

Quotation marks

Quotations within the body of a document are set off and indented five spaces from each margin if longer than THREE lines. Quotation marks are not used on a block quote.

Punctuating Quotes: Some marks of punctuation always go *inside* the closing quotation mark, some marks always go *outside*, and some go *either inside or out*.

Punctuation Mark	Should Be Placed	When . . .
Period or Comma	INSIDE Closing Quotation Mark	Always
Colon or Semicolon	OUTSIDE Closing Quotation Mark	Always
Question Mark or Exclamation Point	INSIDE Closing Quotation Mark	It applies only to the quoted material.
	OUTSIDE Closing Quotation Mark	It applies to the entire sentence.

Examples:

Each country has "rights," and each wants "justice."

He said, "I will be on vacation next week."

Please put these items in the box marked "Supplies":
scissors, tape, and pencils.

Last week you said, "The check is in the mail"; it has
not yet arrived.

His question was, "How long have you worked here?"

Did you say, "I'll help out"?

--

Single Quotation Mark: A quotation within another
quotation is enclosed in single quotation marks:

Jane said, "Process the 'Rush' orders first."

--

Lengthy Quotation: Quotation marks are placed at the
beginning of each paragraph of continuous quoted
material, but not at the end of each paragraph-at the end
of the entire quotation only.

This indicates that the quotation is still in effect at the
beginning of each new paragraph, and that it does not end
until the final quotation mark is reached.

".....
....."

".....
....."

--

Omissions (Ellipsis): Use three spaced periods (with one
space before and after each period) to show the omission
of material in a quotation:

"Prints . . . mailed by publishers or new dealers"

If words are omitted at the end of a quoted sentence (as
above), use three spaced periods followed by the

necessary ending punctuation for the sentence as a whole.

Proofreader Marks

<u>Symbol Used</u>	<u>Definition</u>	<u>Example of How Used</u>
	Delete; take out	Attempt to make ex a habit of every
	Take out a letter and close up	correct practice. So o oner or
	Insert addition at this point	later they will ^{not} come under the
	Carry farther to left	[the reason for every habit
	Carry farther to right	and avoid those that might]
	Make a new paragraph	have a reactive bad result. ¶ The
	Spell out	best method of remembering is by association of ideas. The <u>D</u> way
	Lower case	to H ave an infallible memory is
	Capitalize	to write it down. <u>m</u> ake notes of
	Transpose	everything. <u>u</u> . Accuracy heads the
stet	Restore words crossed out	list of desirable qualifications <u>stet</u> for an experienced office worker.
sic	Latin, meaning "thus," inserted in brackets after an error to indicate that the copy follows the original exactly	Great and fast speed is secondary. In the war of 1821 [sic] our merchantmen were . . . The cite [sic] chosen for the building's location . . .

Word Usage

A

Word	Rule	Example
above-	adj	above -mentioned subject above -named beneficiary
ad hoc	adj	An ad hoc committee is one set up for a special purpose.
affect/effect	affect: verb = to influence or change effect: noun = the result or outcome effect: verb = to cause or bring about	What you eat will affect your health. The effect on your health is unknown. To effect a change, we must all work hard.
Agency	capitalize when used as a noun and when it refers to the California Health and Human Services Agency	The Agency has issued a new policy for all state agencies under its direction.
agree on/to /with	on: reach an understanding to: accept someone's plan with: a person or an idea	We cannot agree on the price. Do you agree to their terms? I agree with your objectives.
already/all ready	already: previously all ready: entirely ready	The order has already been shipped. The order is all ready to be shipped.
all right (preferred)	agreeable well	Whatever you decide is all right with me. He was ill, but he's all right now.
altogether/all together	altogether: completely / entirely all together: all in a group	I had an altogether different idea. We were all together in the store.
ante/anti	ante: before anti: against	antecede / antedate antibacterial / antidepressant
anyone/any one	anyone: anybody any one: any one of a group	The job can be given to anyone . Any one of them can do the job.
Word	Rule	Example
anytime/any time	anytime: whenever	Anytime you want to go is fine.

	any time: any amount of time after a preposition	Do you have any time to discuss this? You can go <u>at</u> any time .
	anyway: in any event any way: by any method	Anyway , we are not interested. I am not interested in any way .
B	backup/back up backup: noun backup: adj back up: verb	Make a backup of your computer disc. My backup disc was destroyed. I will back up my computer disc.
C	co-	Hyphenate when creating a word that indicates a status of a person. In other combinations do not hyphenate.
	cost-effective	adj It was a cost-effective measure.
	counter-	usually one word counterclockwise/counterattack
	countrywide/countywide	
D	data datum (uncommon singular form)	singular: information plural: distinct bits of information (Although "data" can be either singular or plural, general usage is in the singular form— with a singular verb)
	decision maker	
	decision making	decision making: noun decision-making: adj Leave the decision making to me. The decision-making process is...
	Department/department (when referring to Department of Public Health)	noun: capitalize adj: lower case The Department will attend. All department employees will attend.
	Department's/CDPH's (when referring to Department of Public Health)	capitalize possessive form The Department's staff will attend. CDPH's staff will attend.
	departmental	
	departmentwide	
	Directorate	

	Word	Rule	Example
	dis-	usually one word	disbar/disengage
	district office	capitalize when referring to a specific one	The Los Angeles District Office . . .
E	e.g. (for example)	when two independent clauses are linked by “e.g.” use a semicolon before and a comma after ----- if the first part of the sentence expresses the complete thought and “e.g.” introduces extra information (examples) at the end of the sentence, use a semicolon before and a comma after	She is qualified for the job; e.g. , she has ten years’ experience. ----- Plurals of abbreviations are formed by adding a small “s”; e.g. ABCs.
	etc. (and so forth)	always preceded and generally followed by comma (in the second example, “etc.” is not followed by a comma because a closing parenthesis is used)	Apples, oranges, bananas, etc. are... But. Citrus fruit (e.g. oranges, lemons, limes, etc.) makes me break out.
	et al. (and other people)	commas not necessary	John Smith et al. submitted a letter . . .
F	Federal/federal	proper noun: capitalize adj: lower case	The Federal Bureau of Investigation federal employees . . .
	Federal Fund		
	Federal Government	always capitalize	
	fewer/less	fewer: items that can be counted less: quantities that must be measured (rather than counted)	We had fewer exams this year than last. We had less rain this year than last.
	Field Office	capitalize when referring to a specific one	The San Francisco Field Office . . .

	Word	Rule	Example
	fiscal year	lower case, even with specific year capitalize as an abbreviation (only use abbreviation when specific year is used)	. . . 2008-09 fiscal year 2008-09 FY . . .
	follow up/follow-up	follow up: verb follow-up: noun follow-up: adj	I will follow up on this next week. The follow-up will be done next week. My follow-up visit is tomorrow.
	full-time	adj adv	I have a full-time job. I work full-time .
G	General Fund		
H	hard copy/hard-copy	hard copy: noun hard-copy: adj	The hard copy is on his desk. The hard-copy version is on his desk.
	health care		
I	ID card	no periods	
	i.e. (that is)	when two independent clauses are linked by "i.e." use a semicolon before and a comma after ----- if "i.e." introduces an appositive that explains a word immediately preceding, a comma is used on both sides	You may only use an indirect quote; i.e. you may only use a rewording of someone's exact words. ----- You may only use an indirect quote, i.e. a rewording of someone else's words.

	Word	Rule	Example
	in/into/in to	in: implies position within into: implies entry into or change of form in to:	Put the papers in the file. She walked into my office. He turned into a monster. Send the form in to your employer.
	in-depth	adj	We did an in-depth study.
	in-house	adj	An in-house study will be done.
	in-service	noun adj	The in-service will be held next week. The in-service training is tomorrow.
	intra-	usually one word Exception: Before the letter "a"	intrastate / intraoffice intra-abdominal / intra-alliance
	irregardless	use "regardless" instead	
L	legislator	one who makes the laws (not capitalized)	Contact your legislator for information.
	Legislature	a body of lawmakers (capitalize when referring to California)	The Legislature is in session.
	long-range/long-term	adj	We should all have long-range goals. My long-term plans are to finish school.
M	maybe/may be	maybe: perhaps may be: could be	Maybe we could leave today. It may be possible to send the book sooner.
	Medi-Cal consultant		
	Medi-Cal program		
	mid-	usually one word Exception: Before a proper noun or number	midstream/midday/midweek mid-September/mid-2009

	Word	Rule	Example
N	nation	lower case	California is the best state in the nation .
	national	capitalize: when part of proper noun lower case: adj	National Guard national debt
	nationwide		
	nevertheless		
O	non-	usually one word Exception: Before a proper noun	nonemergency/nonindustrial non-American
	office	lower case Exception: When part of specific name	Los Angeles office Governor's Office /Attorney General's Office
	off-site	adj adv	We will provide off-site training. The training will be held off-site .
	ongoing		
	on-line	as used in computer terminology	We are on-line to the computer.
	on-site	adj adv	We will provide on-site training. The training will be held on-site .
	out-of-state	adj	Your out-of-state travel is approved.
	P	paperwork	
part-time		adj adv	I have a part-time job. I work part-time .
percent		spell out in narrative material; the symbol (%) may be used in charts	
pickup/pick up		pickup: noun pickup: adj pick up: verb	Your pickup is at 3 p.m. Your pickup time is 3 p.m. I will pick up your mail at 3 p.m.
post-		usually one word Exception: Before a number or proper noun	postoperative / postdate post-2009 post-Revolution

	Word	Rule	Example
	pre-	usually one word Exception: Before a number or proper noun	predetermined/prerecorded pre-2009 pre-Revolution
	principal/principle	principal: adj = main, most important principal: noun = head person noun = capital (money) principle: noun = a rule of conduct	My principal concern . . . The school principal . . . The interest on the principal . . . I have high principles .
	printout/print out	printout: noun printout: adj print out: verb	The printout is on your desk. The printout data is on your desk. Print out the report this afternoon.
R	regard	in regard to But: sincerest regards	
	regional office	capitalize when referring to a specific one	The Los Angeles Regional Office . . .
	regulation	capitalize when referring to a specific one	Copies of Regulation 51005 . . .
S	section	capitalize when referring to a specific one	Copies of Section 6200 . . .
	Section 6200(a)(1)	do not space between the parentheses Exception: In a series separated by commas	Section 6200(a)(1) . . . Section 6200(a), (b), and (c) . . .
	self-	hyphenate as a prefix one word if part of the base word	self-discipline/self-defense selfish/selfless
	setup/set up	setup: noun setup: adj set up: verb	Setup begins at 8 a.m. The setup time has changed. I will set up the display tomorrow.
	short-range/short-term	adj	Our short-range goal is . . . Our short-term goal is . . .
	social security	capitalize when part of a proper noun lower case when used in general terms	The Social Security Administration . . Your social security benefits . . .

	Word	Rule	Example
	sometime/some time	sometime: at an unspecified time some time: a period of time	The meeting is sometime next week. Do you have some time to talk to me?
	staff	can be either singular or plural: if acting as one unit = singular if acting individually = plural	The staff is a hardworking group. The staff are working on their assignments.
	state/state's	refer to page 7-6 of C&P Manual	
	State/State's	refer to page 7-6 of C&P Manual	
	State Government	capitalize when referring to California	
	State Legislature	capitalize when referring to California	
	state-owned	adj	The state-owned vehicle . . . The vehicle is state-owned .
	statewide		
	sub-	usually one word Exception: Before a proper noun	subcommittee / subtotal sub-Pacific
T	Title XVIII	But: Title 22 is written in Arabic numbers	
	turnaround/turn around	turnaround: noun turnaround: adj turn around: verb	Turnaround takes about two days. The turnaround time is two days. Turn around and face me.
U	up-	prefix: usually one word	update / upgrade
	up-to-date / up to date	up-to-date: adj used in front of noun up to date: adj that follows a noun up to date: adv	The up-to-date report will be . . . The report is up to date . Bring the report up to date .
	United States / U.S.	United States: noun U.S.: adj U.S.: proper noun	I live in the United States (not U.S.). U.S. citizens U.S. Air Force

	Word	Rule	Example
V	v./vs.	versus (either form is acceptable)	
W	weekday/weekend		
	well-	adj	It was a well-written book. The book is well written .
	workweek workbench workbook workday workforce workload workplace workshop workstation	Some “work” words are two words. If unsure, check a dictionary.	
	workup/work up	workup: noun workup: adj work up: verb	Your workup is scheduled for today. Your workup results are here. I will work up the courage to . . .
	workers’ compensation		
X	x-ray/X ray	x-ray: verb X ray: noun X-ray: adj	I need to x-ray your arm. The X ray of your arm is ready. The X-ray results are in the lab.
Y	year-end	noun adj	We need to be ready for year-end . The year-end report is ready.
Z	ZIP code or zip code		

SECTION 8

Address Block Formats

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This section includes the most common address blocks and salutations used by the Department. Refer to an office reference manual for other formats.

Miscellaneous Address Blocks

Name known, but gender unknown

J. M. Smith
1234 Saratoga Way
Sacramento, CA 95814

Taylor Jones
1234 Saratoga Way
Sacramento, CA 95814

Dear J. M. Smith:

Dear Taylor Jones:

If unable to tell whether the addressee is a man or woman,
omit any courtesy title before the name (Mr., Ms., etc.).

Two women

Mrs. Jane Smith
Ms. Susan Jones
1234 Saratoga Way
Sacramento, CA 95814

Dear Mrs. Smith and Ms. Jones:

Use "Ms." if unable to tell if a woman is married.

Two men

Mr. John Smith
Mr. Richard Jones
1234 Saratoga Way
Sacramento, CA 95814

Gentlemen:

Mixed gender

Ms. Janet Turner
Mr. James Davis
1234 Saratoga Way
Sacramento, CA 95814

Dear Ms. Turner and Mr. Davis:

**Organization with
no addressee**

Pacific Gas and Electric Company
1234 Saratoga Way
Sacramento, CA 95814

Dear Sir or Madam:

**Organization with
addressee AND
attention line**

Mr. Joe Brown
Attention: Mr. John Smith
Pacific Gas and Electric Company
1234 Saratoga Way
Sacramento, CA 95814

Dear Mr. Brown:

If addressee title is included:

Mr. Joe Brown, President
Pacific Gas and Electric Company
Attention: Mr. John Smith
1234 Saratoga Way
Sacramento, CA 95814

Dear Mr. Brown:

Although the attention line is usually placed as the second line in the address block, if the addressee has a title included, then place the attention line on the third line (never split someone's title from the organization that he or she is in charge of).

**Organization with
attention line but no
addressee**

Do not use an attention line unless the correspondence is already addressed to another individual:

Not: Pacific Gas and Electric Company
Attention: Mr. John Smith
1234 Saratoga Way
Sacramento, CA 95814

Dear Mr. Smith:

But: Mr. John Smith
Pacific Gas and Electric Company
1234 Saratoga Way
Sacramento, CA 95814

Dear Mr. Smith:

Academic and Professional

Attorney

Mr. John Smith
Attorney at Law
1234 Saratoga Way
Sacramento, CA 95814

OR John Smith, Esq.
134 Saratoga Way
Sacramento, CA 95814

Dear Mr. Smith:

Dear Mr. Smith:

President of a university

Dr. John Smith, President
(University)
1234 Saratoga Way
Sacramento, CA 95814

Dear Dr. Smith:

"Dr." is the usual title of the president of a university, since most have a doctorate degree. Use "Dr." in preference to degree letters in such addresses.

Dean

Dean John Smith
(School/Division)
(University)
1234 Saratoga Way
Sacramento, CA 95814

OR Dr./Mr. John Smith
Dean of (School/Division)
(University)
1234 Saratoga Way
Sacramento, CA 95814

Dear Dean Smith:

Dear Dr./Mr. Smith:

Use "Dr." only if you know the dean has a doctorate degree.

Professor

Professor John Smith
Department of _____
(University)
1234 Saratoga Way
Sacramento, CA 95814

OR Dr./Mr. John Smith
Professor of _____
(University)
1234 Saratoga Way
Sacramento, CA 95814

Dear Professor Smith:

Dear Dr./Mr. Smith:

Use "Dr." only if you know the professor has a doctorate degree.

Principal of a school

Dr./Mr. John Smith, Principal
(School)
1234 Saratoga Way
Sacramento, CA 95814

Dear Dr./Mr. Smith:

Use "Dr." only if you know the principal has a doctorate degree.

Teacher

Mr. John Smith
(School)
1234 Saratoga Way
Sacramento, CA 95814

Dear Mr. Smith:

**Chairperson of
an organization**

Mr. John Smith, Chairperson
(Organization)
1234 Saratoga Way
Sacramento, CA 95814

Dear Mr. Smith:

Doctor of Philosophy

John Smith, Ph.D.
1234 Saratoga Way
Sacramento, CA 95814

Dear Dr. Smith:

Physician

John Smith, M.D. OR Dr. John Smith
1234 Saratoga Way 1234 Saratoga Way
Sacramento, CA 95814 Sacramento, CA 95814

Dear Dr. Smith:

Dear Dr. Smith:

Use "Dr." in the address block when you do not know what type of doctor the person is.

Nurse

Jane Smith, R.N.
1234 Saratoga Way
Sacramento, CA 95814

Dear Ms. Smith:

Clergy

Minister

The Reverend John Smith
(Church)
1234 Saratoga Way
Sacramento, CA 95814

Dear Reverend Smith:

Priest

The Reverend John Smith, XXXX (initials of the order)
(Cathedral or Church)
1234 Saratoga Way
Sacramento, CA 95814

Dear Father Smith:

Sister

Sister Jane Smith, XXXX (initials of the order)
1234 Saratoga Way
Sacramento, CA 95814

Dear Sister Jane:

City Officials

Mayor

The Honorable John Smith
Mayor of Sacramento
915 I Street
Sacramento, CA 95814

Dear Mayor Smith:

City Council member

The Honorable John Smith
City Council Member
City of Sacramento
915 I Street
Sacramento, CA 95814

Dear Council Member Smith:

All other city officials

Mr. John Smith
City Clerk
City of Sacramento
915 I Street
Sacramento, CA 95814

Dear Mr. Smith:

This format applies to positions such as City Clerk, City Manager, Treasurer, etc.

County Officials

Board of Supervisors

Mr. John Smith
Board of Supervisors
County of Sacramento
700 H Street
Sacramento, CA 95814

Dear Mr. Smith:

District Attorney

Mr. John Smith
District Attorney
County of Sacramento
901 G Street
Sacramento, CA 95814

Dear Mr. Smith:

This format can also be used for other county officials,
although the mailing address will change.

State Officials

Format

1. Use MEMO format when writing to California state officials.
 2. Add the city, state, and ZIP to the address block if the memo is from a city other than Sacramento.
 3. Use LETTER format for state officials in OTHER states.
-

Governor

The Honorable John Smith
Governor of California
State Capitol

Exception: When preparing Reports to the Legislature, the transmittal to the Governor is prepared as a LETTER (using the salutation "Dear Governor Smith:").

Lieutenant Governor

The Honorable John Smith
Lieutenant Governor of California
State Capitol

Attorney General

The Honorable John Smith
Attorney General
Department of Justice
1300 I Street

Secretary of State

The Honorable John Smith
Secretary of State
State Capitol

Members of the State Legislature

Format

Use LETTER format when writing to California state legislators.

Senator

The Honorable John Smith
Member of the Senate
State Capitol, Room XX
Sacramento, CA 95814

Dear Senator Smith:

If you are asked to use a local (district) office address:

The Honorable John Smith
Member of the Senate
(Local Address)
(City, State ZIP)

Dear Senator Smith:

President pro Tempore of the Senate:

The Honorable John Smith
President pro Tempore of the Senate
State Capitol, Room XX
Sacramento, CA 95814

Dear Senator Smith:

Assemblymember

The Honorable John Smith
Member of the Assembly
State Capitol, Room XX
Sacramento, CA 95814

Dear Assemblymember Smith:

If you are asked to use a local (district) office address:

The Honorable John Smith
Member of the Assembly
(Local Address)
(City, State ZIP)

Dear Assemblymember Smith:

Speaker of the Assembly:

The Honorable John Smith
Speaker of the Assembly
State Capitol, Room XX
Sacramento, CA 95814

Dear Speaker Smith:

Federal Officials

President

President John Smith
The White House
Washington, DC 20500

Dear Mr. President:

Cabinet member

The Honorable John Smith
Secretary of (Defense)
Washington, DC 20500

Dear Mr. Secretary:

Senator

The Honorable John Smith
United States Senate
Senate Office Building
Washington, DC 20510

Dear Senator Smith:

If you have been asked to use a local (district) office address:

The Honorable John Smith
United States Senator
(Local Address)
(City, State ZIP)

Dear Senator Smith:

Representative

The Honorable John Smith
House of Representatives
House Office Building
Washington, DC 20515

Dear Representative Smith:

If you have been asked to use a local (district) office address:

The Honorable John Smith
Representative in Congress
(Local Address)
(City, State ZIP)

Dear Representative Smith:
