

Attachment C
FOR INTERNAL USE ONLY
Agency Liaison

In the event that computer failures occur due to the Year 2000 problem, Agency Liaison will implement the following procedures in order to meet its core business functions:

Volunteers and staff will continue to read and code incoming mail. Issue mail will be bulked and forwarded to the appropriate agencies. Casework will continue uninterrupted. Communication with federal agency contacts will be conducted via telephone, fax, Postal Service, and messenger. Please see the attached list for federal agency contact information.

Documents, letters, and memos regarding urgent casework will be generated using stand-alone computers and/or typewriters. Photocopies of outgoing casework will be retained by Agency Liaison and used to update IQ when it becomes operational. Documents, letters, and memos regarding non-urgent casework will be held until IQ becomes operational or bulked and sent to agencies without cover letters/memos.

Any incoming/outgoing tracked mail (including accountable mail, registered mail, senior staff mail, trip mail, tracked individual cases) will be photocopied and retained in Agency Liaison. Once the systems become operational, the photocopies will be used to update IQ.

Incoming/outgoing mail reports are done manually, and therefore, this process will not be interrupted if computers are not available to Agency Liaison staff.

Staff Responsibilities

Task	Responsible Staff Member	Target Date
Informing staff about BCCP plan	Helen Castleman	11/1/99-12/30/99
Contacting/updating volunteers	Marji Hankins	11/1/99-critical period
Ordering supplies	Emily Gibbons	11/10/99
Updating federal agency directory	Mike Cherba	12/10/99
Backing-up important files	All Users	12/10/99-12/30/99
Coordinating with federal agencies on BCCP plans	Helen Castleman/Ami Lynch	12/15/99
Notifying S. Horn/C. Stacey of computer failures	Helen Castleman	Event Trigger
Updating IQ	All Staff	To be completed when the system becomes operational

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10/20/1999

DOI	Department of the Interior	Ramona Bursch	(202) 208-3569	(202) 219-2100
	Executive Secretariat			
	Mail Stop 6811	Jannie Harrell	(202) 208-3181	
	Department of the Interior			
	18th and C Streets, N.W.			
	Washington, D.C. 20240			
	Dir., Exec. Secret.:			
	Mr. Paddy J. McGuire	(202) 208-3181		
		fax (202) 208-2100		
	Asst. to the Secy.:			
	National Park Service:			
	Jim McDaniel	(202) 619-6344		
	Corr. Unit NPS: Doris Branch	(202) 208-3933		
		(202) 208-3067		
	Misc Info:			
	Monuments	(202) 426-6841		
	Vietnam Memorial Foundation			
	President's Park	(202) 755-7799		
	Supervisor: David Krewson			
	Lydia Bickford BIA		(202) 208-0437	

AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

DOJ	Department of Justice	Ms. Paula Stephens	(202) 616-0074	(202) 514-4507
	Ms. Anna-Marie Kilmade Gatons	Ms. Cynthia (Cindi) Hardin	(202) 616-0077	
	Director, Executive Secretariat			
	Room 4414			
	Department of Justice			
	950 Pennsylvania Avenue, N.W.			
	Washington, D.C. 20530 - 0001			
	Dir., Exec. Secret.:			
		BULK MAIL: Joe Gerstell	(301) 436-1020	(301) 436-1036
	Ms. Anna-Marie Kilmade Gatons (202) 514-2063			
	Director, Executive Secretariat			
	Quality Control.: Cyndi Harden (202) 514-2063			
	INS	Linda Greene	(202) 514-4434	(202) 307-9911
	Bureau of Prisons	Bryan Pownall	(202) 514-8534	(202) 514-6878
	BOP, Pub. Affairs -prisoner cases-	Greg Bogdan	(202) 307-3030	
		asst. Dan Dunne		
	Civil Rights	Faye McDowney	(202) 514-3847	
	Attorney General's Office			
	Mr. Andrew Goldenbaum RM 5230			
			(202) 514-2148	(202) 616-7290

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Department of Labor	Anita Frasier	(202) 219-6019	(202) 219-8822
Executive Secretariat			
Room S-2521			
Department of Labor			
200 Constitution Avenue, N.W.			
Washington, D.C. 20210			
Executive Secretary: Michael A. Grant		(202) 219-8271	(202) 219-8822
OWCP		(202) 219-7503	(202) 219-4321
	(202) 219-7503		
Tom Markey handles cases involving:	(202) 219-7552		
(Fed emp injury, black lung, longshoremens)			
Sheila Williams 693-1035 personal		(202) 693-0040	(202) 219-7250
Glen Whittington: Div of State OWCP	(202) 219-6808	(202) 693-0043	
(liaison with state OWCP) can answer questions.		(202) 693-0044	
PBGC -- Pension Benefit Guaranty Corp.			
For high-priority cases:			
Hal Glassman Chief, Public Affairs, Pension and	(202) 219-8921		
Welfare Benefits Administration			
Richard Small (head of prg. inquiries)	(202) 219-8776		
for ERISA (Empl Retirement Income Security Act of 1974			
for COBRA			
Robert Schaerfl Dir, US Empl Service	(202) 219-5257		
ETA Empl Training Admin (work permits-alien certif)			
Joyce Daniels OCIA for Family Medical Leave	(202) 219-6141		
Mary Ann Wyrsh for Unempl. Benefits	(202) 219-7831		
Dolores Battle JTPA Job Training Partnership Act	(202) 219-6236		
DOD displaced workers -- Richard Hardin	(202) 219-5185		

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DOS	Department of State	Saadia E. Sarkis	(202) 647-6545	(202) 647-1533
	Office of Secretariat Staff	Carol A. Rodley	(202) 647-7559	
	Room 7241			
	Department of State			
	2201 C Street, N.W.			
	Washington, D.C. 20520			
	VISA's:	Alma Kaplan	(202) 663-1254	(202) 663-3899
			(202) 663-1516	
			(202) 663-1242	
		Cindy Haley	(202) 663-1231	
	Passport Services	Pam Holiday	(202) 955-0370	
		Celest Lewis		
	Childrens Issues: (Jim Schuler))		(202) 647-2606	(202) 647-2835
	Consular Affairs			
	Deputy Assist. Sec. of State: David L. Hobbs	(202) 647-9577		(202) 647-3732
	Citizens Emergency Center: Bill Daniels	(202) 647-6178		(202) 647-3732
	Non-Emergency Services: Edward Betancourt			
	NATIONAL VISA CENTER see NVC			

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DOT	Department of Transportation	Ms. Peggy J. Burford	(202) 366-9758	(202) 366-7202
	Office of the Executive Secretariat	Mrs. Jeanne E. Smith	(202) 366-9734	
	Room 10203			
	Department of Transportation			
	400 Seventh Street, S.W.			
	Washington, D.C. 20590			
	Dir., Exec. Secret.:			
	Ms. Jamie S. Williams		(202) 366-4277	(202) 366-7202
	Deputy Director of ES:			
	Mrs. Jeanne E. Smith		(202) 366-9734	(202) 366-7952
	Staff Assistant:			
	Ms. Lisa Lord		(202) 366-4277	
FAA	Federal Aviation Administration	Mrs. Shelly M. Broderick	(202) 267-3111	(202) 267-5047
	Mrs. Jane F. Garvey		(202) 267-3111	(202) 267-5047
	Administrator			
	Federal Aviation Administration			
	Room 1010			
	800 Independence Avenue, S.W.			
	Washington, DC 20591			
	Air Traffic Control Acting Associate Administrator	Ronald E. Morgan	(202) 267-7111	
	same address as above (Room 1002)			
	Maritime Adm/Merchant Marines		(202) 366-4468	
	Acting Maritime Administrator	John E. Graykowski		
	Air Traffic Controller Info: 1-800/960-0600			corr:5-5-98

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ED	Department of Education	Edgar Mayes	(202) 401-3396	(202) 260-7867
	Executive Secretariat	Tracy Catoe	(202) 401-1361	
	Room 6300	Linda B. Cuffey	(202) 401-2981	
	Department of Education			
	600 Maryland Avenue, SW			
	Washington, D.C. 20202			
	Dir., Exec. Secret.:			
	Philip S. Link			
	(202) 401-3067 fax: (202) 401-2854			
	Spec. Asst. to the Director, Exec. Secretariat			
	Teresa A. Garland		(202) 401-3074	(202) 401-2854
	Student Loan Payment Office:			
	Evelyn Gates, Sec to Dir. (202) 708-9448			
	Norma Childs (202) 708-9448			
	Office of Special Ed. Rehabilitation Services:			
	Maxine Vallines (202) 205-9280			
	Clearing House for Education:			
	Don Barrett (202) 205-9247			
	Director of Correspondence:			
	Edgar W. Mayes			
	Deputy Director :			
	T. Tracy Catoe			

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FEMA				
	Federal Emergency Mgt. Agency	Mrs. Sherina Greene	(202) 646-3782	(202) 646-3524
	Room 316			
	Federal Emergency Management Agency			
	500 C Street, S.W.			
	Washington, D.C. 20472			
	Program Analyst:			
	Ms. Barbara A. Evans (202) 646-3919			
	fax (202) 646-4291			
	Chief, Records Mgt. Branch	Mrs. Muriel B. Anderson		
	send all WH Correspondence to:			
	Mrs. Muriel B. Anderson			
	Chief, Records Management Branch			
	Federal Emergency Management Agency			
	500 C Street, SW, Room 316			
	Washington, DC 20472			
	Raymond Young		(202) 646-4211	(202) 646-3895
	Acting Deputy Director of FEMA			
	FEMA			
	Room 830			
	Administrative Specialist	Mrs. Linda M. Dennis:	(202) 646-3454	(202) 646-4060
	Office of Congressional and Legislative Affairs:	Martha Braddock	(202) 646-4500	

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HCFA	Health Care Financing Administration (within HHS)	Chester L. Moses	(202) 690-8271	(202) 690-7675
	Room 309 G	Johnnie M. Christian	(202) 690-5978	
	200 Independence Avenue, S.W.	Brenda McCray	(202) 690-8375	alt fax:
	Washington, D.C. 20201	Deborah Miller	(202) 690-8375	(202)690-6726
	Dir. Of Div. Corres. Control and Management			
	Cheryl Dunham (202) 690-8678			
	fax (202) 690-7675			
	Medicare/Div. Of Health Plan & Provider Corres.			
	Dir. Darleen Hayes	(410) 786-5602		
	fax	(410) 786-0167		
	Adrianne Kaylor 410/786-5612			
	Tom Jacobs 410/786-5622 or 18			
	Mary Ross 410/786-7701			
	Medicare Issues - Allen Gillespie	(410) 786-5996		
	Medicaid and State Operations			
	David Whitt	(410) 786-5600		
	Nursing Home issues			
	Tom Graham	(202) 619-0809		
	Center for Beneficiary Services			
	Dir. Arthur Weatherbee	(410) 786-2746		

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HHS	Department of Health and Human Services			
	Communications Control Center			
	Room 639-G, HHS Building	Mrs. Eva A. DeSarno	(202) 690-6392	
	Dept. of Health and Human Services	Ottis Hamilton	(202) 690-6392	(202) 690-7203
	Washington, D.C. 20201			
	Exec. Secretary to Dept. of HHS:			
	Mrs. Claudia Cooley (202) 690-5627			
	Deputy Exec. Sec. to Dept. of HHS:			
	Ms. Jackie White (202) 690-5627			
	Fetal Tissue - Planning and Evaluation:			
	Kathy Hudson (202) 690-7908			
	HHS/PHS - Medical mal-practice:			
	Carolyn Paplin (202) 690-7906			
	FDA	Cathy Beck, director	(301) 827-4450	(301) 443-1863
		Walt Osborn	alt fax:	(301) 443-1719
	Marie Dromerick/ Janet East (202) 690-8566			
	NIH -- Dr. Gollesman (301)496-1921	fax (301) 402-0027		(301) 402-4273
	(Acting Dep. Dir. of Intramural Research			
	National Institute Neurological Disorders)			
	Exec. Sec HIH: Mildred Patterson	(202) 690-8566		

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HUD	Dept. of Housing and Urban Development			
	Executive Secretariat		NEW NUMBER	
	Room 10139	Pearl Bouie	(202) 708-0614	(202) 619-8365
	Dept. of Housing and Urban Devel.		'ext: 5513	
	451 Seventh Street, S.W.			
	Washington, D.C. 20410			
	Ms. Ann Adlrich		(202) 708-3054	(202) 619-8365
	Dir., Exec. Secret.:			
	The numbers for housing counseling:	1-800/569-4287		
		1-800/358-6216		
	Director, Office of Housing Communications, room 9139			
	Jim Peterson (202) 708-3475 fax: (202) 708-3525			
	Starr Eckert (202) 708-1020			
	Single family homes:			
	mortgages, evictions, can't make payments:			
	Joseph McCloskey (202) 708-3680			
	how to get loan/trying to find or purchase housing:			
	Richard (Dick) K Manuel (202) 708-2700			
	(202) 401-8951			
	Multi-family residences:			
	trouble with landlord, management, co-op board problems:			
	Al Sullivan (202) 708-3730			
	Hotline for delinquent mortgages- Call Housing Counseling Voice Response System 1-800-569-4287			

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NLRB	National Labor Relations Board	Joseph Moore	(202) 273-1940	
	Mr. Joseph Moore, Deputy Exec. Secretary	John C. Truesdale		
	Room 1-206	John J. Toner		
	1099 14th Street, N.W.	Hollace Enoch		
	Washington, D.C. 20570			
	Assoc. General Counsel for			
	Div. of Operations Management:			
	William G. Stack (202) 273-2900			
	fax (202) 273-4274	general counsel	(202) 273-1935	(202) 273-4270
	(Room 10206)			
	Exec. Secretary -- (Board Side):			
	John C. Truesdale (202) 273-1934			
	(Room 11602)			
	1099 14th Street, N.W.			
	Washington, D.C. 20570			
	Titles:			
	Deputy Exec. Secy.: Joseph E. Moore, Rm 11610			
	Assoc. Exec. Secy.: John J. Toner			
	For labor disputes: (if J. Moore not available) Ms. Hollace Enoch	(202) 273-1938		
	NMB handles airline disputes (labor)			

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RTC	Resolution Trust Corporation	Mrs. Carol M. O'Brien	(202) 416-7314	(202) 416-4413
	Mrs. Carol M. O'Brien	Neal Logue		
	Chief, Programs and Planning Branch			
	Room 1079			
	Resolution Trust Corporation			
	801 17th Street, N.W.			
	Washington, D.C. 20434			
	Director, Office of Governmental Relations:			
	Peter E. Knight (202) 416-2116			
	fax (202) 416-4413			
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SSA	Social Security Administration	Mrs. Loretta E. Traglia	(410) 965-2752	(410) 965-0695
	Office of Public Inquiries	Mrs. Willie Cary	(410) 965-2761	
	4100 Annex Building	Ms. Sheila Mazone		
	Social Security Administration			
	6401 Security Boulevard			
	Baltimore, MD 21235			
	Office of Communications			
	Deputy Commissioner	Joan E. Wainwright	(410) 965-1720	(410) 965-3903
	Assistant Deputy Commissioner	Phil Gambino	(410) 966-6448	
	Office of Public Inquiries			
	Associate Commissioner	Charles H. Mullen	(410) 965-8187	
	Deputy Assoc. Commissioner	Aurelia N. Welchel (Rae)	(410) 965-2739	(410) 966-6166
	Foreign Claims:	Tricia Mangum	(410) 965-8019	(410) 965-8020
	If no benefits yet:	Suzanne Ridgley	(410) 965-5620	(410) 965-6539
	Public Inquiries:		(410) 965-2748	
	Leonard Sandler, 50775		(410) 965-7700	
	Charoltte Lyles			
	Marilyn Ewings			
	Barbara Smith, 67031			

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TRES	Department of the Treasury	(Cookie) LaUna Glasgow	(202) 622-1700	(202) 622-0073
	Mr. Neal C. Comstock	JoAnn Huffman	(202) 622-0074	
	Department of the Treasury	Michelle Middleton		
	Main Treasury, Room 3408			
	15th and Pennsylvania Avenue, N.W.			
	Washington, D.C. 20220			
	Office of Public Corres. (bulk): Alan Keller		(202) 622-1502	
	Executive Secretary: Neal C. Comstock		(202) 622-2735	(202) 622-0073
	Deputy, Executive Secretary: Priya Alagiri		(202) 622-5761	
	Deputy, Executive Secretary: David Icikson		(202) 622-0498	
	Office of Thrift Supervision	Melba McCannon	(202) 906-6593	(202) 906-7477
		Patty G. Spellacy	(202) 906-7294	
	IRS -- Mary Ann Wells		(202) 622-3730	(202) 622-3048
	Geraldine Spencer		(202) 622-7026	(202) 622-6673
	(filling in for GS until 9-19-98:Dee Bowlding)		(202) 622-7340	
	IRS - for delivery to M A Wells:			
	Room 3244			
	1111 Constitution Avenue, NW			
	Washington, DC 20224			
	Tax Policy	Rudie Slaughter	(202) 622-0859	
	Office of Enforcement	Cassandra Williams	(202) 622-1462	
	Bureau of Public Debt	Peter (Pete) Hollenback	(202) 219-3302	(202) 219-4163
TVA	Tennessee Valley Authority	Ronald A. Loving	(202) 898-2999	(202) 898-2998

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10/20/1999

	Mr. Craven Crowell	Mr. Chris Eckl		
	Vice President, Government Relations			
	Tennessee Valley Authority			
	400 Summit Hill Drive			
	Knoxville, TN 37902			
	Chairman: Craven Crowell			
	Admin. Asst. Catherine Hutchins	(615) 632-2531		
		fax (615) 632-6634		
	Vice Pres. of Govt. Relations:			
	Ronald A. Loving	(202) 898-2999		
	Note: Send DC mail to:			
	TVA, Suite 300, 1 Mass. Ave., N.W.,			
	Washington, D.C. 20444			
USAID	U.S. Agency for International Development	Marion J. Castagna	(202) 712-4755	(202) 216-3797

AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

[illegible]

AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

	Executive Secretariat	Mrs. Gail P. Salgado-Duff		
	Administration Building, Room 11 6A	Ms. Corless Hamm		
	14th and Independence Avenue, S.W.			
	Washington, DC 20250			
	Director, Office of the Executive Secretariat			
	Ms. Lynn Finnerty		(202) 720-7100	(202) 720-2166
	Mr. Greg Billings		(202) 720-8202	
	RHCDS Patricia		(202) 720-4618	
	Ronnie O. Tharrington			(202) 690-3025
	Food Stamps Twanda Rogers		(703) 305-2066	(703) 305-2908
	Julie Bernell in Assistant Secretary's Office		(202) 720-7711	
	Special Assistant (forestry issues) Allison Biggs		(202) 205-1261	
USHMM	U.S.Holocaust Memorial Museum	Betsy Chock	(202) 488-0413	(202) 488-2613

AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

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10/20/1999

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10/20/1999

[illegible]

AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

Unites States Sentencing Commission
Suite 2-500
Marshall Federal Judiciary Building
One Columbus Circle, N.E.
Washington, D.C. 20002-8022

William W. Wilkins, Jr., Dir. (202) 273-4590

Does Not Report To DOJ

USSS

U.S. Secret Service -- Under TRES

Cindy Marble

(202)435-5783

(202)435-5749

AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

FOR COMPLAINTS ABOUT SS AGENTS: (202) 456-2443
Donald A. Flynn Special Agent,
Presidential Protection Division

Threat letters:
Put into evidence bag and take to Rm. 49

Threatening Calls/ Suicides:
Duty Desk: Ext.: 62686

USTR	U.S. Trade Representative	Mrs. Levern A. Hicks	(202) 395-5683	(202) 395-9469
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AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

Mrs. Levern A. Hicks
Correspondence Analyst
Winder Building, Room 122A
Office of the U.S. Trade Representative
600 17th Street, N.,W.
Washington, D.C. 20508

VA

Department of Veterans Affairs

Valerie Douglas

(202) 273-4863

(202) 273-4880

AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

	001B			
	810 Vermont Avenue, N.W.			
	Washington, D.C. 20420	Mrs. Venisa M. Wright	(202) 273-4863	
	CALL: JAN SCHMIDT (for who to call)		(202) 273-4838	(202) 273-4880
	For Benefits (except mortgages)	Ms. Debi Bevins (benefit?)	(202) 273-4830	
	For Medical side:	Ms. Melinda Murphy (med)	(202) 273-5878	
		Ms. Julie Hysom	(202) 273-5832	
	Exec. Secretary: Ms. Susan C. McHugh		(202) 273-4850	
	White House Liaison: Mr. Heyward Bannister		(202) 273-4838	(202) 273-4880
	Program assistant: Ms. Vivian Drake		(202) 273-4838	
	Ms. Julie Strickland			
	VA Hospitals: Pam Galyean/Julie Strickland	(202) 273-6280		
	Loan Guaranty Service:			
	VA Mortgages: Secretary: Dianna Murphy	(202) 273-7332		(202) 275-3523
	R. Keith Pedigo			
	Office of the Secretary Affairs , Inquiries:			
	Tyrone K. Hearn		(202) 273-7453	
	Jacqueline Holloway		(202) 273-7449	
	CON'T...			
	Compensation and Pension Service:			
	Robert Yurgal		(202) 273-7287	

AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

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AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

	Red Cross			
	American Red Cross	Yvonne White	(202) 639-3292	
	National Headquarters	P.T. Henry		
	430 17th Street, N.W.			
	Washington, D.C. 20006			
	Military, Social Service Dept.		(202) 639-3556	
SAL	Salvation Army		(703) 684-5500	
	National Headquarters			

AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

[illegible]

AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

Washington, D.C. 20002

Executive Director and President, Travelers Aid International (202) 546-3120

W. Mark Clark

Asst. Exec. Dir.: Barbara Brown

AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

[illegible]

AGENCY LIAISON AGENCY CONTACT LIST -- NOT FOR CIRCULATION --

10/20/1999

[illegible]

Attachment C
FOR INTERNAL USE ONLY
Office of Presidential Letters and Messages

In the event that work is interrupted by Y2K problems, the Office of Presidential Letters and Messages (PLM) will focus its efforts on processing correspondence with the highest priority: BC sigs; higher priority tracked mail; time sensitive requests such as messages for events, get-well letters, condolences, resignations, and retirements; and proclamations. During the two weeks prior to the new year, the office will focus on drafting as many of these documents as possible. (Fortunately, December and January are traditionally slow times for Presidential messages.)

Should staff in PLM have difficulty accessing computer resources used to draft Presidential letters, messages, and proclamations, they will use the following alternative methods to accomplish the office's four primary functions of research, drafting, editing, and clearance:

Research

In mid-November, a PLM intern will begin creating a library of previously approved language from the "final version" directories in IQ (such as typ/slr, typ/pm, and typ/clerk).

PLM will use the "Compilation of Presidential Documents" in the library as a source for recent speeches and other press releases for background material. Each writer will also save background material in issue folders for reference purposes. In the event that information cannot be accessed on-line, PLM staff will use library resources to research topics.

PLM will access form letter language on hard copy in notebooks maintained by Mail Analysis. Form message language is available in hard copy in Presidential Support.

By mid-December, writers will print out information used on a regular basis from government web sites, news sources, etc.

Drafting

PLM will type final drafts on stand-alone computers or typewriters.

Editing

Editors will make handwritten changes to writers' drafts; if major rewrites are required, the editors will use stand-alone computers or typewriters. If IQ is not operational, writers and editors will be responsible for photocopying language needed for future use and entering it into IQ when it becomes available.

Clearance

PLM will clear draft language by phoning, faxing and/or hand-delivering language to contacts. (See attached for contact names/phone and fax numbers/office locations.)

Staff Responsibilities

Task	Responsible Staff Member	Target Date
Review policy with BCCP education point person	Debi Alexander	11/1/99
BCCP target dates/procedures reviewed with PLM staff (includes assessment of supplies required)	Chris Scully	11/1/99-12/30/99
Supply needs forwarded to Director	John Wertman	11/1/99-11/5/99
Ordering supplies	John Wertman	11/10/99
Photocopying of research material	PLM Intern/Tracy Sisser	11/1/99-12/27/99
Update PLM contact listing and provide to Director for review	John Wertman	12/6/99
Supply PLM contact listing to C. Stacey	Debi Alexander	12/10/99
Back up important files	All Users	12/10/99-12/31/99
PLM point person for loading files onto alternative workstations	Chris Scully	12/27/99-12/31/99
Notifying S. Horn/C. Stacey of computers failures in PLM	Debi Alexander	Event Trigger
Updating IQ	All Staff	To be completed when the system becomes operational

Issue	Contact Name and Office	Phone Number	Fax Number	Office Location:
Abortion	Maureen Shea, ODP	x62930	x62218	OEOB 117
Affirmative Action	Ben Johnson, One America	x62930	x62577	OEOB 470
Agriculture	Lynne Finnerty, USDA	720-7100		
Agriculture	Barbara Woolley, OPL	x62930	x66218	OEOB 121
Agriculture	Tom Freedman, DPC	x65587	x67431	OEOB 213
Agriculture	Mary Smith, DPC	x65571	x67431	OEOB 213.5
Arts and Humanities/Millennium	Ellen Lovell, Millenium Council	x62000	x57376	708 JP
Arts and Humanities/Millennium	Melanne Verveer, FLO	x66266	x66244	OEOB 100
Banking	Sarah Rosen-Wartell, NEC	x66630	x62223	OEOB 235
Banking	Jim Dorskind, Commerce			
Banking	Michelle Enger, OMB	x57874	x51292	NEOB 9235
Budget	Joe Minarik, OMB	x55873	x55873	OEOB 244
Budget	Jason Furmar, NEC	x65358	x62878	
Business	J. Dunn, OPL	x62930	x66218	OEOB 116
Campaign Finance Reform	Paul Weinstein, DPC	x65577	x67028	OEOB 214
Children and Families	Nicole Rabner, DPC	x67263	x62878	2FL WW
Children and Families	Ruby Shamir, DPC	x65696	x66244	2FL WW
Civil Rights	Minyon Moore, OPA	x66257	x62983	2FL WW
Civil Rights	Jena Roscoe, OPL	x62930	x66218	OEOB 122A
Civil Rights	Irene Bueno, DPC		x65581	OEOB 217R
Civil Rights/Racial Issues	Ben Johnson, One America	x62930	x62577	OEOB 470
Climate Change	Roger Ballantine	x61648	x62215	107 EW
Corporation for Public Broadcasting	Melanne Verveer, FLO	x66266	x66244	OEOB 100
Crime Policy/Drugs	Leanne Shimabukuro, DPC	x65574	x67028	OEOB 224L
District of Columbia	Marcia Occomy, OMB	x51092	x56825	NEOB 9236
District of Columbia	Janie Jeffers, OMB	x56965	x57294	OEOB 464
Economy	Gay Joshlyn, NEC	x62801	x62223	OEOB 235
Economy	Brian Baretto, NEC	x66630	x62223	OEOB 235
Education (Higher)	Brian Kennedy, NEC	x66630	x62223	OEOB 235
Education (K-12)	Bethany Little	x65543	x65581	OEOB 217
Energy	David Spielfogel, OMB Energy and Science Branch	x66531/x54561	x62710/x53049	
Environmental Policy	David Spielfogel, OMB Energy and Science Branch	x66542/x54561	x62710/x53049	
FEMA	Sean O'Shea, Cabinet Affairs			

Issue	Contact Name and Office	Phone Number	Fax Number	Office Location:
FEMA	Kris Balderston, Cabinet Affairs	x62572	x66704	OEOB 160
Health Care	Devorah Adler/Chris Jennings, DPC	x65560		OEOB 216
Health Care/AIDS	Todd Summers, ODP	x62437	x62438	236 JP
Health Care/Medicare	Jeanne Lambrew, ODP	x62155	x62223	OEOB 209
Housing and Homelessness	OMB	x54516/x54610	x56889	NEOB 9201
Immigration	Irene Bueno, DPC	x66558	x65581	OEOB 217R
Insurance	Russell Horowitz, NEC	x65715	x62878	OEOB 228
Insurance	Jeff Leidman, NEC	x65358	x62223	OEOB 228
International Human Rights	John Ficklin, NSC	x69221	x69220	OEOB 379
International Issues	John Ficklin, NSC	x69221	x69220	OEOB 379
International Issues	Arnette White, OMB	x51487	x53888	OEOB 466
Island and Commonwealth Areas	Jeff Farrow, IGA	x62896	x62889	OEOB 598
Justice/Legal Issues	Counsel's Office	x67900	x66279	OEOB 128
Labor/Job Programs and Training	Larry Matlock, OMB	x61121	x51596	NEOB 8202
Labor/Labor Unions	Karen Tramontano, CoS	x66797	x62030	GFL WW
National Defense	Diana Donnelly, WHMO	x62150	x66704	2FL EW
National Service	Tanya Martin, DPC	x65228	x65581	OEOB 220
Native Americans	Lynn Cutler, IGA	x62896	x66220	OEOB 106
People with Disabilities	Johnathon Young, OPL	x62930	x66218	OEOB 119
Regulatory Reform	Kathy Wallman, NEC	x65385	x62878	NEOB 10201
Regulatory Reform	Sally Katzen, NEC	x65378	x61605	OEOB 231
Religious Issues/Christian Community	Maureen Shea, OPL	x62930	x66218	OEOB 117
Religious Issues/Jewish Issues	Debbie Mohile, OPL	x62930	x66218	OEOB 118
Science and Technology/Y2K	Jack Gribben	x67010	x66021	OEOB 410
Science and Technology/Y2K	Robert Marianelli, OSTP	x66134	x66027	OEOB 432
Science and Technology/Y2K	Reuben Musgrave, OSTP	x65518	x66019	OEOB 435
Science and Technology/Y2K	Janet Abrams, Y2K	x67171	x66021	OEOB 410
Social Security	Natasha Bilimoria, NEC	x62198	x62223	OEOB 233
Social Security/Retirement and Aging	Edwin Lau, OMB	x54686	x50851	NEOB 8222
Space Technology	Jeff Hofgard, OSTP	x66043	x66023	OEOB 423
Sports	OPL	x62930	x66218	GFL WW
Taxes	Randy Lyon, OMB	x55800	x51150	NEOB 9215
Taxes	Carl Haacke	x65467	x62223	

Issue	Contact Name and Office	Phone Number	Fax Number	Office Location:
Taxes	Neal Comstock, Treasury	622-0064		
Tobacco/FDA	Barbara Woolley, OPL	x62155	x66218	OEOB 121
Tobacco/FDA	Cynthia Rice, ODP	x62846	x67431	OEOB 212R
Tobacco/FDA	Mary Smith, ODP	x65571	x67431	OEOB 213.5
Trade	Lael Brainard, NEC	x55104	x61605	OEOB 231
Trade	Laverna Hicks, USTR	x55683	x59649	Winder 122A
Trade	Malcolm Lee, NEC/NSC	x69299	x69291	OEOB 469
Trade	Rick Samans, NEC/NSC	x62801	x62223	OEOB 225
Trade	Matt Schaefer, NEC/NSC	x62801	x62223	
Transportation	Jamie Williams, DoT Exec. Sec	366-4277	366-7202	
Transportation	Dorothy Robyn, NEC	x65365	x62223	OEOB 226
Transportation	David Tornquist, OMB	x55704	x54797	NEOB 9208
Welfare	Andrea Kane, DPC	x65573	x67431	OEOB 210
Welfare	Cynthia Rice	x62846	xx67431	OEOB 212R
Women's Issues	Lauren Supina, Women's Office	x67500	x67311	OEOB 15

Attachment C
FOR INTERNAL USE ONLY
Office of Presidential Messages

In the event that computer failures occur due to the Year 2000 problem, the Office of Presidential Messages will implement the following procedures in order to meet its core business functions:

Messages

Messages staff will print a log, detailing outstanding messages, on the last business day of 1999. Any messages due prior to January 7, 2000, will be completed by close of business that day.

If failures occur, Presidential Messages will continue to open, cover sheet (see attached form), and code incoming mail by hand. Message requests will be entered into IQ once the system becomes operational. Because 6-8 weeks notice is required for new message requests, the bulk of requests received for events in early January will be turned down.

Last minute staff or congressional requests will be added manually to the message log and entered into IQ once the system becomes operational. Messages staff will record the name of the writer assigned to process rush messages.

Messages staff will use the manual message log to answer constituent inquiries (see attached form). In the event that inquiries require access to IQ, Messages Staff will maintain a list of calls that need to be returned once IQ becomes operational.

PM form messages will be backed-up up onto hard drive or diskette by Presidential Support.

Proclamations

The following proclamations are due during the month of January:

Religious Freedom-January 16
Martin Luther King, Jr.-January 18
National Consumer Protection Week-January 31-February 6

These documents will be drafted by Presidential Letters and Messages. Please consult PLM's Y2K Guidance Sheet for procedures.

Staff will continue to read mail and process requests for proclamations already scheduled for release. Mailing labels for these requests will be typed manually.

Proclamation histories will be researched through the Executive Clerk's Office. The research may be put on hold until their database becomes operational.

Requests for proclamations that must be turned down will be set aside until IQ becomes operational. Rush requests will be turned down by phone and/or a Dan Burkhardt letter. Presidential Messages will provide Presidential Support with the appropriate language for DB turndown letters.

Clearance

Clearances for proclamations and messages will be obtained by faxing and/or hand delivering text to White House contacts. Please see the attached list for contact names, telephone and fax numbers, and office locations.

Staff Responsibilities

Task	Responsible Staff Member	Target Date
Informing staff about BCCP plan	Eileen McCaughey	11/1/99-12/30/99
Ordering supplies	Eileen McCaughey	11/10/99
Updating contact list	Eileen McCaughey	12/10/99
Backing up important files	All Users	12/10/99-12/30/99
Printing message log	Carmen Fowler	12/30/99
Notifying S. Horn/C. Stacey of computer failures	Eileen McCaughey	Event Trigger
Opening, coding, and coversheeting incoming message requests	All Staff, Interns, Volunteers	Current procedure
Manually logging rush requests	Eileen McCaughey/Carmen Fowler	Event Trigger
Maintaining call log	All Staff and Interns	Event Trigger
Updating IQ	Eileen McCaughey	To be completed when the system becomes operational

PRESIDENTIAL MESSAGE

Name of Organization/Person: _____

Name of Event: _____

Date Final Requested _____ **Writer's Date** _____ **Event date:** _____

Correspondence #: _____ **Disposition:** _____

Message to be written for: _____

Addressed confirmed by: _____

Previous message sent: Yes/No: _____ If yes, copy attached: _____

Initial clearance needed: Yes/No _____ If yes, by whom: _____

Initial clearance sought: _____ Approved/Rejected: _____

Background information (check all that apply):

_____ explanation/summary of event _____ bios of all honorees
_____ group history/statement of purpose _____ draft

Complete background confirmed by/date: _____

Comments: _____

Tracking

Photo

Arrival in PLM: _____

_____ b & w

Logged in computer: _____

_____ color

Given to Coordinator: _____

_____ b & w signed

Assigned to (writer's initials and date): _____

_____ color signed

Draft submitted: _____

1st edit: _____

Typing: _____

2nd edit: _____

Typing: _____

Final clearance needed: yes/no

If yes, by whom: _____

Agency sent: _____

Contact: _____

Returned: _____

Final Approval: _____

Final Distribution: _____

PHONE LOG

Name:

Date and time of call:

Organization:

Phone Number:

Request for:

Request sent (when and how):

Event:**Event date (or date requested):****ACTION TAKEN:**

CONTACT NAMES AND NUMBERS

For Message Clearance:

OFFICE/ISSUE	CONTACT	NUMBERS
Cabinet Affairs	Anne Bovaird	Phone: 6-7072 Fax: 6-6704
Child Welfare	Nicole Rabner	Phone: 6-7263 Fax: 6-2878
Counsel	Meredith Cabe	Phone: 6-7984 Fax: 6-1647
Disability Issues	Jonathan Young	Phone: 6-7032 Fax: 6-6218
Environment	David Spielfogel	Phone: 6-6531 Fax: 6-2710
Health Issues	Barbara Wooley	Phone: 6-2155 Fax: 6-6218
IGA	Adrienne Elrod	Phone: 6-7060 Fax: 6-6220
Jewish affairs	Debi Mohile	Phone: 6-5157 Fax: 6-6218
Labor	Karen Tramontano Carolyn Wu	Phone: 6-6797 fax: 6-2030
Law Enforcement	Jose Cerda Leann Shimabukuro	Phone: 6-5568 6-5574 fax: 6-7028
Leg Affairs	Courtney Crouch Devan Patel	Phone: 6-7500 Fax: 6-6221
Military Issues	Danny Donnelly	Phone: 6-2150 Fax: 5-4076
Native American Issues	Lynn Cutler Adrienne Lavalley	Phone: 6-2896 Fax: 6-2889
NSC	Chris George	Phone: 6-9221 Fax: 6-9220
Race Relations	Ben Johnson Kathleen Ahn	Phone: 5-1010 Fax: 6-2577
Religion	Maureen Shea	Phone: 6-2721 Fax: 6-6218
Women's Issues	Sondra Seba	Phone: 6-7300 Fax: 6-7311

For Proc Clearance:

OFFICE (CONTACT)	METHOD OF CONTACT
Management & Administration (Mark Lindsay)	Fax: 6-1655
Cabinet Affairs (Thurgood Marshall, Jr.)	Fax: 6-7067
Counsel (Beth Nolan)	Fax: 6-6279
First Lady's Staff (Melanne Verveer)	Fax: 6-6244
Leg Affairs (Larry Stein/ Courtney Crouch)	Fax: 6-6221
NEC (Bruce Reed)	Fax: 6-2878
OPL (Mary Beth Cahill/ Christine Stanek)	Fax: 6-6218
Political Affairs (Minyon Moore, Jocelyn Bucaro)	Fax: 6-2983
Scheduling (Stephanie Streett)	Red Tag
Staff Secretary (Sean Maloney/ Lisel Loy)	Red Tag

Presidential Messages:

NAME	OFFICE NUMBER	HOME NUMBER
Carmen Fowler	6-5505	703/820-7327
Maureen Hudson	6-5902	301/587-5720
Sarah Knight	6-5514	301/434-8648
Eileen McCaughey	6-5494	202/686-1432 NY: 914/279-5227

Attachment C
FOR INTERNAL USE ONLY
Presidential Support

In the event that computer failures occur due to the Year 2000 problem, Presidential Support will implement the following procedures in order to meet its core business functions:

Presidential and Staff Letters

Presidential Support relies heavily on the EOP Network. In the event of computer/network failures caused by the Year 2000, all computer workstations must be converted to stand-alone computers. If this is not possible, Presidential Support will require nine laptop computers. All stand-alone and laptop computers must be loaded with Microsoft Word and WordPerfect 8.0. These computers must be compatible with printers currently in use by Presidential Support. As a last resort, Presidential Support will use typewriters to manually process documents.

Presidential Support staff is responsible for backing-up pre-approved letter texts onto disk. This process should be completed by December 27, 1999.

During a computer shutdown, a copy of every letter or document will be retained by Presidential Support. These copies will be used to enter new data into IQ once the database becomes operational.

Executive Clerk, Staff Secretary, and Other Offices

Presidential Support will be responsible for backing-up documents from the Executive Clerk and Staff Secretary on disk. This should be completed by December 27, 1999.

Presidential Support receives the text of some documents from the Executive Clerk, Staff Secretary, and other outside offices by email. In the event of computer failures, these offices will need to provide the texts on disk. If this is not a possibility, Presidential Support will prepare documents from drafts. If Lotus Notes is not available, Presidential Support will not be able to email Blue Line documents to the Executive Clerk. In this event, Presidential Support will download the documents to disk and forward the disk to the Executive Clerk.

Once computer systems become operational, Presidential Support will be responsible for entering data into IQ from photocopies of letters and documents processed during the shutdown period.

Staff Responsibilities

Task	Responsible Staff Member	Target Date
Informing staff about BCCP plan	Wendy Showers	11/1/99-12/30/99
Ordering supplies	Dan DeGuzman	11/10/99
Backing up important files	All Users	12/10/99-12/30/99
Backing up 2 sets of text for all letters	Wendy Showers	12/15/99
Notifying S. Horn/C. Stacey of computer failures in Support	Wendy Showers	Event Trigger
Updating IQ	All Staff	To be completed when the system becomes operational

Attachment C
FOR INTERNAL USE ONLY
Comment Line, Greetings Office, Volunteer Office

In the event that computer failures occur due to the Year 2000 problem, the Comment Line, Greetings Office, and the Volunteer Office will implement the following procedures in order to meet its core business functions:

Comment Line

The Comment Line system is computer-based, and the conversant for this system has been certified Y2K compliant (Contacts: Patricia Parker, Acting COTR for EOP Telecommunications and Wanda Green, TSO Project Manager for AT&T). In the event that computers fail and if the Director of Correspondence requires that the Comment Line remain open during the critical period, a back-up system will be instituted. In this event, White House operators will transfer incoming callers to direct extensions answered by volunteers and/or staff. Please see the attached list for Comment Line extensions and staff who must be contacted if such a situation arises.

In the event of computer failures, Comment Line/Greetings Office Staff will use stand-alone computers and/or typewriters to create reports. Comment Line/Greetings Office Staff will back-up important files to disk prior to December 17, 1999.

Greetings Office

Requests are processed manually by Comment Line/Greetings Office Staff and Volunteers. Computers are used to look up addresses and telephone numbers. If computers are not available, staff will obtain this information through telephone books and directory assistance. Staff will use stand-alone computers and/or typewriters to create important reports and documents if computer failures occur. All important computer files related to Greetings requests will be backed-up onto disk by December 17, 1999.

Volunteer Office

In the event that computer failures occur, Volunteer Office Staff will use stand-alone computers and/or typewriters to create important documents such as volunteer access list, drop list, and hard badge memos.

Of critical importance to the Volunteer Office is the volunteer database. This database will be saved to disk, printed out in hard copy, and loaded to the hard drive of a stand-alone computer on December 31, 1999. This will allow staff to access up-to-date volunteer information, such as addresses and telephone numbers, if computer failures occur. All other important files should be backed-up onto disk by December 17, 1999.

If the White House is faced with a number of computer-related emergencies, it may be necessary to call on White House Volunteers for extra assistance. The Volunteer Office will compile a list by December 17, 1999, of daytime, evening, and weekend volunteers willing to assist on short notice and in a number of capacities.

In the event that email is unavailable, Volunteer Office Staff will notify volunteer supervisors of important information via telephone and/or fax. For contact names and numbers, please see attached sheet.

Staff Responsibilities

Task	Responsible Staff Member	Target Date
Inform staff about BCCP plan	Kelley Van Auken	11/1/99-12/31/99
Order supplies	Kelley Van Auken	11/10/99
Meet with representatives for Lucent, AT&T, and White House Operators to discuss strategy for back-up Comment Line plan	Kelley Van Auken	12/1/99
Coordinate with USSS to determine procedure for handling threatening calls to Comment Line	Kelley Van Auken	12/1/99
Determine if Comment Line will be closed 12/31/99-1/2/00	Kelley Van Auken	12/1/99
Back-up important files	All Users	12/10/99-12/31/99
Upgrade volunteer database	Chuck Dietzel (IS&T)/Kelley Van Auken/Alana Bansch (vol)	12/15/99
Coordinate with Steve Horn and IS&T to back-up volunteer database to CD-ROM	Amanda Lightstone	12/15/99-12/31/99
Compile list "Emergency Response" volunteers	Amanda Lightstone	12/17/99
Notify S. Horn/C. Stacey of computer failures	Kelley Van Auken	Event Trigger
Load volunteer database to stand-alone computer	Kelley Van Auken/Amanda Lightstone	Event Trigger +24 hours

Comment Line Contacts

Name	Office	Telephone
Kelley Van Auken	Correspondence	x65479
Shivaun Cooney	Correspondence	x66438
Daniel Burkhardt	Correspondence	x65460
Delia Cohen	Correspondence	x65462
Mike McPherson	Lucent	x69810
Paula Sherry	IS&T	x56575
Wanda Green	AT&T	x69808
Al Nagy	WH Operators	x62523

White House Comment Line Operator Numbers

x9771
x9772
x9773
x9774
x9775
x9776
x9777
x9778
x9779
x9780
x9781
x9782
x9783
x9784
x9785
x9786
x9787

Correspondence Department Staff Contacts

11/4/1999

Office	Staff Contact	Telephone	Room
Agency Liaison	Helen Castleman	x65485	6
Chief of Staff's Correspondence			
Director's Office	Jan Vranich	x65914	94
Director's Office	Christina Stacey	x65456	94
E-mail	Steve Horn	x66557	412
E-mail	Mary Binns	x65923	412
First Lady's Correspondence	Alice Pushkar	x62941	18
First Lady's Correspondence	Kim Henry	x65959	18
Gift Office	Maureen Undlin	x65529	457
Mail Analysis/Day	Trudy Roddick	x65490	56
Mail Analysis/Evening	Michael Sharp	x65904	60
Mail Room	Jim Reagan	x65970	49
Presidential Letters and Messages	Debi Alexander	x66018	96
Presidential Letters and Messages	Maureen Hudson	x65902	94
Greetings/Comment Line	Shivaun Cooney	x65451	39
Presidential Messages	Carmen Fowler	x65505	91
Presidential Support	Eileen Upperman	x65949	62
Students	Bryan Day	x65127	597
Students	Debra Wood	x65131	597
Volunteer Office	Kelley Van Auken	x65470	22

Office	Staff Contact	Telephone	Office Location
AIDS Policy	Todd Summers	x62444	820 17th Street
Cabinet Affairs			160
Chief of Staff	Dominique Cano	x62190	1st FL/WW
Conference Center	Sheila Smith	x67390	Jackson Place
Council On Environmental Equality	David Spielfogel	x66531	722 Jackson Place/Room 360
Counsel's Office	Melissa Prober	x66611	2FL/WW
Domestic Policy	Paul Weinstein	x65577	212
Facilities Management	Susan Brown	x59102	578
Facilities Management	Sig Gurgis	x56895	578
First Lady's Office	Eric Woodard	x65708	100
Intergovernmental Affairs	Maria Soto	x67060	106
Intergovernmental Affairs	Adrienne Elrod	x65089	2FL/WW
Legislative Affairs	Courtney Crouch	x67766	1st FL/EW
Millenium Council	Josefina Velasco	x57109	708 Jackson Place
Mrs. Gore's Office	Melissa Preston	x62904	205
National Economic Council	Gay Joshlyn	x62501	233
Office of the Vice President	Mary Margaret Overby	x66488	269
Office of the Vice President/Photos	Callie Shell	x65037	471
Office of the Vice President/Photos	Main Office	x67550	471
Personal Correspondence	Eugenie Bisulco	x62707	2FL/EW
Photo Office	Marilyn Jacanin	x54050	GFL/WW
Photo Office	Lori Wiener	x66709	475
Political Affairs	Cynthia Jasso-Rotunn	x65245	115
Presidential Personnel	Lauren Skrysowski	x66602	158
Press Office (1-10AM)	Jenni Engebretsen	x65749	161
Press Office (Day)	Lisa Ferdinando	x65660	161
Public Liaison	Kendee Yamaguchi	x62380	122
Records Management	Madelene Evans	x67216	75
Scheduling and Advance	Tim Emrich	x65306	185.5
Social Office	Main Number	x67136	2FL/EW
Social Office	Tutty Fairbanks	x66301	2FL/EW
Speechwriting	Main Number	x62777	196
Speechwriting	Josh Gottheimer	x62554	196
Travel Office	Faye Granger	x65202	87
Travel Office	Sue Hazard	x65200	87
Visitors Office	Elizabeth Jones	x61211	1FL/EW
White House Operations	Edd Olds	x65105	1
Women's Office	Kelley O'Dell	x67301	15

Attachment C
FOR INTERNAL USE ONLY
White House Gift Office

In the event that computer failures occur due to the Year 2000 problem, the White House Gift Office will implement the following procedures in order to meet its core business needs:

If IQ is not available, Gift Office staff will use stand-alone computers and/or typewriters to produce gift records in triplicate with a template in Word or manually filling out the attached form. Daily and weekly reports will be created manually, and other reports will be put on hold. The Gift Office will use preprinted gift cards whenever possible, but in cases where gift responses require a letter, drafts will be written using stand-alone computers and/or typewriters. Copies of all documents will be retained by the Gift Office and will be used to update IQ once it becomes operational.

If the network is down, Gift Office staff will use Postal Service publications to verify addresses and zip codes and will obtain price verifications from appraisers via telephone and fax.

For Gift Office contacts, please see the attached sheet.

Staff Responsibilities

Task	Responsible Staff Member	Target Date
Informing staff about BCCP plan	Bob Zanlungo	11/1/99-12/30/99
Ordering supplies	Bob Zanlungo	11/10/99
Updating contact list	Bob Zanlungo	12/10/99
Backing up important files	All Users	12/15/99-12/30/99
Notifying S. Horn/C. Stacey of computer failures	Bob Zanlungo	Event Trigger
Load template to stand-alone computers	Bob Zanlungo	Event Trigger
Logging gifts using template/forms	All Staff	Event Trigger
Updating IQ	All Staff	To be completed when the system becomes operational

White House Gift Record

Presented:**Gift ID:****Arrival:****Entered:**

Donor Information

Address:**Acknowledged by:**

Gift Information

Intended:**Disposition:****Description:****Location:****Total Gift Value:**

White House Gift Office Contacts

Name	Office or Title	Phone
Huma Abedin	Special Assistant to the First Lady	x62578
Eric Woodard	First Lady's Office, Room 100	x66266
Pam Cicetti	Secretary to the First Lady	x62369
Eric Hothem	Special Assistant to the First Lady	x67064
Missy Kincaid	Special Assistant to the First Lady	x67136
Alice Pushkar	FL Correspondence	x65955
Kim Henry	FL Correspondence	x65959
David Neslen	Advance Office	x65305
Amy Comstock	Counsel's Office	x67361
National Archives	Presidential Materials Staff	(202) 501-8041
Barb Hambrick	State Department	(202) 647-5293
Hillary Lucas	State Department Protocol	(202) 647-1144
Capricia Marshall	Social Secretary	x62399
Pam von Fuchs	Special Assistant to the Social Secretary	x66490
Tibbie Turner	Office of the Social Secretary	x 62510
Betty Currie	Secretary to the President	x67820
Kris Engskov	Aide to the President	x61830
Eugenie Bisulco	Personal Correspondence	x62707
Ann McCoy	Personal Correspondence	x62957
Mary Morrison	Oval Office Operations	x62520
Nancy Hernreich	Oval Office Operations	x66610

Attachment C
FOR INTERNAL USE ONLY
Presidential E-mail

If computer failures occur due to the Year 2000 problem, traditional methods of retrieving e-mail cannot be employed. Presidential E-mail staff will implement the following procedures in the event of such failures:

For security purposes, it is important that Presidential E-mail staff continue to retrieve electronic mail sent to the First Family. Presidential E-mail staff will coordinate with IS&T (Jack Fox, x56714) and USSS (Delta Priest, 435-9410) to scan incoming e-mail for threats in IS&T's special command center. In addition, Presidential E-mail staff will use a laptop computer to download e-mail received in the command center. This mail will be printed, read, coded, and forwarded to the appropriate office for handling.

Staff Responsibilities

Task	Responsible Staff Member	Target Date
Informing staff about BCCP plan	Steve Horn	11/1/99-12/30/99
Ordering supplies	Steve Horn	11/10/99
Notifying IS&T and USSS of network failure	Steve Horn	Event Trigger
Notifying IS&T/Quorum specialists of computer failures in Correspondence	Steve Horn/Christina Stacey	Event Trigger
Work threat scanner mail in command center	Steve Horn/ Mary Binns	Event Trigger
Downloading e-mail from servers to laptops in command center	Steve Horn/Mary Binns	Event Trigger
Replicate Notes databases to stand-alone computer	Steve Horn	Event Trigger

Attachment C
FOR INTERNAL USE ONLY
Mail Analysis

In the event of computer failures due to the Year 2000, Mail Analysis will implement the following procedures in order to meet its core business functions:

Incoming/Outgoing Mail

Accountable mail, express, hand-delivered, registered mail, and official mail will be photocopied and date stamped. Photocopies will be retained by Mail Analysis for use in updating IQ once it becomes operational. Originals will be forwarded to the appropriate offices for handling. Correspondence requiring a robo letter will be held until IQ becomes operational.

Resolutions and petitions will be held.

A copy will be made of all incoming money mail. If possible, the currency will be returned upon receipt, and records will be updated when IQ becomes operational. If money mail requires a robo letter, the correspondence will be held until IQ becomes operational. All incoming money mail should be recorded using money mail envelopes (see attached).

It is anticipated that the bulk of correspondence during the critical period will be Christmas/Holiday cards. Mail Analysis will follow the Christmas/Holiday Card Dispositions determined by Mail Analysis and the Director of Correspondence. In order to process mail during a computer failure, Mail Analysis will send Presidential holiday cards in response to "support-type" holiday greetings normally receiving robo letters. In preparation, 10,000 extra holiday cards will be ordered by November 10, 1999. If a Christmas/Holiday card received in Mail Analysis requires a robo letter other than a support letter, the card will be held until IQ is operational.

All printing (Presidential and DWB letters) will be on hold until IQ becomes operational.

In the event of computer failures, data entry volunteers will hand address, open, and staple holiday mail. Reading volunteers will continue to read and code mail without interruption.

If faxes do not operate properly during the critical period, they will be given priority handling once telephone lines and/or electricity is restored.

Edits to form letters will be held until IQ is operational. Printing staff will be notified about letters put on "hold" status, and Mail Analysis will consult the Office of Presidential Letters and Messages to determine which letters will be given priority.

Daily reports will be generated without interruption. Staff will update monthly reports once the computer systems become operational.

Staffing

The duties of staff responsible for accountable mail, express, hand-delivered, registered, and official mail will not change in the event of computer failures. The staff person responsible for updating this mail in IQ will retain copies of the incoming mail and update the system once it becomes operational.

The staff person responsible for processing money mail will follow the procedures outlined in this Y2K Guidance Sheet.

Mail Analysis staff responsible for data entry and quality control will assist in coding mail, hand addressing presidential holiday cards, quality control, and supervising volunteers. Staff will also assist in culling mail to facilitate hand addressing and enclosure requests.

The staff person in charge of printing special batches and presidential letters and envelopes will help cull mail, process enclosure requests, and open/staple incoming mail.

The staff person responsible for editing form letters will keep a log recording action that needs to be taken on each form letter. She will also update the printing staff on all print actions that may occur once the system becomes operational. Incoming folders (updated language from Presidential Letters and Messages) will be date stamped, and Mail Analysis will work with Presidential Letters and Messages to determine the priority of each form letter. This staff person will also assist with culling and coding mail.

The workflow of Mail Analysis' two mail clerks will not be interrupted in the event of computer failures. They will continue with their regular, assigned duties and will also assist with opening and stapling incoming mail.

Additional Responsibilities

Task	Responsible Staff Member	Target Date
Informing staff about BCCP plan	Bob Houser/Trudy Roddick	11/1/99-12/30/99
Ordering supplies	Gus Labrador/George Bohrer	11/10/99
Backing up important files	All Users	12/10/99-12/30/99
Backing up important office files	Trudy Roddick/Sang Lee/Sharon Lewis	12/10/99-12/30/99
Notifying S. Horn/C. Stacey of computer failures	Bob Houser/Trudy Roddick	Event Trigger

MONEY MAIL

Recv'd. By: _____

Date: _____

From: _____
(Name)

_____ (Street)

_____ (City)

_____ (State)

_____ (Zip)

Cash Amount: _____

Ser. No.: _____

Check Amount: _____

Check No.: _____

Pay to Order: _____

Date of Check: _____

Money Order Amount: _____

Money Order No.: _____

Pay to Order: _____

Date of Money Order: _____

Other: _____

Attachment C

FOR INTERNAL USE ONLY
Presidential Student Correspondence

In the event of computer failures due to the Year 2000 problem, Student Correspondence will implement the following procedures in order to meet its core business functions:

Mail

If computer failures occur, Presidential Student Correspondence will focus on opening, stapling, and sorting incoming mail. It is anticipated that the bulk of mail during the critical period will be Christmas/Holiday cards. Student Correspondence staff will concentrate on processing holiday cards and correspondence from teachers/classrooms that can be responded to with Presidential holiday cards and offset letters. These responses do not require data entry. In the event that a special response is required, stand-alone computers and/or typewriters will be used to draft letters. This will be done only in urgent circumstances; all other letters will be put on hold. Copies of letters processed during this time and their background will be retained by Student Correspondence and will be used to update IQ once it becomes operational.

Printing will be on hold until IQ is available.

Edits to form letters will be held until IQ returns to operational status.

Staffing

In the event of computer failures, Student Correspondence staff will assist with reading and coding mail, hand addressing Presidential holiday cards, quality control, and supervising volunteers. Staff will also assist with culling mail to facilitate hand addressing and enclosure requests.

Reading volunteers will continue to read and code incoming mail. Data entry volunteers will assist with hand addressing and opening/stapling mail.

If Student Correspondence's backlog remains low, it will be possible for Student Correspondence Staff to assist other offices in the Department of Correspondence with managing incoming mail.

Additional Responsibilities

Task	Responsible Staff Member	Target Date
Informing staff about BCCP plan	Bryan Day	11/1/99-12/30/99
Ordering supplies	Dana Strand	11/10/99
Backing up important files	All Users	12/10/99-12/30/99
Notify S. Horn/C. Stacey of computer failures	Bryan Day	Event Trigger

Attachment C
FOR INTERNAL USE ONLY
Office of Special Projects

In the event that computer failures occur due to the Year 2000 problem, the Office of Special Projects will implement the following procedures in order to meet its core business functions:

1. Incoming mail will be read and coded manually.
2. If mail requires immediate action, Special Projects staff will phone the constituent or type an interim response on stand-alone computers and/or typewriters. All other mail will be held until IQ is operational.
3. Night volunteers will continue to open and staple mail, read and code post cards, and hand address enclosures and holiday cards.

Attachment C
FOR INTERNAL USE ONLY
White House Mail Section

The Mail Section processes the majority of the mail it receives manually, and therefore, computer failures will not interrupt the delivery of most mail to White House offices. Mail will be forwarded using a hard copy of the personnel (mail locator) database. Addresses and zip codes will be obtained using US Postal Service publications.

If an electrical outage occurs, security equipment will not function. Packages will be held in the Mail Section or at RDS until they can be properly screened.

If the Director of Correspondence requires that the President's faxes (x62461, x53971) remain operational during an electrical outage, the fax machines can be moved temporarily to the Staff Secretary's Office in the West Wing. In this event, please contact Christina Stacey at x65456. If she's not available, please contact White House Operations staff directly at x62500.

Task	Responsible Staff Member	Target Date
Informing staff regarding BCCP	Jim Reagan	11/1/99-12/30/99
Ordering supplies	Jim Reagan	11/10/99
Backing up important files	All Users	12/10/99-12/30/99
Backing up/printing hard copy of personnel database (mail locator)	Jim Reagan/Jim Clark	12/30/99
Notifying S. Horn/C. Stacey of computer failures	Jim Reagan	Event Trigger

Attachment D
Alternative Work Stations

10/28/1999

To be used if individual computers fail

Computer	User	Location
5220	Debbie Bird	94
5222	vol/intern	96
5233	vol/intern	97
5236	vol/intern	97
5673	vol/intern	6
6730	vol/intern	91
6841	Dep.Dir/Gift Office	457

Attachment E
Stand-alone Computers

10/28/1999

The following is a list of computers that should be converted to stand-alone computers (not dependent on the network) if the EOP network fails

CPU Number	Printer Number	Location
5031	2168	OEOB 96
5184	3657	OEOB 62
5185	496	OEOB 62
5186	3006	OEOB 62
5190	6197	OEOB 62
5192	2437	OEOB 62
5193	1284	OEOB 62
5197	3618	OEOB 62
5198	2179	OEOB 62
5218	489	OEOB 94
5220	489	OEOB 94
5221	6534	OEOB 94
5233	1360	OEOB 97
5236	2871	OEOB 97
5268	6584	OEOB 457
5273	6584	OEOB 457
5295	2872	OEOB 457
5391	2872	OEOB 457
5543	6597	OEOB 412
5545	1226	OEOB 457
5546	1226	OEOB 457
5585	6614	OEOB 39
5596	935	OEOB 96
5613	6587	OEOB 60
5649	1547	OEOB 595
5674	254	OEOB 6
5679	2176	OEOB 94
5681	6532	OEOB 22
5683	254	OEOB 6
5684	254	OEOB 6
5690	2391	OEOB 91
5842	3005	OEOB 94
6812	3617	OEOB 62
11190454	551	OEOB 90

Attachment F

Backing Up Your Files

Click the *Start* button at the bottom left of your taskbar. Go to *Programs*, then *Windows NT Explorer*. You will see two panes. The left pane is known as the “*All Folders*” pane and the right pane is known as the “*Contents of*” pane.

Double-click on the drive where your file(s) to be backed up are located in the *All Folders* pane. The folders located in that drive will be displayed in both the *All Folders* pane below the drive icon and in the *Contents of* pane on the right.

You will then need to navigate your way through the layers of subfolders until you have reached the subfolder that contains your file(s) to be backed up. If you single-click on the folder in the *All Folders* pane on the left, your files will be displayed in the *Contents of* pane to the right. Single clicking opens the folders in the *All Folders* pane and double clicking opens a folder in the *Contents of* pane, indicated by an “opened folder” icon.

Once you have located the file(s) to be backed up, select it by double clicking on the appropriate icon. (Note: All of your work is generally located in the C:\WORK\folder.) In this folder you will find a subfolder that corresponds to every application in the MS Office Suite. To back up a series of files, select the first file to be backed up by single clicking on it, and while holding down the *Shift* key, single click on the last file you want to back up, provided they are arranged one after another (contiguous). If the files are not arranged one after another (non-contiguous), hold down the *Ctrl* key (Control key) as you select them individually, by clicking on them one at a time with your left mouse button.

While the files are highlighted in blue (selected), hold down the *Ctrl* key on the keyboard. (While still holding down the *Ctrl* key), place the pointer on top of the selected files and hold down left mouse button. Drag the highlighted files from the *Contents of* pane on the right to the drive of your choice. (Still holding down the *Ctrl* key.) You have now successfully backed up your file(s). Or as another option: you can “*Ctrl C*” when you have highlighted in blue the selected files, and copy them onto your clipboard. Then single click on the backup drive of your choice at the appropriate folder and then “*Ctrl V*.” They should all be copied into that backup folder and drive.

This should be done every week with critical files and all data files so that come December it is standard operating practice and there are no surprises.

Location	Typewriter Make/Model	Barcode
6	IBM Correcting Selectric II	12037
22	Xerox 6010 Memory Writer	none
39	Xerox 6010 Memory Writer	4206
39	IBM Correcting Selectric	1082
49	IBM Selectric	OPD 2240
49	Xerox Memory Writer	01C-200838
49	IBM Selectric	1028
58	IBM Correcting Selectric	0096
58	IBM Correcting Selectric	10437
62	IBM Selectric	none
91	IBM Wheelwriter 5	4242
94	IBM Wheelwriter 15 Series I	3657
457	Brother ML100 Standard	none