

THE WHITE HOUSE

WASHINGTON

March 28, 1994

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: ALICE PUSHKAR
DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR FIRST LADY'S
CORRESPONDENCE

This report covers the period from March 14, 1994 through March 28, 1994. The report includes information about (i) the volume of mail received and produced by the Office of First Lady's Correspondence; and (ii) the Greetings Report.

Attached are the daily production reports for the time period and folders containing letters which are representative of those reviewed during the period.

During the period we received 5284 pieces of correspondence addressed to the First Lady. The average number of letters received daily has decreased from 460 to 440. Approximately 1500 letters received by this office were for the Health Care Reform Information Center. Another 1000 letters were forwarded to other offices or required no response. We responded to 2911 letters during the time period.

We currently have 7500 pieces of uncoded mail. Approximately 5300 coded letters await a response and another 500 letters are in the data entry and proofing stages.

The Health Care Information Center is now operating at 1800 G Street. A liaison, Buddy Menn, has been assigned by Greg Lawler, who reports to Harrold Ickes, to coordinate the work of the agency representatives at this site. The Offices of First Lady's Correspondence, Presidential Correspondence, Domestic Policy, and the Health Care Delivery room are working with Buddy in a joint effort to oversee this operation. The goal for this week is to process the 7,210 letters which have been backlogged since 1993. The responses to these letters will be signed by Ira Magaziner. There will be a phone bank answering operation somewhat similar to the Presidential Correspondence Comment Line, which will be staffed by volunteers and supervised by the Agency Representatives. The purpose of the Health Care Reform

Information Center phone operation is to receive comments and questions from individuals about the President's Health Security Act. Once comments or questions are received by an Agency representative or volunteer, they will be logged, recorded, and responded to, if necessary, with one of the approved form letters.

ANALYSIS OF THE MAIL

Support.....	30%
No Response Necessary.....	20%
Scheduling.....	12%
Issues.....	10%
Agency Liaison.....	10%
Childrens' Mail.....	8%
Requests.....	4%
Other.....	6%

Following is a breakdown of the issues-related mail reviewed during the time period.

Government Reform.....	12%
Abortion (all are anti-abortion)....	12%
Children's Issues.....	10%
Foreign Issues.....	10%
Health Care (Other than reform; most were about FDA regulation of vitamins.).....	7%
Other.....	49%

I realize that the 49% "other" category is not giving us a clear picture of the issues represented in the mail. I have asked the volunteers who do the statistical analysis to give me a more complete breakdown of that category for the next report.

For your information and review, we have attached copies of letters representing common themes in the correspondence. We have prepared responses to these letters subject to your approval. The responses will be sent after you have had the opportunity to review them. We have submitted some individual responses without signatures so that you may sign them personally.

The Health folder contains one letter which was sent to us by facsimile in December from Congresswoman Barbara Harmon's office. Mr. Kaplan, a man who was one hundred and three years old at the time of his letter to you last May, wrote about his lifelong involvement with health care, and provided ideas about expanding the Social Security System. We responded to Mr. Kaplan in December with an individual response letter. In March of 1994, Stacey Roth of our staff contacted the Congresswoman's office to

ascertain whether Mr. Kaplan was still in good health so that we could send him a Presidential birthday card for his one hundred and fourth birthday. At that time, Stacey was told of an article about Mr. Kaplan in the New York Daily News (see enclosed) which mentions the letter we sent to him in December. In addition, we were informed that based on this article Mr. Kaplan had either been nominated for, or received a mayoral award. Included in this report is Mr. Kaplan's original letter, a cover letter from Congresswoman Harmon's office, the original individual response which was received by Mr. Kaplan, and a copy of the newspaper article. We sent Mr. Kaplan a card for his one hundred and fourth birthday on March 25.

The Issues folder contains three letters. The first letter in the Issues folder is from a college student who relates her personal story of date rape. Due to the sensitive nature of the allegations the writer makes, we felt the letter should not have your signature. Therefore, we have written a response for my signature. Please indicate if you feel that the letter should have your signature.

The second letter in the Issues folder is from a woman who lives in Minnesota. She describes her daughter's academic achievements, and the frustrations she has encountered in attempting to receive a scholarship to her college of choice. The individual response to this writer is being sent to you with the computer generated digitized signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature. In addition, we would like to send a letter to this woman's daughter. However, she did not include her daughter's name in the letter. If you feel it is appropriate, we will call and obtain her daughter's name so that we may draft an individual response and send it to you for your signature.

The third letter in the Issues folder is from an elderly woman who is an alumnae of Mount Holyoke college, and involved in FCNC (Friends Committee on National Legislation). She encloses a pamphlet entitled "The Peculiar Mission of a Quaker School".

The Support folder contains six letters. The first letter in the Support folder is from a man from Ohio who recently wrote about health care. He expresses his support for you and your family. The individual response to this letter is being sent to you with the computer generated digitized signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The second letter in the Support folder is from a self-described conservative Republican who expresses appreciation for your past and present public service. The individual response to this letter is being sent to you with the computer generated digitized signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The third letter in the Support folder is from a mother who lives in Fayetteville, Arkansas. She relates an amusing story involving her young son and his statement about you. The individual response to this letter is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The fourth item in the Support folder is a card from an eighty-six year old woman who wishes you success with the health plan. This writer will receive a support card unless you indicate otherwise.

The fifth letter in the Support folder is from a nun. She writes that you and the President are included in her daily prayers. She finishes her letter on an amusing note. The individual response to this writer is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The sixth letter in the Support folder is from a woman who lives in Hawaii. She has contacted both Senator Daniel Inouye and Patrick DeLeon to let them know of her support for you. In addition, she offers to help you in Hawaii in any manner she can. The individual response to this writer is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The Children's folder contains one letter. A twelve year old girl, who lives in San Diego, California, writes of her admiration for you and for the other females she considers role models. The individual response to this letter is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

HILLARY RODHAM CLINTON CORRESPONDENCE
 PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT
 MARCH 15 - MARCH 28, 1994

DATE	ISSUES CARDS	SUPPORT CARDS	SCHED. LETTERS	INDIV. RESP.	KIDS MAIL	MISC. LETTERS	DAILY TOTAL
3-15			114			16	130
3-16		153	61	2	1	105	322
3-17			65	32	48	71	216
3-18	31		71	40		177	319
3-19							---
3-20							---
3-21	81		0	32		163	276
3-22		49	145		45	169	408
3-23			149		96	20	265
3-24		150	53			89	292
3-25	83	120	125		17	29	374
3-26							---
3-27							---
3-28	63	185	33	1	27		309

PERIOD
TOTAL

258	657	816	107	234	839	2911
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THE WHITE HOUSE
WASHINGTON

February 14, 1994

MEMORANDUM FOR HILLARY RODHAM CLINTON

MARGARET A. WILLIAMS
CHIEF OF STAFF
FOR THE FIRST LADY

FROM: ALICE PUSHKAR
DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR FIRST LADY'S
CORRESPONDENCE

This report covers the period from February 1, 1994 through February 14, 1994. The report includes (i) information about the volume of mail received and produced by the Office of First Lady's Correspondence; and (ii) the Agency Liaison Report.

Attached are the daily production reports for the time period and folders containing letters which are representative of those reviewed during the period.

During the period we received 5193 pieces of correspondence addressed to the First Lady. The average number of letters received daily has increased from 320 to 430.

Approximately 1500 letters received by this office were forwarded to the Health Care Reform Information Center. Another 1000 letters were forwarded to other offices or required no response.

We responded to 1293 letters during the time period.

We currently have 7500 pieces of uncoded mail.
Approximately 2500 coded letters await a response and another
1000 letters are in the data entry and proofing stages.

ANALYSIS OF THE MAIL

No response necessary-----	25%
Scheduling-----	20%
Requests -----	15%
Children's Mail-----	10%
Casework/Agency Information-----	10%
Issue-Related Mail-----	10%
Support/Greetings-----	05%
Other-----	05%

Following is a breakdown of the issue-related mail reviewed
during the time period.

Crime and Violence-----	20%
Childrens' Issues-----	15%
Health Issues (Other than Health Care Reform)---	10%
Education-----	10%
Economy, Budget and Government Reform-----	05%
Other-----	40%

For your information and review, we have attached copies of
letters representing common themes in the correspondence. We
have prepared responses to these letters subject to your
approval. The responses will be sent after you have had the
opportunity to review them. We have submitted some individual
responses without signatures so that you may sign them
personally.

As we noted in the last report, the Office of First Lady's
Correspondence has been coordinating the development of the
Health Care Reform Information Center. At this time the agency
representatives are situated at Suite 1126, 1800 G Street, N.W.
We are working on set-up of the phone bank and letter production
process at this site. We are still awaiting assignment of a
policy liaison for the agency representatives. We are including
two health care responses in this report with draft language from
the letters developed by the Health Care Resource Information
Group. Jennifer Klein has edited the language in the draft
letters, and at this point Larry Levitt and Walter Zellman have
added their edits to hers. Marge Tarmey has two other policy
people looking at these letters. The letters will be returned to
Jennifer for one final edit before they are entered in the
computer system.

The Health Care folder contains two letters. The first letter is from a fifty-eight year old grandmother who is caring for a retarded child of twenty. She does not qualify for medicaid and writes that she is strongly in favor of universal coverage for all Americans. The response to this letter is being sent to you with the digitized computer generated signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The second letter in the Health Care Folder is from a woman who lives in Pittsburgh, Pennsylvania. She includes an auction notice which appeared in the Sunday, October 17, edition of the Pittsburgh Press. The notice announces an auction of a family's possessions to pay the cost of their baby's hospital expenses. The individual response is being submitted with the digitized computer generated signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The Issues folder contains three letters. The first letter is from a survivor of the Long Island Railroad tragedy. Although this letter is obviously a form letter that has been sent to a number of elected officials, we feel that the sincerity of the sentiment and the high visibility of the incident requires a response. The writer asks that you re-evaluate the issue of capital punishment and gun control enforcement. This writer is receiving a letter from the President (see attached). We are submitting the draft of a heartfelt individual response which does not address the gun control and capital punishment issues, but rather, focuses on the effect this incident has had on the writer. The response letter is being sent to you with the digitized computer generated signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The second letter in the Issues folder is from a woman who lives in Chugiak, Alaska. She writes of the continual anguish she has felt in the fifteen years since she had the second of two abortions. Due to the sensitive nature of this subject matter, the individual response to this writer is being sent to you with the digitized computer generated signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The third letter in the Issues folder is from a woman who lives in Petaluma, California. She writes about the abduction and murder of Polly Klaas in her hometown and the corresponding need for child abuse prevention. The individual response draft is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen

signature.

The Support folder contains two letters. The first letter in the Support folder is from a former Republican member of Congress. He writes of his and other Republicans' growing support for both you and the President. The individual response draft is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature, or an autopen signature.

The second letter in the Support folder is from a grandmother who lives in Florida. She writes of her support for the President and for you. The individual response has been prepared with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature, or an autopen signature.

The Children's folder contains three letters. The first letter in the Children's folder is from an eleven year old who includes her "resume", and asks your advice about how she can become a lawyer. The individual response is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The second letter in the Children's folder is from an elementary school student who is studying about human rights and racism. The individual response is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The third letter in the Children's folder is a supportive letter from a four year old girl, who lives in Silver Spring, Maryland. She includes a creative drawing of a Platypus. This individual response is being sent to you with the signature space left blank. We recommend enclosing a picture of Socks. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

Response to questions in January 31, 1994 report.

1. We have checked with Congressman Packard's office. They are handling the problem reported by Mr. Ron Sullivan.

2. The abortion letter includes language both from the approved text of our standard abortion response letter and the draft response proposed for the Health Care Reform Information Center letters. I will make certain that Melanne Vermeer approves the letter before it is sent.

HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT

DATE	ISSUES CARDS	SUPPORT CARDS	SCHED. LETTERS	INDIV. RESP.	KIDS MAIL	MISC. LETTERS	DAILY TOTAL
2 - 1		79	34		47	191	351
2 - 2	35		24		9	100	168
2 - 3	36		105	8			149
2 - 4			53	1		38	92
2 - 5							-
2 - 6							-
2 - 7	42	34	53			52	181
2 - 8	46		55	6			107
2 - 9	14	42	17		35	1	109
2 -10	64		29				93
2 -11							-
2 -12							-
2 -13							-
2 -14			9	2	27	5	43

PERIOD
TOTAL

237	155	379	17	118	387	1293
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THE WHITE HOUSE

WASHINGTON

February 28, 1994

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: ALICE PUSHKAR
DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR FIRST LADY'S
CORRESPONDENCE

This report covers the period from February 15, 1994 through February 28, 1994. The report includes information about (i) the volume of mail received and produced by the Office of First Lady's Correspondence; and (ii) the Greetings Report.

Attached are the daily production reports for the time period and folders containing letters which are representative of those reviewed during the period.

During the period we received 5860 pieces of correspondence addressed to the First Lady. The average number of letters received daily has increased from 430 to 470. Approximately 2000 letters received by this office were for the Health Care Reform Information Center. Another 1200 letters were forwarded to other offices or required no response. We responded to 3589 letters during the time period.

We currently have 10,000 pieces of uncoded mail. Approximately 2500 coded letters await a response and another 500 letters are in the data entry and proofing stages.

ANALYSIS OF THE MAIL

No Response Necessary.....	33%
Issues-Related.....	15%
Requests.....	15%
Children's Mail.....	12%
Scheduling.....	7%
Casework/Agency Liaison.....	5%
Support.....	5%
Other.....	8%

Following is a breakdown of the issue-related mail reviewed during the time period.

Crime and Violence.....	20%
Childrens' Issues.....	20%
Foreign Affairs.....	5%
Health Issues.....	5%
Economy & Budget.....	5%
Other.....	45%

For your information and review, we have attached copies of letters representing common themes in the correspondence. We have prepared responses to these letters subject to your approval. The responses will be sent after you have had the opportunity to review them. We have submitted some individual responses without signatures so that you may sign them personally.

The Office of First Lady's Correspondence has continued to coordinate and oversee the development of the Health Care Reform Information Center. Stacey Roth from our office managed all activities of this group during the initial development phases (November through February). During February, we moved the operation from the fourth floor of the Old Executive Office Building to our new 1800 G Street, Suite 1126, location. Roger Goldblatt from Presidential Correspondence is the on-site production manager. We are still waiting for a policy liaison to be assigned to us from the Delivery Room.

The Health Care Reform Information Center is composed of agency representatives from the following Federal Agencies: Health and Human Services, Department of Defense, Veterans Affairs, and the Department of Labor. We initially had two representatives from the Department of the Treasury who have now returned to their agency. We are working with Cabinet Affairs to replace these representatives, as well as, one from Defense, one from labor, and one from Veterans Affairs, all of whom have rotated back to their parent agencies. In addition, we are working with Susan Otrin on obtaining either two representatives or a consistent liaison from the Small Business Administration. We are presently working with Dana Hyde of Cabinet Affairs on obtaining two representatives from the Department of Education.

The agency representatives have drafted approximately eighty form letter responses based on the subject areas addressed most frequently in your correspondence. We have been working with Marge Tarmey of Ira Magaziner's office and with Jennifer Klein on getting our draft language approved so that we can respond to the backlog of Health Care mail. We anticipate that the approval process will be complete no later than March 7, 1994. Some of the individual responses submitted in this report contain draft language that is currently in the approval process.

This week, installation of both phone and computer operations were completed at the 1800 G street location. Both the staff and volunteers are looking forward to your visit to the site.

The Health Care Folder contains one letter from an innkeeper in Cooksburg, Pennsylvania. She writes of her difficulty in providing health benefits for her employees due to the rising costs of health care, business insurance and taxes. This writer will receive the individual response submitted, which includes some draft health care language, unless you indicate otherwise. This individual response is being sent to you with the digitized computer generated signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature instead. We have not addressed the welfare issue raised in this letter because we feel that any statement made on welfare reform may be interpreted by the writer as an endorsement of her opinion. If you prefer that we address the reform issue, please indicate that you would like us to rewrite the letter.

The Issues folder contains three letters. The first letter is from a professor of Chemistry at Beaver College in Glenside, Pennsylvania. He writes of the context in which he believes pro-choice advocates in this country should both prioritize and promote their position. He also includes a humorous piece entitled Basic Guides For Scientists. This individual response is being sent to you with the digitized computer generated signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The second letter in the Issues folder is from a woman who lives in San Jose, California. She expresses her disappointment in reading Fred Barne's article which predicted a potential departure of David Gergen from the White House staff. She has sent a copy of this letter to David Gergen. Due to the sensitive nature of this letter, the writer will receive a support card, unless you indicate otherwise.

The third letter in the Issues folder is from a graduate of Kent State University. She includes a letter she wrote to then Governor Clinton approximately a year and a half ago. Although she is no longer a student, she writes that she still feels as strongly as she did when she wrote her initial letter about the issues of the homeless, war, incurable diseases, environmental decay, and economic hardship in our country. This individual response is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The Support folder contains three letters. The first letter is from a woman who lives in San Rafael, California. She encloses a copy of a photograph of former First Lady Eleanor Roosevelt taken when she visited a field hospital in Australia in 1943. This individual response is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The second letter in the Support folder is from a senior citizen who lives in Houlton, Maine. He writes of his support for both you and the President, and of his disappointment in not being able to travel to see you in Orono. He includes his picture and although we feel the caption underneath is a misquote, the sentiment behind the words is evident. This individual response is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The third letter in the Support folder is from a woman who lives in Silver Spring, Maryland. She thanks you for your involvement in the Winter Olympic Games. The writer will receive a support card, unless you indicate otherwise.

The Children's folder contains one letter from a sixteen year old girl who lives in Beaumont, Texas. She writes that she lives in a children's village because her parents don't want her. She expresses her admiration for you as her role model because of your intelligence, self-confidence, perseverance, and dedication to others, particularly children. She expresses her own insecurity and lack of self-esteem. This individual response is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature.

HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT

DATE	ISSUES CARDS	SUPPORT CARDS	SCHED. LETTERS	INDIV. RESP.	KIDS MAIL	MISC. LETTERS	DAILY TOTAL
2-15			137		15	263	415
2-16	22	25	25	10	107	94	283
2-17	7	48	37		16	52	160
2-18	288		5	1	29	312	635
2-19							--
2-20							--
2-21							--
2-22			20	16	24	463	523
2-23	17	26	58	3	48	842	994
2-24	62	77		12		100	251
2-25	52		106			25	183
2-26							--
2-27							--
2-28	16	1	88			40	145

PERIOD
TOTAL

464	177	476	42	239	2191	3589
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THE WHITE HOUSE

WASHINGTON

March 14, 1994

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: ALICE PUSHKAR
DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR FIRST LADY'S
CORRESPONDENCE

This report covers the period from March 1, 1994 through March 14, 1994. The report includes information about (i) the volume of mail received and produced by the Office of First Lady's Correspondence; and (ii) the Agency Liaison Report (included are an article featured in the *Arkansas Democrat Gazette* about Sue Smith of the Office of Agency Liaison, and letters received in response to the article.)

Attached are the daily production reports for the time period and folders containing letters which are representative of those reviewed during the period.

During the period we received 5507 pieces of correspondence addressed to the First Lady. The average number of letters received daily has decreased slightly from 470 to 460. Approximately 1500 letters received by this office were for the Health Care Reform Information Center. Another 1500 letters were forwarded to other offices or required no response. We responded to 1577 letters during the time period.

We currently have 9000 pieces of uncoded mail. Approximately 4000 coded letters await a response and another 500 letters are in the data entry and proofing stages.

ANALYSIS OF THE MAIL

No response necessary.....	25%
Scheduling.....	15%
Casework/Agency Liaison.....	15%
Children's Mail.....	15%
Issue-Related.....	10%
Requests.....	10%
Support/Greetings.....	5%
Other.....	5%

Following is a breakdown of the issue-related mail reviewed during the time period.

Crime and Violence.....	15%
Children's Issues.....	10%
Economy, Budget & Gov. Reform.....	10%
Foreign Issues.....	5%
Health Issues (other than reform).....	5%
Other.....	55%

For your information and review, we have attached copies of letters representing common themes in the correspondence. We have prepared responses to these letters subject to your approval. The responses will be sent after you have had the opportunity to review them. We have submitted some individual responses without signatures so that you may sign them personally.

The Health Care folder contains two letters. The first letter is from a professor of theology at Loyola University of Chicago. She writes of her concerns for our nation's self-identity and the recognition of responsibility in providing health care coverage for its citizens. The individual response for this letter has been prepared with the signature space left blank for you to sign. Please indicate if you would prefer the computer generated digitized signature or and autopen signature.

The second letter in the Health Care folder is from a woman who lives in Fremont, Michigan. She writes that a small businessman in her "conservative" community stated to her husband that he would accept employer mandates on health care for the reason that "it is the right thing to do". She further notes that her husband who has been a physician for fifty-two years feels that there is a need for health care reform in our country. The individual response to this writer is derived almost in its entirety from language which was edited by Jennifer Klein, Larry Levitt, Walter Zellman and Rick Kronick.

The Issues folder contains four letters. The first letter

in the Issues folder is from a young woman who expresses her fear about AIDS and she asks how the people of our country can "fight the spread of AIDS". Due to the sensitive nature of this issue, the individual response to this young writer is being sent to you with the digitized computer generated signature. Please indicate if you would rather sign it personally, or if you prefer an autopen signature.

The second letter in the Issues folder is from a woman who lives in El Cajon, California. She writes about the troubled teenagers she has counseled in her capacity as director of a school-aged parenting program at a local high school. She discusses the problem of teenage pregnancy, and what she perceives to be its cultural roots. The individual response to this writer is being sent to you with the computer generated digitized signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The third letter in the Issues folder is from a woman who lives in Columbus, Ohio. She proposes a national bill to establish "children friendly communities" throughout the United States. The individual response to this writer is being sent to you with the computer generated digitized signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The fourth letter in the Issues folder is from a retired Army Colonel who lives in Seminole, Florida. He writes to you about the value he places upon having a living will, and encloses an essay written by his granddaughter to underscore the meaning that his own living will has for his family. The individual response to this writer is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The Support folder contains one letter and one card. The first letter is from a grandmother who lives in Monroe, New York. She expresses her admiration for you and the President. She relates that she has a copy of the Newsweek "Woman of the Year" picture of you on a wall of her apartment so that her grandchildren can see it every time they walk the stairs. She writes that she considers you a role model for her own daughters and granddaughters. The individual response to this letter is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The second item in the Support folder is a card from the mother of a ten year old girl. She writes to thank you for providing her daughter, Alexandra, with an excellent role model. She expresses her hopes for her daughter's future opportunities and choices as she becomes a woman in our society, options which she seems to feel were somewhat lacking in her own life. The

individual response to this letter is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The Childrens' folder contains one letter. A thirteen year old girl writes to thank you for being a role model for all students, particularly females. The individual response to this letter is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT

DATE	ISSUES CARDS	SUPPORT CARDS	SCHED. LETTERS	INDIV. RESP.	KIDS MAIL	MISC. LETTERS	DAILY TOTAL
3/1	151		38		29	20	238
3/2			110		11		121
3/3	27		35		1	3	66
3/4	86		26	3	24	7	146
3/5							
3/6							
3/7	68	35		2	14	8	127
3/8			1		84		85
3/9	24	84			33	118	259
3/10	4			7	1	291	303
3/11	3	15				137	155
3/12							
3/13							
3/14			51		22	4	77

PERIOD
TOTAL

363	134	261	12	219	588	1,577
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THE WHITE HOUSE
WASHINGTON
September 11, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: ALICE PUSHKAR
DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR FIRST LADY'S CORRESPONDENCE

This report covers the period from August 29, 1993 through September 11, 1993. The report includes (i) information regarding the volume of mail received and produced by the Office of First Lady's Correspondence, and (ii) an analysis of the issues discussed in the mail reviewed during the period.

Attached are the daily production report for the time period and folders containing letters representative of those reviewed during the period.

During this period, we received 5039 pieces of correspondence addressed to the First Lady. The average number of letters received daily has dropped from 1192 to 470. The daily mail average currently reflects only mail which this office receives directly; previously, the figures also reflected mail which the mailroom sent directly to the Health Care Task Force. The daily average from the August 30, 1993 report of 1192 is a reflection of the above mentioned Task Force mail as well as the 703 average received in this office directly during the last report period.

Approximately 2500 letters were forwarded by this office to the Health Care Reform Mail Intake Center. We responded to 1442 pieces of correspondence during the period as indicated in the attached report.

We have a backlog of 1000 pieces of uncoded mail. This backlog has developed because we have had a small number of people to do mail analysis during the past few weeks. Approximately 7,500 coded letters await a response and another 4,000 letters are in the data entry and proofing stages. During

the summer months our volunteer hours have decreased considerably. In order to encourage the volunteers to establish regular weekly hours in the fall and to thank our long-term volunteers, we have planned a coffee reception on Tuesday, September 21, from 9:00 a.m. until 10:30 a.m. We have informed Patti Solis of this event and have requested that she put it on your schedule, if at all possible. We anticipate that in response to our volunteer coffee and with the return of many of our volunteers and a new group of interns, we will eliminate the backlog and reduce the amount of mail awaiting action.

ANALYSIS OF THE MAIL

Issues related Mail	-	21%
No response necessary	-	18%
Casework	-	18%
Scheduling	-	9%
First Lady's Image	-	4%
Other	-	30%

Following is a breakdown of the issues-related mail reviewed during the time period.

Health	-	31%
Children's Issues	-	17%
Foreign	-	17%
Other	-	35%

REPRESENTATIVE LETTERS

For your information and review we have attached copies of letters representing common themes in the correspondence. Unless otherwise indicated, all of the letters have received responses from this office.

In this report we are including a separate folder of letters which address the situation in the former Yugoslavia. Over the past few months, we have received numerous letters from people concerned about the atrocities being committed in this region. Since Bosnia represents a sensitive foreign policy area, we have sent very few individual responses to these writers and have used the Presidential language in responding. The samples we are sending you are particularly poignant. In order to remain consistent with Presidential language, our present letter (copy attached) does not refer specifically to women and children. If you find it appropriate to change the letter, please advise us.

The office of First Lady's Correspondence has recently been given the added responsibility of answering young people's mail addressed to the First Lady. This mail was formerly answered by the office of Student Correspondence. There are two examples of students' correspondence included in this report.

In addition, we are including a report from the Office of Agency Liaison and will establish a practice of sending you a report from their office once a month, with periodic updates on case work as appropriate.

The Health Care folder contains one letter. The writer is a woman from Boston, Massachusetts who writes of the difficulty and frustration she and her acutely ill mother experienced during an extended wait in an emergency room.

The Issues folder contains three letters. In the first letter a woman from Columbia, South Carolina raises issues such as education, the economy and child support enforcement in recounting the troubles her family has encountered in recent years. The second letter is from a Professor at Smith who graduated from Wellesley in 1963. She writes about her impressions of gender bias during a recent White House Tour which she took with her daughter. The third letter in the folder is from Benjamin Stein who attended Law School with you, he writes about the situation in the former Yugoslavia.

The Support folder contains four letters. The first letter is from a nun who is highly supportive of the President even though she disagrees with this administration's policy on the issues of abortion and homosexuals in the military. The second letter is from a woman who advises you to plan a meeting with Mother Theresa. This letter will receive a support card.

The third letter is from a seventy year old legal secretary who expresses her support and suggests that you advise the President to read at least a portion of William Safire's The First Dissident, which addresses the different types of loyalties which exist in politics.

The fourth letter is from a formerly disenchanted voter who is uninsured and struggling with medical bills and living in poverty. She writes that since the election of President Clinton she feels a renewed sense of hope for the future.

The Thank-You folder contains two letters. The first letter is from a woman who thanks you for both a letter to the Office of Personnel Management written on her behalf (she encloses a copy of their reply) and for the follow-up call from a member of your staff asking if she had received a reply. The second letter is from Richard J. Davidson of The American Hospital Association in Orlando. In his letter, he thanks you for your August 9 speech for the Association and expresses how well received your words were. The two Thank-You letters will not receive a response unless you specify otherwise.

The Childrens' folder contains two letters. The first letter is from a thirteen year old girl who for personal reasons

is strongly opposed to terminating community-based programs for the mentally ill. The second letter is a support letter from a ninth grade girl from Fort Pierce, Florida who views you as her role model.

The contents of the Bosnia folder were discussed earlier in the report.

HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT

DATE	ISSUE CARDS	SUPPORT CARDS	ACKNOW. CARDS	PRESS LETTERS	SCHED LETTERS	INDV. RESP.	MISC. LETTERS	DAILY TOTAL
8 / 29	-	-	-	-	-	-	-	-
8 / 30	77	15	20		20		28	160
8 / 31	2	-	-	-	59	1	31	93
9 / 1	41	-	-	30	66	3	71	211
9 / 2	115	44	15	-	57	2	143	376
9 / 3	89	11	-	-	33	-	73	206
9 / 4	-	-	-	-	-	-	-	-
9 / 5	-	-	-	-	-	-	-	-
9 / 6	-	-	-	-	-	-	-	-
9 / 7	-	-	-	-	40	-	48	88
9 / 8	-	-	-	-	47	-	120	167
9 / 9	51	-	-	-	89	-	1	141
9 / 10	11	-	-	-	35	5	-	51
9 / 11	-	-	-	-	-	-	-	-
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TOTAL
FOR
PERIOD

386	70	35	30	446	11	515	1493
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THE WHITE HOUSE
WASHINGTON

*file
correspondence*

MEMORANDUM

TO: Maggie Williams
Chief of Staff, First Lady's Office

FR: Barbara Allen
Director, Health Care Correspondence Office

RE: Request for Reception for Volunteers

DATE: September 19, 1993

The Health Care Correspondence Office is pleased to inform you that it has completed answering the 175,000 letter backlog of mail from the Health Care Task Force. We are currently answering mail received after August 1 as well as providing assistance to Communications in its efforts to promote the American Health Security Act.

Our goal was to have the backlog answered prior to the President offering the plan to Congress. We are proud to have accomplished this task for Mrs. Clinton. As you can imagine, this could not have been done without the nearly 200 volunteers' (some old and some new volunteers) commitment to this effort.

In appreciation for their outstanding efforts, I respectfully request that a reception be arranged to thank the volunteers for all their hard work and dedication. It is my hope that something can be arranged in the next week or two to coincide with the announcement. Of course, my office will be happy to make whatever arrangements necessary.

At the reception, the volunteers would like to present to the President and Mrs. Clinton a "Memory Book" compiled of letters written by the volunteers indicating their reasons for involvement in the Task Force and what it has meant to them. I have taken the liberty of enclosing three examples for your review. Because we feel as do many people working on the health care effort that we have been a part of history, we wanted to express it in a form that every volunteer in health care correspondence understands -- letters.

Thank you for your consideration of this request. I look forward to hearing from you.

JOAN R. CHALLINOR
3117 HAWTHORNE STREET, N.W.
WASHINGTON, D.C. 20008

September 17, 1993

Dear President and Mrs. Clinton:

When I first began to read the health letters in the Old Executive Office Building in winter 1993, I thought I was doing the Health Care Reform Task Force a favor. But I soon learned that the more you give, the more you receive. I learned how open America is, what enormous good will there is throughout the country, with what civility people express themselves, what the real world is like outside of Washington, and how muddled is our present health care system.

In most of the letters that I read, people described their experiences as though they were sitting in their living room and talking with old friends. The letter writers would say, "Let me tell you what happened to me today." Some of the letters, of course, were heart wrenching, from people who had lost a loved one. Others were from infertile couples who hoped that the government might help them in their years of trial. Most of the letters that I read were from people yearning to be led out of the health care thicket by the President and Mrs. Clinton.

Thank you Bill and Hillary for giving me the opportunity to catch a glimpse of this wonderful America. It has made me proud to be an American, proud to be a Democrat, and proud to be associated with the Clinton administration. I can ask for no more.

Sincerely,

A handwritten signature in cursive script, reading "Joan R. Challinor", with a long horizontal flourish extending to the right.

Joan R. Challinor

September 17, 1993

Mr. President and Mrs. Hillary Clinton
1600 Pennsylvania Avenue
Washington, D.C. 20500

Dear Mr. President and Mrs. Clinton:

It has been a real honor to work on your Health Care Task Force. I have met so many interesting people and I have become friends with many. I cherish the pictures taken at the two receptions that were held on the South Lawn for the Volunteers. It has been a marvelous, rewarding experience and has provided me a host of wonderful memories.

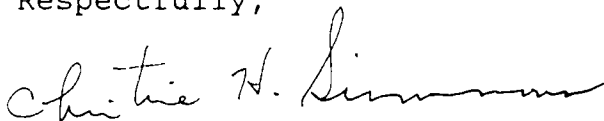
I thoroughly enjoyed reading and responding to the countless cards, letters, books, pictures, and magazines that the task force received from people all over the world. I was assigned to a special project, wherein I had to read many, many case stories and select the most compelling ones among them. These accounts were very interesting and in some cases extremely sad and heartbreaking. I could especially relate to a number of them, since I lost my only child (Brennan) due to cancer on November 7, 1992. He would have been 27 years old on December 23, 1992.

I love being involved with people from all walks of life. I will continue my volunteer work with your staff, after which I will return to working with patients and staff at the Washington Hospital Center, where I have been a volunteer for a number of years.

I hope you are successful in your efforts to restructure our health care system. I was honored to be a part of that effort. My only regret is that while working with your staff, I didn't get the opportunity to meet you personally.

In the future, if I can be of further help to you and your staff, please do not hesitate to call on me.

Respectfully,



CHRISTINE H. SIMMONS
Health Care Task Force
Volunteer

PS I like to help
in the fight to make
our future strong

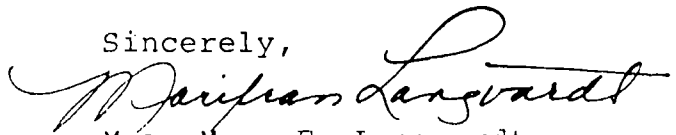
2501 K Street, N.W., #3B
Washington, D.C. 20037
September 13, 1993

President William Clinton and
First Lady, Hillary Rodham Clinton
The White House
Washington, D.C. 20500

Dear President and Mrs. Clinton:

Last March 18th I received a call from Ms. Holly Nelson, a White House volunteer, inviting me to participate in the Presidential Health Care Reform Task Force. After some re-scheduling of my "spare" time, I began working with a program that would change my life and its values forever. I was overwhelmed with the response, first from the people of our nation, followed by the love and great caring with which the members of the Task Force would review the correspondence - which could number as many as 6,000 pieces per day. Every letter has been treated personally and with concern, before coding for an appropriate response. Hurt, and sometimes angry, citizens reached out for help, believing in your promise to answer their call to you. A change was needed and many of their letters ended with a prayer for you and your efforts to bring about that change. How lucky I am to have been a part of that mountainous effort. How proud I am to have been able to serve your administration. Thank you for the opportunity.

Sincerely,



Mrs. Mary F. Langvardt

THE WHITE HOUSE

WASHINGTON

September 25, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: ALICE PUSHKAR
DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR FIRST LADY'S CORRESPONDENCE

This report covers the period from September 12, 1993 through September 25, 1993. The report includes (i) information about the volume of mail received and produced by the Office of First Lady's Correspondence, and (ii) an analysis of the issues discussed in the mail reviewed during the period.

Attached are the daily production report for the time period and folders containing letters which are representative of those reviewed during the period.

During this period, we received 6129 pieces of correspondence addressed to the First Lady. The average number of letters received daily has risen from 470 to 511.

Approximately 3500 letters were forwarded by this office to the Health Care Reform Mail Intake Center. Another 800 letters were forwarded to other offices or required no response. We responded to 1587 pieces of correspondence during the period, as indicated in the attached report.

We currently have 1200 pieces of uncoded mail. Approximately 7,500 coded letters await a response and another 4,000 letters are in the data entry and proofing stages. We have made a minimal addition to our backlog over this period.

ANALYSIS OF THE MAIL

Issues-related Mail	-	16%
Scheduling	-	16%
Casework/Agency Information	-	10%
No Response Necessary	-	10%
First Lady's Image	-	8%
Other	-	40%

Following is a breakdown of the issues-related mail reviewed during the time period.

Government Reform	-	23%
Health	-	18%
Foreign Issues	-	14%
Other	-	45%

REPRESENTATIVE LETTERS

For your information and review we have attached copies of letters representing common themes in the correspondence. We have prepared responses to these letters subject to your approval. The responses will be sent after you have had the opportunity to review them. In the future, if you would like us to submit individual response letters with all or some of the signatures left blank for your signature, please let us know and we will proceed accordingly.

The Health Care folder contains seven letters. Six of these letters are thank-you's for your help. The first letter is a facsimile from Stephen R. Reed welcoming C. Everett Koop and expressing support for your work. The second letter is from a man who works at the Oakland Plant and Distribution Center in Walnut Creek, California. He writes to express his appreciation for your assistance in keeping the Center's Medical Unit open and invites you and the President to visit the Center.

The third letter is from a woman who lives in Knoxville Tennessee. She writes to thank you for your intervention in obtaining home health care for her mother who lives in Cincinnati. She expresses admiration for you and your "spirit of selfless caring for the elderly".

The fourth letter is from Diane Peterson, the President of D. Peterson & Associates, a health care consulting firm. She heard your remarks at the Annual Meeting of the American Hospital Association and expresses her support for both your work and the articulate manner in which you present the "challenges and solutions" surrounding health care.

The fifth letter is from Alison Burton, whose letter about health care was included in writer Natalie Spingarn's article in the Washington Post "Health" supplement on August 17, 1993 (see attached). Alison Burton thanks you both for the honor of having her letter published and for listening to her concerns. Please note that the thank-you letters related to health care will not receive a response unless you indicate otherwise.

The sixth letter is an original letter, a copy of which was forwarded to the Health Care Mail Intake Center for a response. This letter is one of support from a dentist in Golden, Colorado whose practice consists of three rapidly expanding dental clinics in the Denver metropolitan area which serve primarily middle and lower income patients. He encloses a "Viewpoint" article outlining his concern that the dental profession is rapidly evolving into one of elitism.

The seventh letter is from a woman who has been employed in the insurance industry for sixteen years. She writes a highly critical letter of both the insurance industry itself, and the high price of medical services. She bases her criticism on her personal experiences both as an employee in the insurance industry, and as someone who has utilized medical services. A copy will be forwarded to the Health Care Mail Intake Center for a response unless you indicate otherwise.

The NAFTA folder contains two letters. As our office considers NAFTA to be an international subject, we propose answering these letters with a letter from the President. The letter will begin with a line thanking the writer for sending you his or her comments on NAFTA and will continue with the same language as the President's letter on this subject. A copy of both our proposed letter for your signature and the President's letter are enclosed.

The first NAFTA letter is from a man who is dying of cancer. He writes a highly critical, angry, and impassioned letter against NAFTA. His perception is that environmental concerns have been entirely disregarded in the preparation of the NAFTA agreement. He writes of the "volatile organic compounds" found in the air and water in his hometown of Nogales, Arizona, their connection to the high rate of cancer existing in this region, and of his fear for the life of his daughter. He feels that NAFTA will only benefit those who are profiting at the

expense of the citizens of Nogales. We think that the form response to this letter (see example) should be altered so that environmental issues are addressed before the economic issues.

The second letter is from a Professor of Law and Economics at Tulane University. He relays his thoughts about NAFTA and GATT. He feels that adding the Dunkel Draft Gatt side agreement to NAFTA would weaken the United States ability to "supervise and regulate our own trade flows." In addition he encloses two essays, the first advocates moving away from GATT, the second is an assessment of the President's progress in the areas of jobs and industrial rejuvenation, deficit reduction, and trade.

The support folder contains two letters. The first letter is from an elementary school librarian who writes of her excitement in using you in her first lesson plan as an example of someone who is a "bibliophile". We have enclosed both a response letter to the librarian and a separate one to her students. If there are books which you would like to recommend to these students, we can include them in the response letter which is sent. The second letter is from a woman originally from England, who decided to become a United States citizen based on her impressions of you and the President. She writes that you have inspired her to return to school at a later age than most students to pursue her dream of a career in the law.

The Thank-you folder contains three letters. The first letter is from a woman who works at Jackson Memorial Hospital in Florida in the office next to Dr. Frederick Schlid who met with you concerning Health Care Reform. She heard both you and the President speak at the Democratic Welcome Reception at the Fountainbleau, and she thanks you for giving her husband your autograph. The second letter is from the wife of a picture editor at TIME magazine who herself works in management consulting. She is a strong supporter of yours and thanks you for autographing Alex Quesada's 'cowboy' picture of you. The third letter is a thank-you on behalf of a family who were provided with information which made it possible for a family member to travel to the United States from the Philippines.

The childrens' folder contains one letter from an eleven year old girl who expresses strong support and admiration for you and confides her dream of becoming the first black woman President of the United States. She thanks you for "making '93 The Year Of The Woman."

HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT

SEPTEMBER 12, 1993 - SEPTEMBER 25, 1993

DATE	ISSUE CARDS	SUPPORT CARDS	ACKNOW. CARDS	PRESS LETTERS	SCHED LETTERS	INDV. RESP.	MISC. LETTERS	DAILY TOTAL
9/12								--
9/13					16			16
9/14	37	22			9	3	1	72
9/15			8				75	83
9/16	69		15		9		133	226
9/17	6						160	166
9/18								--
9/19								--
9/20	25				23	3		51
9/21	88	52			40	2	166	348
9/22		52			128		39	219
9/23	62				6		209	277
9/24	30	17					82	129
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TOTAL
FOR
PERIOD

317	143	23	0	231	8	865	1587
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THE WHITE HOUSE

WASHINGTON

October 12, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF

FROM: ALICE PUSHKAR
DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR FIRST LADY'S CORRESPONDENCE

This report covers the period from September 26, 1993 through October 9, 1993. The report includes (i) information about the volume of mail received and produced by the Office of First Lady's Correspondence, and (ii) analysis of the issues discussed in the mail reviewed during the period.

Attached are the daily production report for the time period, folders containing letters which are representative of those reviewed during the period, and the bi-monthly Agency Liaison Report.

During this period, we received 7282 pieces of correspondence addressed to the First Lady. The average number of letters received daily has risen from 511 to 607.

Approximately 5000 letters received by this office were for the Health Care Reform Mail Intake Center. These letters have been retained in our office pending a new analysis of this mail and a reorganization of that office, as discussed below. Another 1200 letters were forwarded to other offices or required no response. We responded to 1880 pieces of correspondence during the period, as indicated in the attached report.

We currently have 2000 pieces of uncoded mail. Approximately 6000 coded letters await a response and another 4000 letters are in the data entry and proofing stages.

ANALYSIS OF THE MAIL

Issues-related Mail	-	25%
Casework/Agency Information	-	24%
No Response Necessary	-	13%
First Lady's Image	-	7%
Other	-	31%

Following is a breakdown of the issues-related mail reviewed during the time period.

Health Issues	-	22%
Government Reform	-	17%
Foreign Issues	-	11%
Other	-	50%

REPRESENTATIVE LETTERS

For your information and review we have attached copies of letters representing common themes in the correspondence. We have prepared responses to these letters subject to your approval. The responses will be sent after you have had the opportunity to review them. As suggested in the previous report, we have submitted some individual responses without signatures so that you may sign them personally.

The Health-Care folder contains two letters. The first letter is from a man who lives in Akron, Ohio. He expresses his support for the President's speech presenting the Health Care Plan to the American people and commends you and your staff for the long hours dedicated to working towards health care reform.

The second letter is from an individual writing from a business in San Francisco, California, who expresses appreciation for your work on the Health Care Plan.

The Health Care letters submitted in this report are thank-you's, and therefore will not receive a response unless you indicate otherwise. In regard to mail that does require a response, we are currently involved in an intra-office effort to develop form letter and individual response language which will highlight the points you wish to emphasize in relation to health care issues while at the same time responding accurately and with precision to the issues raised in the incoming letters. We are holding all health care letters until we have an appropriate plan. We hope to render this by the end of this week.

The Issues folder contains one letter. A man from New Jersey, who is disabled, writes about the challenges facing

disabled people in our country. He offers solutions for coping with the emotional issues surrounding disability. He includes a copy of his resume for the implied purpose of demonstrating what he has achieved while living with a disability.

The Thank-You/Support folder contains three letters. The first letter is from a woman who lives in Brooklyn, New York. She writes to thank-you for making the world a more caring place for her two year old son. This letter will receive a support card unless you indicate otherwise.

The second letter is from a man who lives in Wayland, Massachusetts and is a volunteer for the Foundation for Global Community which is based in Palo-Alto California. He writes to thank-you for the inspiration he derived from your "Politics of Meaning" speech. This letter will receive a support card unless you indicate otherwise.

The third letter is from a woman who lives in Los Angeles, California. She discusses the "violence, drugs, racial tension, and homelessness" that exist in her community. A divorced mother with two grown sons, she expresses how you have been an inspiration for her as she works hard to establish herself in the business world.

The Professional Services folder contains two letters. The first letter is from a man who offers his services as a White House Santa Claus for the upcoming Christmas season. We thought this letter might be an amusing respite for you from the intensity of the last several weeks. We have drafted a letter thanking him and declining his offer which we will send unless you indicate otherwise.

The second letter is from a woman who lives in Randolph, Vermont. She responds to your statement during the Tom Brokaw interview regarding the taste of Tofu. She submits a recipe for preparing Tofu and offers her services to the White House Chef. We have drafted a letter thanking her and declining her offer which we will send unless you indicate otherwise.

The Childrens' folder contains two letters. The first letter is from an eighth grade student who is entering an accelerated high school program. She expresses her admiration for you and confides her ambition of becoming an Attorney.

The second letter is from the Principal of a Catholic School who sends you a first grade student's writing project which is inspired by you and entitled "Princess Hillary."

The Heartfelt Folder contains one letter. It is a mother's moving account of the courageous battle her step-son waged against colon cancer with the care and support provided by St. Jude's hospital. She expresses her support for you and proposes

that you consider implementing non-profit regional cancer centers throughout the country that would provide people, regardless of income, treatment much like that provided for children through St. Jude's.

HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT

DATE	ISSUE CARDS	SUPPORT CARDS	ACKNOW. CARDS	PRESS LETTERS	SCHED LETTERS	INDV. RESP.	MISC. LETTERS	DAILY TOTAL
9 / 26								
9 / 27	1	44	1		287	3	6	342
9 / 28	92				91	1		184
9 / 29	94	17	13		13		5	142
9 / 30	53	65	1		168		3	290
10 / 1	22				85			107
10 / 2								
10 / 3								
10 / 4	27	15			264	5	99	410
10 / 5	1		85		3		71	160
10 / 6					21	3	21	45
10 / 7					44	1	22	67
10 / 8	67	3			12	3	48	133
10 / 9								
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TOTAL
FOR
PERIOD

357	144	100		988	16	275	1880
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THE WHITE HOUSE

WASHINGTON

October 23, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF

FROM: ALICE PUSHKAR
DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR FIRST LADY'S
CORRESPONDENCE

This report covers the period from October 10, 1993 through October 23, 1993. The report includes (i) information about the volume of mail received and produced by the Office of First Lady's Correspondence, and (ii) analysis of the issues discussed in the mail reviewed during the period.

Attached are the daily production report for the time period, and folders containing letters which are representative of those reviewed during the period.

During this period we received 6825 pieces of correspondence addressed to the First Lady. The average number of letters received daily has remained fairly constant, increasing slightly from 607 to 620.

Approximately 3500 letters received by this office were designated for the Health Care Reform Mail Intake Center. In our last report we indicated that these letters were being retained in our office pending a new analysis of this mail and a reorganization of the Intake Center. An analysis of the health care mail received in this office was completed on October 8, and the results are enclosed (see attached). We have forwarded the health care mail we were holding and are currently sending new incoming mail to the Intake Center to be held in that office pending a final decision on reorganization.

Another 2700 letters were forwarded to other offices or required no response. We responded to 2000 pieces of correspondence during the period, as indicated in the attached report.

We currently have 1600 pieces of uncoded mail. Approximately 6000 coded letters await a response and another 3000 are in the data entry and proofing stages.

On October 14, we conducted a tally of two full days of incoming mail, and the results were comparable to the percentages we garnered from our normal sampling techniques. The analysis of both the complete tally and the sampling is as follows.

ANALYSIS OF THE MAIL

No Response Necessary	-	21%
Issues-related Mail	-	18%
Casework/Agency Liaison	-	16%
First Lady's Image	-	12%
Other	-	33%

Following is a breakdown of the issues-related mail reviewed during the time period.

Health Issues	-	18%
Foreign Issues	-	14%
Abortion	-	11%
Crime/Violence	-	11%
Other	-	46%

REPRESENTATIVE LETTERS

For your information and review we have attached original letters representing common themes in the correspondence. We have prepared responses to these letters subject to your approval. The responses will be sent after you have had the opportunity to review them. We have left blank the signature space on some of the letters so that you may sign them personally. Please let us know if you would like us to continue this practice in future reports.

The Health Care folder contains three letters. The first letter is from a Republican insurance broker who was elected as a delegate to the Republican National Convention. She writes of

her support for the Health Security Plan and describes the means by which she is publicly expressing her positive view of the plan.

The second letter in the Health Care folder is from the commencement speaker at the 1993 graduation exercises for the Harvard School of Public Health. She writes of her support for the Health Security Plan and includes a copy of her speech. In her speech, she questions the course of both the education and health care institutions in our country today comparing the crisis of faith in our nation's health care due to rationing along socio-economic lines to violence in our nation's schools due to similar factors. The speaker submits that prioritizing our limited resources through preventive care is crucial to our future.

The third letter in the Health Care folder is from a man who expresses support for your work on health care reform, but writes of his concern that the tax on cigarettes will not achieve the desired effect on the revenue stream and will therefore have a negative impact on the public perception of the plan. He proposes as an alternative a tax on automobile insurance.

The Issues folder contains two letters. The first letter is from a senior citizen whose grandparents traveled west on the Oregon Trail in the 1800's. She herself has lived through the Depression and two World Wars. Her anxiety is evident as she describes her fear that if the United States continues to open it's borders to an unlimited number of immigrants this will constitute an undue burden on the country's citizens who must pay for the social services provided for these immigrants.

The second letter in the Issues folder is from the headmaster of the Chicago Academy for the Arts. He expresses his appreciation for the President's and your messages at the White House Presidential Arts Medal Ceremony. He writes of the program "Good Vibes" which he and Ben Vereen co-founded. The goals of this program as he outlines them are to use artistic video vignettes to address the issues facing teenagers in our country today. He emphasizes preventive measures analagous to your efforts in health care reform to help teenagers realize that they can choose better, healthier lives.

The Support folder contains four letters. The first letter is from a woman living in Long Beach, California who watched your interview with Larry King. She relays her pride in you as the representative of women of her generation. She further expresses how touched she was by your statement on the show relating to the contributions made by the First Ladies who preceded you. This letter will receive a support card unless you prefer that an individual response be sent.

The second letter in the Support folder is from a staunch Republican from Birmingham, Alabama who writes to thank you for raising the "consciousness of a few more American males..." This letter will receive a support card unless you prefer that an individual response be sent.

The third letter in the Support folder is from a woman living in South Carolina who describes herself as ill and disabled and at least occasionally depressed. She expresses her support for your work on health care reform. In addition she encloses a recipe booklet with suggestions for "Clinton Corn and Gloss Starches."

The fourth letter in the Support folder is from an administrator of a Community Hospital in St. Petersburg, Florida. She expresses her pride in your accomplishments from the campaign through the Health Security Plan. She offers her nursing and management skills to contribute to the health care effort.

The Thank-You folder contains one letter from the President of Sistemas Corporation, a consulting and training firm based in Princeton, New Jersey. She thanks you for hosting the Hispanic Heritage Reception to which she was invited.

The Children's folder contains one letter. A child from Vermont writes to dispute a statement she believes you recently made concerning peas.

THE WHITE HOUSE

WASHINGTON

October 8, 1993

POST-SPEECH HEALTH CARE CORRESPONDENCE

[September 23 and following, directly reflecting on plan]

Comments on the First Lady
and/or the Plan

Unconditional Support of HRC	-	18%
Approval of HRC, Concern about Health Care Reform	-	11%
Unfavorable	-	10%

Questions or Requests for
Information

Request for Plan or Information on Plan	-	3%
Questions on Impact of Plan on Certain Programs or the Nature of Facilities	-	3%
Questions on Effect of Plan on Personal Coverage or Situations	-	6%

Opinions or Suggestions
about Plan

Suggestions about Implementation of Plan	-	17%
Requests for Specific Coverage or Inclusions in Plan	-	18%
Opinions or Suggestions on the Use of Sin Taxes	-	14%

random sample size: 200

HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT

DATE	ISSUES CARDS	SUPPORT CARDS	ACKNOW. CARDS	SCHED LETTERS	INDVID. RESP.	MISC. LETTERS	DAILY TOTAL
10/10							
10/11							
10/12		2		223		35	260
10/13				97		57	154
10/14	82			143	2	7	234
10/15	82			117	1	33	233
10/16					94	19	113
10/17							
10/18	44			207	4	1	256
10/19		6		166	2	1	175
10/20				39	1		40
10/21	72	105		132		34	343
10/22	62	78		50	2		192
10/23							

PERIOD
TOTAL

342	191		1174	106	187	2000
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THE WHITE HOUSE
WASHINGTON

November 1, 1993

Ms. Barbara Khan
18-24 Williamsburg Court
Shrewsbury, Massachusetts 01545

Dear Ms. Khan:

Thank you for your thoughtful letter. Your words of encouragement mean a great deal to me.

Your enthusiasm regarding the Health Security Plan is invaluable as the President and his Administration work toward meaningful and lasting change in our health care system. Your support and the support of individuals like you will help him to put into effect a system of universal health care coverage for all Americans that can never be taken away.

Thank you again for your support and your own efforts to promote the plan at the local level.

Sincerely yours,


Hillary Rodham Clinton

October 4, 1993

Mrs. Hillary Clinton
The White House
Pennsylvania Ave.
Washington, D.C.

Dear Mrs. Clinton,

I want to give you the most heart felt congratulations on your exemplary work on health care reform. I am a insurance broker, specializing in medical insurance, and I think the proposal the Clinton has put forth is better than 99% of the insurance I sell. Furthermore I felt sick about all the people I could not help due to their "pre-existing" conditions. You have addressed virtually every issue I witnessed working out there in the field. My market is primarily small businesses. The doom and gloom sayers are doing their best to scare them silly about this new proposal but I have not one doubt that they, along with the general populous, will come out ahead. Poll after poll has indicated that Americans are willing to pay more in order to allow everyone coverage. Those greedy detractors of the health care proposal are simply self serving individuals whose vision does not go beyond their bankbooks.

You should know that I am a Republican. I was elected delegate to the Republican National Convention. It doesn't matter, I want what's best for our country, and those 37 million people who are just winging it right now. I will probably be put out of business, as a broker, but my vision is larger. I am not big on entitlement mentality, but I believe our Government should provide decent health care for our citizens. Your plan appears to me an excellent way to deliver that service. If I can be of any help please let me know. I am voicing my opinion everywhere I can: to my small business clients, to the newspaper, to my representatives. I want to see this proposal become a reality and I thank you and President Clinton for having the courage to make changes. God bless you both.

Sincerely,

Barbara K Khan

Barbara K. Khan, Broker
18-24 Williamsburg Ct.
Shrewsbury, MA 01545 508-842-8242

THE WHITE HOUSE
WASHINGTON

November 10, 1993

Ms. Michelle Bowdler
24 Chestnut Street
Framingham, Massachusetts 01701

Dear Ms. Bowdler:

Thank you for your thoughtful letter and the copy of your timely and eloquent commencement address.

I appreciate both the views on the health care system which you expressed in your commencement address, and the support you have expressed to me in your letter. Your enthusiasm for the Health Security Plan is invaluable as the President and his Administration work toward meaningful and lasting change in our health care system. As the issue of health care in the United States is addressed, the goal of the Administration is to keep people healthy instead of treating them after they become sick.

Thank you again for your support. I congratulate you on your scholastic achievements, commend you on being chosen as director of a community based cardiac center, and wish you continued success in your future endeavors.

Sincerely yours,

Hillary Rodham Clinton

10/4/93

Hillary Rodham Clinton
White House
1600 Pennsylvania Avenue
Washington, D.C.

Dear Ms. Rodham Clinton:

I wanted to write a quick note to add to the many who support your efforts in addressing health care reform. You have approached this effort with intelligence, and a most impressive, comprehensive effort to include so many Americans in creating a system that is innately more fair and consistent with the ideals of democracy than the one which we currently have.

I was at the Harvard School of Public Health last year when professors who had been talking about national health care for over a decade were being requested to go to Washington to meet with you, President Clinton and the Gores, finally! After so many years, there is an administration of which I can feel proud.

I was the commencement speaker at the Harvard School of Public Health and sat on the stage with Dr. Elders, our keynote speaker. I am sending along a copy of the speech I delivered as it sounds so many of the themes I have heard you address in the last few weeks.

As a result of this speech, I was offered a job at a community health center in one of Boston's poorest, most violence-ridden neighborhoods. We will be opening a community-based Cardiac Center to prevent and treat cardiac disease in people of color, and I will serve as its director. It is a unique collaboration between three Harvard teaching hospitals and a community health center.

Good luck in the months and weeks ahead, and if there is ever anything I can do to help, I would be most honored to contribute.

Sincerely,



Michelle Bowdler
24 Chestnut Street
Framingham, MA 01701
(508) 788-1273

COMMENCEMENT ADDRESS - JUNE 10, 1993

I am very pleased and proud to have been chosen for this honor and I welcome all of you. Today I plan to speak about both education and health, two topics relevant to today's joyous proceedings.

Let me begin with some remarks on education. My father was the Principal of a high school on the south side of Chicago in the early 1960s. Every day he drove over an hour to get to work. Even though I was only a few years old, I knew that there was something about his job that consumed him, that he felt passionate about, although I didn't have the words for it at the time. He was a man who loved his job and truly loved the children he worked with, although along with his hope was a pervading sadness and frustration. Even then, almost thirty years ago, conditions existed which made learning difficult for the students at this "inner city" school.

One difference from today is that my father's desk drawer was filled with knives he had taken away from students rather than guns, but otherwise conditions were very similar. Kids were hungry, angry, hurt and scared; books were out of date; and violence was commonplace.

Many evenings, my dad would ask my older sister to help a student of his by writing down math problems he could bring back to school: 5×9 ; 63 divided by 7; $112 + 113$. The tragedy of this situation was that at the time, my sister was nine years old and in the third or fourth grade and the students her work was tutoring were sixteen and seventeen. They were about to graduate from high school and many of them could barely read or write. And of course, these

young men and women wanted to learn and needed to learn, just like today.

My father died a very young man in 1967. He lived with hopes and dreams about making this country more fair for those citizens who were born into poverty. Poverty doesn't mean just having less money to buy things. It often means being hungry, which can make it harder to concentrate in school; being too cold at night to sleep fitfully and falling asleep in overheated school rooms; trying to learn in a school where the books are so old that the civics lessons are out of date and so worn and written in they're less easy to read and enjoy; and it can mean feeling angry and alienated because you don't have what the TV, movies, radio, and athletes tell you ought to own to be a worthwhile person. All of this had a devastating impact on my father's students 30 years ago, and I am sad to say little has changed in all that time.

As we so proudly graduate today, we should reflect on the fact that our opportunities to be here today (even though we've all had separate and distinct journeys) started a long time ago, and we must remember and acknowledge the thousands of young men and women who never had a chance to even consider or be considered for this education. To the extent that we keep these individuals invisible, it is easier to feel less emergent about doing what is necessary to ensure opportunities for all of our nation's children. If we could see them as living side by side with us and could feel their sense of loss, sadness or even rage, our sense of pleasure with today would carry with it a bittersweet edge. Our pride should be tempered by this awareness.

How many young men and women never even considered applying for a Harvard education because they were busy simply trying to survive; because the extent of their dream was to learn how to read or write; because the highest combined SAT score coming out of their high school

was 700; or because they were a teen mother who had to forego college to care for her child?

I simply ask that we recognize the context in which our accomplishment has taken place and for each of us to develop our own inner resolve to address these inequities.

Let us remember the young men and women for whom my father cared for so many years ago, for their lost dreams, and resolve to clasp hands with them across the ever widening divides of racism, classism and educational divisions which so threaten the fabric of our nation today.

I want to make similar comments in relationship to the health care in this country. Recently, there has been a growing debate about whether the "rationing" of health care being tried, for example, in Oregon is ethical. Is it all right with us if the government or some medical committee decides who is appropriate for certain interventions and which types of medical procedures will be paid for. Shouldn't everyone get treated if they are ill? Somehow the idea of rationing seems so cruel, that needed services will be meted out and may not be offered to the sick and suffering. But I ask you, what is 37 million uninsured if not rationing? What is certain types of care offered if you can afford it and not recommended if you cannot if not rationing? Unfortunately, there have been rationing lines drawn for a long time but we haven't called them that: we know them better as Rich and Poor, Insured and Uninsured.

We are having a crisis of faith in our nation's health care system as a result. On the one hand, we fear that if we are poor we won't get what we need, but only what we can afford. And if we can afford health care, there's a growing unease that maybe we are being offered more than what we really need. All of us pay the price when this is how our profession is perceived.

If you were to sit in a closed room with 20 people and in the middle of all of you was a plateful of food, you would know that every bite you took affected how much your neighbor would receive. And, you would also have to look your neighbor in the eye if he or she were to go hungry, or if you were passed a steak and they were given a crust of bread.

I propose that our nation needs to begin to see health care in this way. For so long, we have approached health care as if resources were unlimited and that we could have as much as we want of an unlimited supply. Those who are uninsured or have been uninsured at some time in their lives could tell us well the consequences of not being able to get any of what others were gorging themselves on. But resources are always limited.

There's always only so much to go around and it is up to us to decide how to prioritize. Otherwise, we just let things happen and then feel dismayed by the results -- that many of our nation's children feel frightened every day because of the violence in their schools and neighborhoods while somewhere else kids feel safe and able to learn, that some people can get liver transplants while others cannot afford basic medicine or immunizations for their children. We as a society need to feel involved, and then proud of the decisions we make so that we can look ourselves in the mirror in the morning instead of hanging our heads in shame.

I suggest that one of the ways we prioritize our limited resources is to pay more attention to put more effort into preventing illness instead of merely treating disease.

We at the School of Public Health are committed to the above approach, as illustrated in the

following story many of us are fond of: A man is walking through a meadow and sees a stream. He walks over to the stream and sees someone drowning, grasping onto a log calling for help. He jumps in and brings the man to shore. Barely recovered, he hears someone else calling for help and jumps in to rescue him. All day long this goes on until he is absolutely exhausted. Our hero is so busy trying to save the lives of drowning folks that he has no time to go to the top of the stream and find out why people are falling in.

Walking to the top of the stream to find and PREVENT people from falling in is Public Health. It is cheaper, less dramatic, and more effective. And, most importantly, it prevents the unnecessary suffering all those scared folks experience once they have fallen into the river and are terrified for their lives. This is what we have been trained to do and I am confident we will meet this challenge, to get to the top of that stream and prevent illness rather than just treat disease.

This debate about reform of the health care system is not one of socialism versus democracy; or the free market versus massive government intervention. It is about the fundamental requirements and cost of living in a civilized society, where the human rights of all are respected and nurtured. Both basic education and health care are two necessities in the pursuit of life, liberty and happiness that should not be income based -- not unlike national security, police protection, or free speech. We in this nation supposedly are all entitled to certain privileges and protections regardless of income or status so that the ideals of democracy can be sustained. How ironic, then, that such basic tools individuals need to survive are out of reach, and not to small numbers I might add. The cost of ignoring the needs and rights of so many is greater than any

new tax bills could ever be. They go to the heart and soul of the future of our nation, and I ask all of us to have the courage to insist that collectively we refocus the debate from how much it will cost us if we do work to change them to how much it will cost us if we don't.

My hope in making these comments is to acknowledge all of those in need, deprived of their dreams of a future and robbed of their peace of mind because they cannot afford to keep their families safe, well and healthy. And encourage each of us to continue to question the course that both of these institutions--education and health care--have been on for a very long time and at a minimum continue to work to slow down the train long enough to alter the course; to slow it down so that more who need to can ride and fewer will be passed by.

THE WHITE HOUSE
WASHINGTON

November 1, 1993

Mr. Edward Epstein
Woulfe-Miller Communications
3379 Maiden Voyage Circle North
Jacksonville, Florida 32257

Dear Mr. Epstein:

Thank you for your thoughtful letter. Your support of the Health Security Plan is invaluable as the President and his Administration work toward meaningful and lasting change in our health care system.

I appreciate your concern both about the effects the proposed cigarette tax will have on the economy and on the public's perception of the plan itself. Your comments are very much appreciated. As this important issue is addressed, the views of all Americans will be considered.

Thank you again for writing. I hope that you will continue to support the Health Security Plan as the Administration works toward the goal of guaranteeing every American a comprehensive package of benefits that can never be taken away.

Sincerely yours,


Hillary Rodham Clinton

Woulfe Miller

September 29, 1993

Mrs. Hillary Rodman-Clinton
The White House
Washington, D.C.
United States of America

Dear Mrs. Clinton,

I'm writing to congratulate you on the most magnificent presentations before congress I've ever heard. I hid from my staff just to hear both hearings on September 28, 1993 and I'm glad I did. I took no calls, scheduled no meetings and canceled all appointment for the day. But no alarm! I'll make up my share of our GNP with plenty to spare.

Last evening while meeting with members of my oldest daughters PTA I asked several of my doctor friends to come by the house for a snack and a round of trivia. Trivia brings out the best in knowledge to many of us and sends the rest to the vegetable garden. What year did the Arab oil countries stop shipping oil to the United States, one question asked. Alarmed that none of the doctors knew the answer I suggested a few clues. Do you remember the gas lines? Do you remember utilities rates going sky high? Do you remember "conservation" radio, television and newspaper ads? No one had the answer. Like a four foot high crane straining to see something afar, I jumped from my seat with such excitement one doctor thought I was having a stroke! What's wrong, what's happening? "Nothing," I said.

But something did happen. Like hurricane Andrew sweeping through south Florida I remembered the year, of course, but more than that I remembered what happened in my community as a result of conservation. Utility rates went up because we concerved.

Yes, our utility company told us not enough revenues are available to buy oil and run the utility company too. My friends and neighbors were outraged. Some planned to move their companies over the county line. Others wanted to march on city hall, write letters to the White House and there were those who wanted the mayor's neck on display at the children's museum or arts and sciences.

After returning from the moon we put aside the game, reviewed your healthcare plan and all at once the thought occurred to me! The cigarette tax. A trap?

Mrs. Clinton, I support the tax...and I'm a smoker. I support the tax because it benefits all Americans, period. But what if everyone quits? What if only fifteen percent of smokers quit? What affect..what effect will this have on the revenue stream from the tax? Has someone set you up ready to see you and the president take a nose dive?

Just a thought but it could happen. It happened with oil.

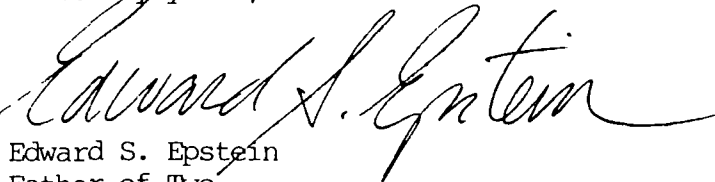
Then the thought came to me. Why not include in some fashion taxes from automobile insurance. Automobiles cause deaths, poor air quality. Not another gasoline tax, but an added value tax on all automobile and truck sales, service. A national transportation tax that's fair to all.

Just a thought. After such a presentation to congress I thought it necessary to share my thoughts with you and the president.

You have my support and if I can come to the aid of the plan in my community or others...I stand ready.

Thank you for taking the time to review my thoughts and God bless you, the president and these United States.

Sincerely yours,

A handwritten signature in cursive script that reads "Edward S. Epstein". The signature is written in dark ink and is positioned above the printed name and title.

Edward S. Epstein
Father of Two

ESE:s

THE WHITE HOUSE
WASHINGTON

November 10, 1993

Ms. Bernice Verstoppen
104 South West 9th Street
Pendleton, Oregon 97801

Dear Ms. Verstoppen:

Thank you very much for your thoughtful letter. Your words of support mean a great deal to me.

I am pleased that you shared with me the memories of your adventurous family. You have portrayed your relatives and yourself as wise and caring individuals who have lived through times of enormous change in our country.

I appreciate your sharing your views on many of the important issues facing this country today such as poverty, crime, drug abuse and disease. As the Clinton Administration works to address these and many other pressing issues, it is important to have your comments, and those of other writers, in order to understand the concerns of people throughout our country.

Thank you again for sharing your thoughts with me in a way that reveals the perspective and knowledge which you have gained throughout the years. I hope that you will join with the President and me to make the coming years a time for renewed opportunity in America.

Sincerely yours,

Hillary Rodham Clinton

Pendleton, Oregon

October 5, 1993

Dear Mrs. Hillary Clinton,

For some time now I've thought of writing you, but knowing all the problems that our President and you have been facing since our President took office, I felt like you could not, not that you would not, have the time to invest in reading a letter from an uneducated, ill senior citizen. But the concerns I have not just for myself but for my fellow citizens are so deeply imbedded in my heart have made this urge to write you uppermost important in my life, for I feel if I don't speak out, I could never give you food for thought.

My grandparents came west on the old Oregon Trail in the 1800's. They had endured many hard times, not only on the trek west but in settling in untamed country. They installed in their children the sense of pride of achieving almost unsurmountable challenges, uneducated, they carved out a home and a way of living from the land. They went to country schools, none ever went to a University but they were all taught faith in God, faith in self worth and that they could be anything they wanted to be if they were willing to work for it. This philosophy was called 'Good Horsesense'. These were the principles of life I was born into. I never achieved any lofty goals in life, never graduated from any university, I chose to be a wife and mother.

In my lifetime I have seen, I feel, the most amazing, changing, challenging part in the growing pains of the history of our beloved United States. On the knee of my grandfather I learned the tales of the war between the states, I learned of the hard trials that they endured on the wagon train west

and the heartbreak they suffered of leaving loved ones, (family members) behind that they knew they would never see again. And when I asked "Why did they come west grandpa?" He said "We were very poor and it was a chance of giving our family a better way of life with free land to farm." (Today free anything has to be over.)

I seen the great depression come and go. I seen the great wars our men fought and died in after the great depression. I saw the heartbreak in our families over the loss of our sons. I've seen the early days of the movies and movie stars. I've seen getting the first telephone, I've seen the beginning of television, I've seen in person, Franklin D. Roosevelt, Mr. Dewey, Joe Lewis, Joe DiMaggio, Marilyn Monroe, Richard Nixon, and many other celebrities of the world that truly did not impress me. It was more like wanting to see them, to hear them to have an understanding about what made them tick. The thing that seemed to impress me most of all in my lifetime was the great catastrophies, the mass destruction, the cruelty that man has perpetrated upon the masses, the suffering that man has had to endure. I understand these things have gone on since the beginning of time, but I had never lived to hear or see of it.

Now our country is so over populated as well as the world. We, the people of United States, not only have the burden of fighting poverty, drugs, crime, and over-population, homelessness, cancer, aids, I say to myself how can these problems ever be solved, if ever!

I am old, low income, not well, I am in pain constantly but I feel so thankful, so greatful to God with the ancestry I had that they installed one thing in me, and that is "Good Horsesense" My mother always said, "A rolling stone gathers no moss," and have a home before you start a family."

Also she said no one asked you to bring more children into the world than you can care for and she wasn't talking about abortion. She always said never invite guests into your home to stay over more than what you have beds for. She always said work was not a burden but a blessing. Also when you bake bread and glean your garden always have one loaf of bread and a basket of vegetables for the poor.

What I'm trying to say to you, Mrs. Clinton, there comes a time when a house cannot hold anymore people and you have to shut the door. There comes a time when there is not enough bread for the poor. not enough jobs, not enough medical treatment or the money to provide it. If we continue on the path ~~that~~ we have been on, accepting everyone that knocks at the door, it will be our ~~total~~ destruction. There comes a time when you have to say no more. We the people are expected to pay for their care, their housing, aids, drugs, crimes when we can hardly take care of ourselves. My mind and my heart is very troubled over this and I wonder where will it all end.

I never thought I'd see the day when I would have to keep my doors locked. When I would hear a strange noise in the night, to be fearful of walking down the street with my purse on my arm as young men approached me. The pain of giving money to charity then finding out that it had gone for graft, maybe it was only 3 or 4 dollars, but when you live on \$425.00 a month that has to cover the cost of everything it is a big sacrifice given willingly from your heart.

Yes, Mrs. Clinton, I am old, not well, not rich, but I have one thing that today's generation does not have, the ability to put

restrain on my life if need be, to be able to say I've done
the best I can, I can do no more. I fervently ask our government,
as a citizen of the United States, don't open our borders like flood
gates to any and all that want to come in any more. Instead we should
be closing the door for there are no more beds in the house. I don't
want to seem crule, but I don't want our people to have to take on
more than one's country can take care of and God knows we have
long ago surpassed this goal. We the people that have settled our country,
who carved out homes from nothing. No state aid or hand-outs. Who
fought for this country and died. We were raised by the Bible. An
eye for an eye. We have so much crime because they go to jail and
are back on the street in a few days or a few months even after
killing someone. You know in your heart this is not right, that we
the old have to live daily in fear of every sound. We must have
the death penalty in all states or no one will be safe any more.
I'm glad I'm old because I won't have to live in fear much
longer like all the rest of ^{us} seniors who live alone. All the things
we once did we are afraid to do. We live behind locked doors,
only the criminals are free. I can stand not having the medical
I need, not enough food at times. What I can't hardly stand is
the fear I have to live with, and this area isn't even a big city.
Fear eats away at your heart. How I miss my evening walks.

Thank you kindly for your time in reading this letter.
God Bless you and our President.

Sincerely,
Bernice Verstappen
104 S. W. 9th
Pendleton, Oregon
97801

THE WHITE HOUSE

WASHINGTON

October 25, 1993

Mr. Richard Odell
Headmaster
Chicago Academy For the Arts
1010 West Chicago Avenue
Chicago, Illinois 60622

Dear Mr. Odell:

Thank you for your thoughtful letter. Your words of encouragement mean a great deal to me.

I appreciate your enthusiasm for the President's speech and my comments on the occasion of the White House Presidential Arts Medal Ceremony. President Clinton and I both feel that fostering appreciation of the arts is vitally important to our country.

Groups like "Good Vibes" are invaluable in the promotion of the arts as a means of expression and growth for young people who are facing many complex and difficult issues.

Thank you for your support and for sharing your ideas. I wish you continued success in your efforts on behalf of young people.

Sincerely yours,

A handwritten signature in cursive script that reads "Hillary Rodham Clinton". The signature is written in dark ink and is positioned above the printed name.

Hillary Rodham Clinton

1010 West Chicago Avenue

Chicago, Illinois 60622

312.421.0202

312.421.3816 FAX



October 12, 1993

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LIFE TRUSTEE

Carl A. Kroch

HEADMASTER

Richard F. Odell

Mrs. Hillary Rodham Clinton
The White House
Washington, D.C. 20036

Dear Mrs. Clinton:

Congratulations! Your message and the President's anecdotes on the south lawn made each of us in the arts and humanities feel we are no longer the family's black sheep. As Headmaster of an arts high school, I wish your words could have been heard by the entire country. They were "words of change" capable of creating a new level of understanding about the importance of arts and humanities in the lives of everyone.

I know many of us came away feeling we had just attended a big family reunion because the qualities you both extol; confidence, trust, responsibility, humor, respect and goal-oriented leadership are the virtues that involvement with the arts brings to kids. If we want the next generation to manage the gift of democracy, they must have a greater understanding of self and be willing to reach for goals as you and the President have so ably demonstrated.

For the last 21 years I have worked in education helping young people understand the meaning of self confidence, respect, teamwork and showing them that no obstacle is too big if one sets goals and goes about achieving them in a systematic manner. I believe this is the same approach you have used in trying to reform health care and I would like to suggest another vehicle that may strengthen the cause.

A little over a year ago, a good friend, Ben Vereen, and I began talking about the many social issues that kids must address while growing up. We decided that since most youth identify with either music,

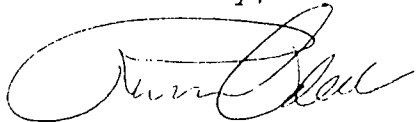
Mrs. Hillary Rodham Clinton
October 12, 1993
Page 2

dance, theatre or humor, maybe we could incorporate all those elements into a fast paced 45-60 minute show which simultaneously deals with the social issues; drugs, alcohol, tobacco, sexual behavior, relationships, physical abuse and disrespect, etc. Our group, called "Good Vibes" is made up of 10 kids ages 12-20. Each artistic vignette goes to the heart of an issue and helps kids realize life can be about choices not just alternatives. A discussion with the audience, pre and post meetings with faculty and/or advisors usually helps everyone get on a healthier track.

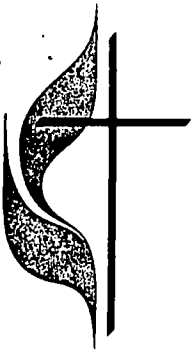
We further believe that an effective way to reduce the cost of health care is letting kids show other kids how a healthier life is a better life. The Good Vibes company of young people are committed to helping you achieve the goal of better health care for all. If each performance gets just one child to adopt a personal goal of not succumbing to unhealthy behavior, we will in one year save this country millions of dollars. In reality, the amount actually saved per show is far greater. However, we would rather focus on the positive energy that gets transferred when one feels good about themselves.

Ben and I would enjoy the opportunity to discuss further how our efforts can be easily replicated around the country. We hope to speak with you or a member of your staff soon.

Sincerely,

A handwritten signature in dark ink, appearing to read "Richard F. Odell", with a large, stylized initial "R" and "O".

Richard F. Odell
Headmaster



Wesley United Methodist Church

1100 Freeman Avenue
Long Beach, California 90804-3805

LYNNE HUNDLEY, Pastor

Church (310) 439-2081

October 5, 1993

Dear Ms Clinton,

I watched your interview with Larry King and was reminded again of how proud I am of you. You are competent and you are caring. You are common sense and you have dreams. You are calm and you are passionate.

You represent the women of our generation and all the women of the United States very well -- and you do it by being yourself. I was especially touched by the way you spoke about all of the First Ladies having made their own contribution in their own way.

May God give you the grace and courage to continue being who you are during the rest of your time in the White House.

Yours,

Lynne Hundley

Correspondence

THE WHITE HOUSE
WASHINGTON

November 6, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF

FROM: ALICE PUSHKAR
DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR FIRST LADY'S
CORRESPONDENCE

This report covers the period from October 24, 1993, through November 6, 1993. The report includes (i) information about the volume of mail received and produced by the office of First Lady's Correspondence, and (ii) analysis of the issues discussed in the mail reviewed during the period.

Attached are the daily production report for the time period, folders containing letters which are representative of those reviewed during the period, and the bi-monthly Agency Liaison Report.

During this period we received 6427 pieces of correspondence addressed to the First Lady. The average number of letters received daily has declined from 620 to 570.

Approximately 3000 letters received by this office were for the Health Care Reform Mail Intake Center. Another 2500 letters were forwarded to other offices or required no response.

We responded to 1834 letters during the period. In addition, 472 letters were sent to Congressional and Cabinet spouses inviting them to a briefing about the Health Care Security Plan.

We currently have 2500 pieces of uncoded mail. Approximately 5000 coded letters await a response and another 2000 letters are in the data entry and proofing stages.

ANALYSIS OF THE MAIL

Issues - related Mail	-	22%
Casework/Agency Information	-	15%
No Response Necessary	-	16%
First Lady's Image	-	9%
Other	-	38%

Following is a breakdown of the issues-related mail reviewed during the time period.

Health Issues	-	14%
Crime/Violence	-	10%
Children's Issues	-	8%
Economy, Budget & Government Reform	-	6%
Abortion	-	4%
Foreign Issues	-	2%
Other	-	56%

REPRESENTATIVE LETTERS

For your information and review we have attached copies of letters representing common themes in the correspondence. We have prepared responses to these letters subject to your approval. The responses will be sent after you have had the opportunity to review them. As suggested in previous reports, we have submitted some individual responses without signatures so that you may sign them personally.

There are currently negotiations between the Office of Presidential Correspondence, and Margaret A. Williams, Chief of Staff for the First Lady, concerning the status of the Health Care Mail Intake Center. Pending resolution of this question, we have developed two separate general Health Security Act cards with which to respond to the backlog of mail which is being held in the Health Care Mail Intake Center. (See attached). One card will bear the Presidential seal, include the approved Presidential language, and will carry the Presidential signature. The other card will have the White House inscription at the top, will include language approved by Margaret A. Williams and a War Room representative, and will carry the First Lady's signature.

The Health Care folder contains two letters. The first letter is from a woman who expresses dissatisfaction with the California Hospital Association's Conference in San Diego at which she was a designated exhibitor. She is highly critical of the actual format as opposed to the program promised as an "interactive live video." She feels that the program as presented interfered with valuable client time because those attending who were not allowed to participate as they had

expected, could have listened to the taped speech at a later and more convenient time.

The second letter in the Health Care folder is from a High School student who lives in Boyes Hot Springs, California. She writes to express her concerns about Health Care. Specifically she is worried about medical care coverage for the homeless in our country.

The Issues folder contains one letter from an enlisted Navy man who writes to dispute the statement about peas which was recently attributed to you.

The Support folder contains two letters. The first letter is from a single mother who has a four year old son and describes herself as the "sole provider" for her family. She writes to congratulate you on your recent work on Health Care and expresses her admiration for the example you are setting for future generations of Americans.

The second letter in the Support folder is from the Promotion Coordinator, Corporate Communications Division, of Children's Television Workshop. He expresses his excitement at meeting you when you visited the Sesame Street studio, and encloses a photograph he took of you, Big Bird, and Rosita. He also relates his goal of applying to law school next year and his commitment to working in the health care field.

The Heartfelt file contains one letter. A woman who lives in Illinois writes a poignant account of the economic struggle she and her family have endured in the pursuit of her dream to earn a doctorate in Education. She writes that she traveled to hear you speak at her campus in Illinois and of how your words rejuvenated and inspired her to continue to reach for her goals.

HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT

DATE	ISSUES CARDS	SUPPORT CARDS	ACKNOW. CARDS	SCHED LETTERS	INDVID. RESP.	MISC. LETTERS	DAILY TOTAL
10/25				1		53	54
10/26		149		135	2	1	287
10/27				46		50	96
10/28	6	21		53	18	51	149
10/29	295			91	2	101	489
10/30							
10/31							
11/1		34		128	2	13	177
11/2	129	59		52		47	287
11/3	17	55		109		63	244
11/4				47	4		51
11/5				3		469	472

PERIOD
TOTAL

447	318	0	665	28	848	2306
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*File
Correspondence*

THE WHITE HOUSE
WASHINGTON

November 20, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF

FROM: ALICE PUSHKAR
DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR FIRST LADY'S
CORRESPONDENCE

This report covers the period from November 7, 1993, through November 20, 1993. The report includes (i) information about the volume of mail received and produced by the office of First Lady's Correspondence, and (ii) analysis of the issues discussed in the mail reviewed during the period.

Attached are the daily production report for the time period and folders containing letters which are representative of those reviewed during the period.

During this period we received 6133 pieces of correspondence addressed to the First Lady. The average number of letters received daily has decreased from 570 to 510.

Approximately 2500 letters received by this office were for the Health Care Reform Mail Intake Center. Another 2500 letters were forwarded to other offices or required no response.

We responded to 1859 letters during the period.

We currently have 2500 pieces of uncoded mail. Approximately 4200 coded letters await a response and another 2000 letters are in the data entry and proofing stages.

ANALYSIS OF THE MAIL

No Response Necessary	-	25%
Issues-related Mail	-	20%
Scheduling	-	10%
Casework/Agency Information	-	7%
First Lady's Image	-	4%
Other	-	34%

Following is a breakdown of the issues-related mail reviewed during the time period.

Crime/Violence	-	20%
Economy, Budget & Government Reform	-	10%
Children's Issues	-	5%
Other	-	65%

REPRESENTATIVE LETTERS

The majority of issues mail during the period fell into a variety of categories, none of which were representative enough of a particular issue category to constitute a reportable percentage.

For your information and review we have attached copies of letters representing common themes in the correspondence. We have prepared responses to these letters subject to your approval. The responses will be sent after you have had the opportunity to review them. We have submitted some individual responses without signatures so that you may sign them personally.

Our office is presently coordinating the development of a Health Care Information/Communications group composed of members from the following agencies: Health and Human Services, Department of Defense, Veterans Affairs, Department of Labor, and Treasury. The agency members have been working on drafting Health Care Form letter responses and Individual Responses in the subject areas addressed most frequently in your incoming health care correspondence. We are awaiting the assignment of a liaison from the Health Care Delivery Room and are working with the Office of Domestic Policy on expediting this process so that we can have the language in these letters approved and begin processing in earnest. The Individual Responses submitted in the Health Care folder were derived from language in the briefing books provided to our office by the Delivery Room for use by the agency representatives.

We are adding a new feature to this report. We are including a list of the greetings which our office has provided to groups and organizations on your behalf during the time period, as well as, examples of greetings which have been sent.

The Health Care folder contains three letters. The first letter is from a man who attended your speech in Kansas City. He expresses his support for your message and discusses his family's recent difficulty with health care costs.

The second letter in the Health Care folder is from a woman who owns a family business with her husband. She expresses her difficulties in obtaining health insurance coverage for herself and her husband after he lost his job. Their respective ages and non-coverage of pre-existing conditions are the reasons she cites for her inability to obtain coverage.

The third letter in the Health Care folder is from a man who lives in Gaithersburg, Maryland. He writes in support of your remarks criticizing the insurance industry.

The Issues folder contains two letters. The first letter in the issues folder is from a college student. She writes about the issue of violence which she feels affects not only the students in the affluent school district in which she grew up but young people across the country, as well.

The second letter in the Issues folder is from a former President of the Cleveland Bar Association who was instrumental in establishing the Task Force on Violent Crime. He offers what he learned during the "Cleveland Experience" as the basis for a national model to address the issue of violent crime in this country. Please note that there is currently no approved language from Presidential correspondence in the area of crime. The letters from which the language for our individual responses was taken are currently either on hold pending approval or being revised. Once Presidential letters are ready we can adjust our individual responses accordingly.

The Support folder contains four letters. The first letter is from a retired Methodist minister who lives in Frankfort, Indiana. He includes you in his Thanksgiving tradition of writing a note of thanks to people he feels have contributed significantly to his life.

The second letter in the Support folder is from a woman who lives in South Orleans, Massachusetts. She writes of her appreciation for the help she received from the Office of Agency Liaison, and the resulting positive feelings she has for the Administration.

The third letter in the Support folder is from D'Arcy Dixon Pignanelli, the Policy and Legislative Analyst for the Utah Hospital Association and former Vice Chair of the State Democratic Party. She writes of the "great bathroom debate" on the President's Health Security Plan between herself and her husband, Utah House Minority Leader Frank Pignanelli. They are touted in a local paper as the "Bill and Hillary Clinton of Utah".

The Fourth letter in the Support folder is from a middle school teacher in rural Southside, Virginia. She writes of the commitment she and her husband have to the public school system and to work with students in an area she describes as culturally deprived. She further expresses her respect and support for you as the role model that adolescent girls need today. She requested that we obtain your autograph for the November cover of NEA today on which you appear. As a matter of policy we do not provide autographs of this type, therefore, we sent her an inscribed photo of you. We have also left your signature blank on the letter so that you can sign it if you feel this would be appropriate.

11/7-11/19

HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT

DATE	ISSUES CARDS	SUPPORT CARDS	ACKNOW. CARDS	SCHED LETTERS	INDVID. RESP.	MISC. LETTERS	DAILY TOTAL
11/7							
11/8				216	5	51	272
11/9	91			63	2	81	237
11/10				102		17	119
11/12	89	98		39		173	399
11/13							
11/14							
11/15	29			145	2	1	177
11/16	25			72		15	112
11/17		36		81		127	244
11/18				48	2	1	51
11/19	36	90		52	21	49	248

PERIOD
TOTAL

	224	0	818	32	515	1859
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THE WHITE HOUSE

WASHINGTON

January 31, 1994

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF

FROM: ALICE PUSHKAR
DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR FIRST LADY'S
CORRESPONDENCE

This report covers the period from January 1, 1994 through January 31, 1994. The report includes (i) information about the volume of mail received and produced by the Office of First Lady's Correspondence; (ii) analysis of the mail reviewed during the period; (iii) a report on greetings sent from this office.

Attached are the daily production reports for the time period and folders containing letters which are representative of those reviewed during the period.

During the period we received 8035 pieces of correspondence addressed to the First Lady. The average number of letters received daily has increased slightly from 300 to 320.

Approximately 2500 letters received by this office were for the Health Care Agency Group. Another 2500 letters were forwarded to other offices or required no response.

We responded to 2068 letters during the time period.

We currently have 6000 pieces of uncoded mail. Approximately 2500 coded letters await a response and another 1000 letters are in the data entry and proofing stages.

ANALYSIS OF THE MAIL

No Response Necessary-----	25%
Scheduling-----	16%
Support/Greetings-----	11%
Casework/Agency Information-----	10%
Requests-----	10%
Children's Mail-----	08%
Issues-related Mail-----	08%
Other-----	12%

Following is a breakdown of the issues-related mail reviewed during the time period.

Health Issues (other than health care reform)-----40%

In this category, the issue most frequently discussed is the recent regulatory action taken by the FDA regarding vitamin supplements. The greatest concern in this area seems to be that vitamins will no longer be available. We have prepared a response for this. A copy is included for your information. The text has been approved by both Counsel's office and Carol Rasco's Office.

Welfare and SSI-----	20%
Crime/Violence/Gun Control-----	10%
Economy, Budget & Government Reform-----	05%
Other-----	25%

For your information and review we have attached copies of letters representing common themes in the correspondence. We have prepared responses to these letters subject to your approval. The responses will be sent after you have had the opportunity to review them. We have submitted some individual responses without signatures so that you may sign them personally.

As we noted in the last report, the Office of First Lady's Correspondence has been coordinating the development of the Health Care Reform Information Center. At this time, we are preparing to move the agency representatives who have been staffing this center from the fourth floor of the OEOB, to Suite 1126, 1800 G Street, N.W. We plan to begin set-up of the phone bank and letter production process at this site on February 14, 1994. We have approximately sixty completed form letters and

15 form letters in the draft stage.

Roger Goldblatt from the Office of Presidential Correspondence has been selected as production manager of the Health Care Reform Information Center. We are still awaiting assignment of a policy liaison for the agency representatives so that we can expedite approval of all form letters and have rapid updates regarding important policy changes which will impact both the content and tone of all letters sent from the Health Care Reform Information Center.

The Health Care folder contains two letters. A man from California expresses support for the White House response to the victims of the recent natural disasters in our country. The main subject of his letter, however, is his family's personal experience with the health care system. Specifically, he describes the difficulty he encountered in attempting to secure insurance coverage for his terminally ill wife after their family lost their insurance. He includes a copy of a letter he sent to Congressman Packard. This letter will receive the individual response submitted unless you indicate otherwise. The signature portion of this letter was left blank for your signature. If you decide not to sign this letter, we can send the letter with either the digitized computer generated signature or an autopen signature.

The second letter in the Health Care folder is from a high school senior who lives in Michigan. She expresses her view that abortion should not be covered under the President's Health Security Act. She further states that "abortion is just plain wrong". This writer will receive the individual response submitted, unless you indicate otherwise. In addition, this letter is being sent to you with a digitized computer generated signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature instead.

The Issues folder contains three letters. The first letter is from a man who characterizes himself as having "a strong feminine voice...". He describes the difficulties and joys he experienced in raising a family of four as a single parent. He relates his feelings about the issue of violence against women in our country. This writer will receive the individual response letter submitted unless you indicate otherwise. In addition, this letter is being sent to you with the digitized computer generated signature, please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The second letter in the Issues folder is from a fourteen year old girl who writes of her personal experience with divorce, drugs, guns in school, and pre-marital sex. This letter will receive an individual response. We have left the signature space blank for your signature. If you decide not to sign this letter, please let us know if you would like the signature handled in one

of the ways mentioned above.

The third letter in the Issues folder is a very negative letter about the Whitewater allegations. A sampling of sixteen letters representative of those received during the time period, and related to this topic showed that eleven were positive and five were negative. The positive letters are receiving support cards. We will not be responding to negative letters unless you indicate otherwise.

The fourth letter in the Issues folder is a supportive letter relating to the Whitewater allegations. The writer includes a letter which he wrote to the editor of "The Springfield Newspapers" in his hometown of Springfield, Missouri.

The Support folder contains three letters and one card. The first letter in the Support folder is from a woman who lives in Kentucky. She writes in support of the emphasis on American crafts in the White House Christmas celebration. She relates that she teaches handicrafts to the people of her hometown of Berea, "the craft capital of our state". She further writes of the multi-generational involvement in handicrafts in her community and the appreciation of heritage that participation in handwork instills in its citizens. This letter will receive the individual response submitted, unless you indicate otherwise. In addition, this letter is being sent with the signature space left blank for your signature. If you prefer not to sign this letter please let us know if you would prefer it to have the computer generated digitized signature, or if you would prefer and autopen signature.

The second item in the Support folder is a card which we felt you might like to see. The sender did not include a return address, so we will not be able to respond to this card.

The third letter in the Support folder is from a woman who lives in Michigan. She expresses her admiration for the President, and her support for you. This letter will receive the individual response submitted, unless you indicate otherwise. In addition, this letter is being sent with the signature space left blank for you to sign. Please let us know if you prefer that the signature be handled in another manner.

The fourth letter in the Support folder is from a twenty-three year old woman who lives in Massachusetts. She writes that her meeting with you in Providence, Rhode Island in 1992 affected her life. She considers you a role model for herself and other women across the country. This letter will receive the individual response submitted, with the signature space left blank, unless you indicate otherwise.

HILLARY RODHAM CLINTON CORRESPONDENCE
 PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT
 JANUARY 1 - JANUARY 15, 1994

DATE	ISSUES CARDS	SUPPORT CARDS	SCHED. LETTERS	INDIV. RESP.	KIDS MAIL	MISC. LETTERS	DAILY TOTAL
1-1							-
1-2							-
1-3							0
1-4	107						107
1-5	10		21	1	9	23	64
1-6			64		82	3	149
1-7	58		46	1	14	31	150
1-8							-
1-9							-
1-10		20	10			48	78
1-11			68			14	82
1-12		60	53			5	138
1-13		58	44		25	60	167
1-14		90	39			66	195

SUB-
TOTAL

175	228	345	2	130	250	1130
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HILLARY RODHAM CLINTON CORRESPONDENCE
 PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT
 JANUARY 16, 1994

DATE	ISSUES CARDS	SUPPORT CARDS	SCHED. LETTERS	INDIV. RESP.	KIDS MAIL	MISC. LETTERS	DAILY TOTAL
1-16							-
1-17							-
1-18		31		7		15	53
1-19		31				58	89
1-20							0
1-21			66	5		4	75
1-22							-
1-23							-
1-24	63		120			27	210
1-25			29	4	68	4	105
1-26			62				62
1-27	50		13		61	46	170
1-28			48		19	24	91
1-29							-
1-30							-
1-31	1	56			18	8	83

SUB-
TOTAL

114	118	338	16	166	186	938
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PERIOD
TOTAL

289	346	683	18	296	436	2068
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THE WHITE HOUSE

WASHINGTON

February 14, 1994

MEMORANDUM FOR HILLARY RODHAM CLINTON

MARGARET A. WILLIAMS
CHIEF OF STAFF
FOR THE FIRST LADY

FROM: ALICE PUSHKAR
DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR FIRST LADY'S
CORRESPONDENCE

This report covers the period from February 1, 1994 through February 14, 1994. The report includes (i) information about the volume of mail received and produced by the Office of First Lady's Correspondence; and (ii) the Agency Liaison Report.

Attached are the daily production reports for the time period and folders containing letters which are representative of those reviewed during the period.

During the period we received 5193 pieces of correspondence addressed to the First Lady. The average number of letters received daily has increased from 320 to 430.

Approximately 1500 letters received by this office were forwarded to the Health Care Reform Information Center. Another 1000 letters were forwarded to other offices or required no response.

We responded to 1293 letters during the time period.

We currently have 7500 pieces of uncoded mail.
Approximately 2500 coded letters await a response and another
1000 letters are in the data entry and proofing stages.

ANALYSIS OF THE MAIL

No response necessary-----	25%
Scheduling-----	20%
Requests -----	15%
Children's Mail-----	10%
Casework/Agency Information-----	10%
Issue-Related Mail-----	10%
Support/Greetings-----	05%
Other-----	05%

Following is a breakdown of the issue-related mail reviewed
during the time period.

Crime and Violence-----	20%
Children's Issues-----	15%
Health Issues (Other than Health Care Reform)---	10%
Education-----	10%
Economy, Budget and Government Reform-----	05%
Other-----	40%

For your information and review, we have attached copies of
letters representing common themes in the correspondence. We
have prepared responses to these letters subject to your
approval. The responses will be sent after you have had the
opportunity to review them. We have submitted some individual
responses without signatures so that you may sign them
personally.

As we noted in the last report, the Office of First Lady's
Correspondence has been coordinating the development of the
Health Care Reform Information Center. At this time the agency
representatives are situated at Suite 1126, 1800 G Street, N.W.
We are working on set-up of the phone bank and letter production
process at this site. We are still awaiting assignment of a
policy liaison for the agency representatives. We are including
two health care responses in this report with draft language from
the letters developed by the Health Care Resource Information
Group. Jennifer Klein has edited the language in the draft
letters, and at this point Larry Levitt and Walter Zellman have
added their edits to hers. Marge Tarmey has two other policy
people looking at these letters. The letters will be returned to
Jennifer for one final edit before they are entered in the
computer system.

The Health Care folder contains two letters. The first letter is from a fifty-eight year old grandmother who is caring for a retarded child of twenty. She does not qualify for medicaid and writes that she is strongly in favor of universal coverage for all Americans. The response to this letter is being sent to you with the digitized computer generated signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The second letter in the Health Care Folder is from a woman who lives in Pittsburgh, Pennsylvania. She includes an auction notice which appeared in the Sunday, October 17, edition of the Pittsburgh Press. The notice announces an auction of a family's possessions to pay the cost of their baby's hospital expenses. The individual response is being submitted with the digitized computer generated signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The Issues folder contains three letters. The first letter is from a survivor of the Long Island Railroad tragedy. Although this letter is obviously a form letter that has been sent to a number of elected officials, we feel that the sincerity of the sentiment and the high visibility of the incident requires a response. The writer asks that you re-evaluate the issue of capital punishment and gun control enforcement. This writer is receiving a letter from the President (see attached). We are submitting the draft of a heartfelt individual response which does not address the gun control and capital punishment issues, but rather, focuses on the effect this incident has had on the writer. The response letter is being sent to you with the digitized computer generated signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The second letter in the Issues folder is from a woman who lives in Chugiak, Alaska. She writes of the continual anguish she has felt in the fifteen years since she had the second of two abortions. Due to the sensitive nature of this subject matter, the individual response to this writer is being sent to you with the digitized computer generated signature. Please indicate if you would like to sign it personally, or if you prefer an autopen signature.

The third letter in the Issues folder is from a woman who lives in Petaluma, California. She writes about the abduction and murder of Polly Klaas in her hometown and the corresponding need for child abuse prevention. The individual response draft is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen

signature.

The Support folder contains two letters. The first letter in the Support folder is from a former Republican member of Congress. He writes of his and other Republicans' growing support for both you and the President. The individual response draft is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature, or an autopen signature.

The second letter in the Support folder is from a grandmother who lives in Florida. She writes of her support for the President and for you. The individual response has been prepared with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature, or an autopen signature.

The Children's folder contains three letters. The first letter in the Children's folder is from an eleven year old who includes her "resume", and asks your advice about how she can become a lawyer. The individual response is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The second letter in the Children's folder is from an elementary school student who is studying about human rights and racism. The individual response is being sent to you with the signature space left blank for you to sign. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

The third letter in the Children's folder is a supportive letter from a four year old girl, who lives in Silver Spring, Maryland. She includes a creative drawing of a Platypus. This individual response is being sent to you with the signature space left blank. We recommend enclosing a picture of Socks. Please indicate if you prefer that this letter receive the computer generated digitized signature or an autopen signature.

Response to questions in January 31, 1994 report.

1. We have checked with Congressman Packard's office. They are handling the problem reported by Mr. Ron Sullivan.

2. The abortion letter includes language both from the approved text of our standard abortion response letter and the draft response proposed for the Health Care Reform Information Center letters. I will make certain that Melanne Verveer approves the letter before it is sent.

HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT

DATE	ISSUES CARDS	SUPPORT CARDS	SCHED. LETTERS	INDIV. RESP.	KIDS MAIL	MISC. LETTERS	DAILY TOTAL
2 - 1		79	34		47	191	351
2 - 2	35		24		9	100	168
2 - 3	36		105	8			149
2 - 4			53	1		38	92
2 - 5							-
2 - 6							-
2 - 7	42	34	53			52	181
2 - 8	46		55	6			107
2 - 9	14	42	17		35	1	109
2 -10	64		29				93
2 -11							-
2 -12							-
2 -13							-
2 -14			9	2	27	5	43

PERIOD
TOTAL

237	155	379	17	118	387	1293
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File Correspondence
THE WHITE HOUSE
WASHINGTON

July 21, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: KELLY H. CARNES
ACTING DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR THE GENERAL CORRESPONDENCE UNIT

This report contains information regarding the volume of mail received and produced by the First Lady's Correspondence Office during the period beginning on June 27, 1993 and ending on July 15, 1993 (the "Period"). Attached are the daily production report for the Period and folders containing letters representative of those reviewed during the Period.

We have not included an analysis of the issues discussed in the mail because the representative data sample collected during the Period was inconclusive.

VOLUME OF MAIL

During the Period, we received 12,186 pieces of correspondence addressed to the First Lady. The average number of letters received daily has declined from 971 to 812.

Approximately 20,000 letters were forwarded to the Health Care Reform Intake Room during the Period. Approximately 13,000 letters were forwarded to Records Management for filing without response (propaganda/form letters, illegible letters, foreign mail, etc.), and approximately 7,000 letters were forwarded to Agency Liaison and other offices for handling during the Period.

As indicated in the attached report, we responded to 7,196 pieces of correspondence during the Period. Approximately 1,500 letters are in the analysis and coding cycles.

I am pleased to note that once again we reduced dramatically the size of our backlog during the Period. I attribute this to the reduced volume of incoming correspondence, the stabilization of our volunteer program, and the success of our summer internship program. **We estimate that our backlog of unread mail at the end of the Period was between 10,000 and 15,000 pieces of correspondence, down from approximately 50,000 pieces of correspondence. At the current rate of production, the operation should become current by no later than August 1, 1993.**

CUMULATIVE PRODUCTION DATA

Since this will be my final status report, I thought it would be interesting to review our production data for the six month period following the Inauguration.

From the Inauguration through the end of the Period, we received approximately 290,000 pieces of correspondence addressed to the First Lady. Between 275,000 and 280,000 of these items were processed by the end of the Period. Of the total correspondence processed, we opened, stapled, reviewed and forwarded approximately 185,000 to 190,000 items to the Health Care Reform Intake Room for handling. In addition, after an initial reading, approximately 50,000 items were either (i) forwarded to Records Management for filing without response, or (ii) forwarded to Agency Liaison or other offices for handling.

We have mailed approximately 40,000 responses from our office since the Inauguration. This is an average of 1,600 responses per week, which represents an increase in production of 900 items per week over the production level of the previous First Lady's correspondence unit. In addition, Agency Liaison mailed 1,500 letters in response to Casework correspondence, and forwarded approximately 1,000 items to agencies for handling without generating outgoing correspondence.

Of the 40,000 responses mailed from our office, approximately 10,500 were letters, and 29,500 were notecards. As these statistics indicate, we handled correspondence with a mix of 65% notecards and 35% letters. During the start-up phase, we were able to complete only a limited number of individual responses; five or ten were completed each week on average. To provide the quality of response I deem appropriate for the office, I believe that the mix of responses should be closer to 35% notecards, 55% form letters and 10% individual responses. Ideally, we would eliminate notecard responses entirely; however, that probably will not be practical for some time given the limited resources available to support the operation.

SAMPLE LETTERS

For your information and review, we have attached copies of letters representing common themes in the correspondence. We have prepared responses for all of the letters and postdated them

for July 26. They will be mailed when you return to the White House. Copies of our responses are attached.

The Health Care folder contains three letters. One letter expresses the writer's encouragement for the enormous task you have undertaken. The second letter is from the Director of Community Relations and Development of Milford Hospital in Connecticut letting you know of an outstanding member of the medical staff who recently celebrated her 102nd birthday. The third letter is from a woman who is having great difficulty paying her family's medical bills.

The Children's Issues folder contains three letters. One is from Catherine Bonner, who is married to actor Frank Bonner of Little Rock. She discusses the difficulties she had in obtaining the right education for two of her sons: one, gifted, the other, learning disabled. The second letter is from a mother who is concerned about parenting. The third letter is from the mother of a developmentally disabled young man. She is concerned about the lack of educational opportunities for her son once he turns twenty-one.

The Suggestions folder contains one letter from a woman who wants the President to invite this year's Rhodes Scholars to a White House reception.

The Support folder contains a letter from a woman who is concerned about problems in the inner cities, and is glad that they are being addressed by the President.

The Heartfelt folder contains three letters. One is from a young man inviting you to his high school graduation. He overcame a debilitating illness and is preparing to begin college. The second letter is from a nineteen-year-old mother of four who recently received her high school diploma and who will be attending college in the fall. The third is from a young man describing a new piece of equipment which helps him walk.

The Education folder contains a letter from a teacher whose student is interested in learning more about your health care plan.

The Letter Writing Campaign folder contains three letters. The first is from Nassau County, New York asking for your assistance in obtaining more funding for breast cancer research. The subject of the second letter is the POW/MIA issue. The writer asks for your support for new legislation. The third letter is from family and friends of prisoners who believe that strict parole rules have unjustly kept their loved ones imprisoned. Because these are form letters, no individual responses are necessary.

**HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT
JUNE 27 THROUGH JULY 15, 1993**

DATE	ISSUE CARDS	SUPPORT CARDS	PRESS LETTERS	SCHED. LETTERS	INDV. RESPONSE	MISC. LETTERS	DAILY TOTALS
6/27	--	--	--	--	--	--	--
6/28	177	110	--	37	2	442	768
6/29	86	18	--	131	--	433	668
6/30	106	37	--	36	9	543	731
7/1	154	18	--	116	--	396	684
7/2	--	9	--	2	--	66	77
7/3	--	--	--	--	--	--	--
7/4	--	--	--	--	--	--	--
7/5	--	--	--	--	--	--	--
7/6	--	--	54	--	--	28	82
7/7	200	95	--	119	--	306	720
7/8	153	96	--	34	--	34	317
7/9	48	--	--	111	--	49	208
7/10	--	--	--	--	--	--	--
7/11	--	--	--	--	--	--	--
7/12	54	--	--	203	--	49	306
7/13	564	--	--	127	--	249	940
7/14	198	252	--	183	--	280	913
7/15	387	175	51	86	--	83	782

**TOTAL
FOR
PERIOD**

2127	810	105	1185	11	2958	7196
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THE WHITE HOUSE

WASHINGTON

July 21, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: KELLY H. CARNES
ACTING DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR THE GENERAL CORRESPONDENCE UNIT

This report contains information regarding the volume of mail received and produced by the First Lady's Correspondence Office during the period beginning on June 27, 1993 and ending on July 15, 1993 (the "Period"). Attached are the daily production report for the Period and folders containing letters representative of those reviewed during the Period.

We have not included an analysis of the issues discussed in the mail because the representative data sample collected during the Period was inconclusive.

VOLUME OF MAIL

During the Period, we received 12,186 pieces of correspondence addressed to the First Lady. The average number of letters received daily has declined from 971 to 812.

Approximately 20,000 letters were forwarded to the Health Care Reform Intake Room during the Period. Approximately 13,000 letters were forwarded to Records Management for filing without response (propaganda/form letters, illegible letters, foreign mail, etc.), and approximately 7,000 letters were forwarded to Agency Liaison and other offices for handling during the Period.

As indicated in the attached report, we responded to 7,196 pieces of correspondence during the Period. Approximately 1,500 letters are in the analysis and coding cycles.

I am pleased to note that once again we reduced dramatically the size of our backlog during the Period. I attribute this to the reduced volume of incoming correspondence, the stabilization of our volunteer program, and the success of our summer internship program. We estimate that our backlog of unread mail at the end of the Period was between 10,000 and 15,000 pieces of correspondence, down from approximately 50,000 pieces of correspondence. At the current rate of production, the operation should become current by no later than August 1, 1993.

CUMULATIVE PRODUCTION DATA

Since this will be my final status report, I thought it would be interesting to review our production data for the six month period following the Inauguration.

From the Inauguration through the end of the Period, we received approximately 290,000 pieces of correspondence addressed to the First Lady. Between 275,000 and 280,000 of these items were processed by the end of the Period. Of the total correspondence processed, we opened, stapled, reviewed and forwarded approximately 185,000 to 190,000 items to the Health Care Reform Intake Room for handling. In addition, after an initial reading, approximately 50,000 items were either (i) forwarded to Records Management for filing without response, or (ii) forwarded to Agency Liaison or other offices for handling.

We have mailed approximately 40,000 responses from our office since the Inauguration. This is an average of 1,600 responses per week, which represents an increase in production of 900 items per week over the production level of the previous First Lady's correspondence unit. In addition, Agency Liaison mailed 1,500 letters in response to Casework correspondence, and forwarded approximately 1,000 items to agencies for handling without generating outgoing correspondence.

Of the 40,000 responses mailed from our office, approximately 10,500 were letters, and 29,500 were notecards. As these statistics indicate, we handled correspondence with a mix of 65% notecards and 35% letters. During the start-up phase, we were able to complete only a limited number of individual responses; five or ten were completed each week on average. To provide the quality of response I deem appropriate for the office, I believe that the mix of responses should be closer to 35% notecards, 55% form letters and 10% individual responses. Ideally, we would eliminate notecard responses entirely; however, that probably will not be practical for some time given the limited resources available to support the operation.

SAMPLE LETTERS

For your information and review, we have attached copies of letters representing common themes in the correspondence. We have prepared responses for all of the letters and postdated them

for July 26. They will be mailed when you return to the White House. Copies of our responses are attached.

The Health Care folder contains three letters. One letter expresses the writer's encouragement for the enormous task you have undertaken. The second letter is from the Director of Community Relations and Development of Milford Hospital in Connecticut letting you know of an outstanding member of the medical staff who recently celebrated her 102nd birthday. The third letter is from a woman who is having great difficulty paying her family's medical bills.

The Children's Issues folder contains three letters. One is from Catherine Bonner, who is married to actor Frank Bonner of Little Rock. She discusses the difficulties she had in obtaining the right education for two of her sons: one, gifted, the other, learning disabled. The second letter is from a mother who is concerned about parenting. The third letter is from the mother of a developmentally disabled young man. She is concerned about the lack of educational opportunities for her son once he turns twenty-one.

The Suggestions folder contains one letter from a woman who wants the President to invite this year's Rhodes Scholars to a White House reception.

The Support folder contains a letter from a woman who is concerned about problems in the inner cities, and is glad that they are being addressed by the President.

The Heartfelt folder contains three letters. One is from a young man inviting you to his high school graduation. He overcame a debilitating illness and is preparing to begin college. The second letter is from a nineteen-year-old mother of four who recently received her high school diploma and who will be attending college in the fall. The third is from a young man describing a new piece of equipment which helps him walk.

The Education folder contains a letter from a teacher whose student is interested in learning more about your health care plan.

The Letter Writing Campaign folder contains three letters. The first is from Nassau County, New York asking for your assistance in obtaining more funding for breast cancer research. The subject of the second letter is the POW/MIA issue. The writer asks for your support for new legislation. The third letter is from family and friends of prisoners who believe that strict parole rules have unjustly kept their loved ones imprisoned. Because these are form letters, no individual responses are necessary.

**HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT
JUNE 27 THROUGH JULY 15, 1993**

DATE	ISSUE CARDS	SUPPORT CARDS	PRESS LETTERS	SCHED. LETTERS	INDV. RESPONSE	MISC. LETTERS	DAILY TOTALS
6/27	--	--	--	--	--	--	--
6/28	177	110	--	37	2	442	768
6/29	86	18	--	131	--	433	668
6/30	106	37	--	36	9	543	731
7/1	154	18	--	116	--	396	684
7/2	--	9	--	2	--	66	77
7/3	--	--	--	--	--	--	--
7/4	--	--	--	--	--	--	--
7/5	--	--	--	--	--	--	--
7/6	--	--	54	--	--	28	82
7/7	200	95	--	119	--	306	720
7/8	153	96	--	34	--	34	317
7/9	48	--	--	111	--	49	208
7/10	--	--	--	--	--	--	--
7/11	--	--	--	--	--	--	--
7/12	54	--	--	203	--	49	306
7/13	564	--	--	127	--	249	940
7/14	198	252	--	183	--	280	913
7/15	387	175	51	86	--	83	782

TOTAL FOR PERIOD	2127	810	105	1185	11	2958	7196
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THE WHITE HOUSE
WASHINGTON

June 16, 1993

MAW copy

File
Correspondence

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: KELLY H. CARNES
ACTING DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR THE GENERAL CORRESPONDENCE UNIT

This report covers the period from May 29, 1993 through June 12, 1993 (the "Period"). The report includes (i) information regarding the volume of mail received and produced by the First Lady's Correspondence Office, and (ii) an analysis of the issues discussed in the mail reviewed during the Period.

Attached are the daily production report for the Period and folders containing letters representative of those reviewed during the Period.

VOLUME OF MAIL

During the Period, we received 16,055 pieces of correspondence addressed to the First Lady. The average number of letters received daily has declined from 1,730 to 1,235. Approximately 32,000 letters were forwarded to the Health Care Reform Task Force during the Period.

As indicated in the attached report, we responded to 3,935 pieces of correspondence during the Period. Approximately 1,000 letters are in the analysis and coding cycles, and another 1,000 letters are in the data entry and proofing cycles.

I am pleased to note that we reduced the size of our backlog substantially during the Period due to both a significantly reduced volume of incoming correspondence and the success of the Students' Mail Day on Saturday June 12, 1993. We estimate that our current backlog of unread mail is approximately 100,000 pieces of correspondence, down from approximately 120,000 pieces of correspondence.

ANALYSIS OF THE MAIL

Following is a breakdown of the issues-related mail reviewed during the Period:

Health (other than Health Care Reform)	- 23.0%	(most from letter writing campaigns on Lyme disease and Rett Syndrome)
Economy/Government Reform	- 23.0%	
Children's Issues	- 8.5%	
Abortion	- 8.0%	(2% pro-choice, 6% anti-choice)
Foreign Affairs	- 6.5%	(Bosnia 4%)
Education	- 3.5%	
Gays in Military	- 3.0%	(1% pro, 2% con)
Women's Issues	- 2.0%	
Other	- 22.5%	

These statistics were compiled from correspondence received during the Period. Older mail is no longer included in the data collection sample.

SAMPLE LETTERS

For your information and review, we have attached copies of letters representing common themes in the correspondence. Except as otherwise indicated, all of the letters have received responses from this office. Copies of our responses are attached.

The Foreign Affairs folder contains a letter from a cousin of the late Deputy Prime Minister of Bosnia who was assassinated last year. She makes a plea for United States intervention in Bosnia and requests a meeting with you.

The Women's Issues folder contains a letter from a member of the Park Ridge chapter of the National Organization for Women. The writer mentions an essay contest sponsored by the organization, and encloses an essay about you that won honorable mention.

The Children's Issues folder contains a letter urging you to support art programs for inner city youth.

The Health Care folder contains copies of the form letters we have received in connection with the Lyme disease and Rett Syndrome letter writing campaigns. We are not responding to individuals participating in the letter writing campaigns unless they add personal notes to the form letters. However, when we identify the sponsor of each campaign, we will respond to the sponsor.

The Suggestions/Criticisms folder contains four letters. The first three are from people who are generally supportive of the President, but who are disappointed with his performance.

The fourth letter requests your help in securing a Presidential Medal of Freedom for the entertainer Martha Raye. We have been informed by the Presidential Correspondence Department that the medal may be awarded to her within the next few weeks.

The Support folder contains three letters. The first two were written in response to recent articles about you in the New York Times and the Washington Post, respectively.

The third is a letter of appreciation for your response to an expression of sympathy. This letter requires no response.

**PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT
MAY 29 THROUGH JUNE 12, 1993**

DATE	ISSUE	SUPPORT CARDS	PRESS LETTERS	SCHED. LETTERS	INDV. RESPONSE	MISC. LETTERS	DAILY TOTALS
5/29	--	--	--	--	--	--	--
5/30	--	--	--	--	--	--	--
5/31	--	--	--	--	--	--	--
6/01	--	--	--	--	--	130	130
6/02	--	11	--	35	--	300	346
6/03	--	--	--	18	--	289	307
6/04	42	--	--	126	4	379	551
6/05	--	--	--	--	--	--	--
6/06	--	--	--	--	--	--	--
6/07	41	--	--	72	5	266	384
6/08	9	2	22	18	--	187	238
6/09	232	--	--	--	--	25	257
6/10	21	--	--	14	--	483	518
6/11	903	--	--	28	9	264	1204
6/12	--	--	--	--	--	--	--
--	--	--	--	--	--	--	--
--	--	--	--	--	--	--	--
--	--	--	--	--	--	--	--
--	--	--	--	--	--	--	--
--	--	--	--	--	--	--	--
--	--	--	--	--	--	--	--

TOTAL FOR PERIOD	1248	13	22	311	18	2323	3935
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THE WHITE HOUSE
WASHINGTON

*File
Correspondence*

June 30, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: KELLY H. CARNES
ACTING DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR THE GENERAL CORRESPONDENCE UNIT

This report contains information regarding the volume of mail received and produced by the First Lady's Correspondence Office for the period beginning on June 13, 1993 and ending on June 26, 1993 (the "Period"). Attached are the daily production report for the Period and folders containing letters representative of those reviewed during the Period.

We have not included an analysis of the issues discussed in the mail because we are once again changing our method of data collection. To simplify our procedures, and on advice of a statistician, we have asked the Mail Room to collect a random sample of five percent of the correspondence received each day for our review. However, the system has not been in place long enough for us to obtain a representative sample.

VOLUME OF MAIL

During the Period, we received 11,657 pieces of correspondence addressed to the First Lady. The average number of letters received daily has declined from 1,235 to 971.

Approximately 25,000 letters were forwarded to the Health Care Reform Intake Room during the Period. Between 20,000 and 30,000 letters were either (i) forwarded to Records Management for filing without response (propaganda/form letters, illegible letters, foreign mail, etc.) or (ii) forwarded to other offices for handling during the Period and during subsequent periods.

As indicated in the attached report, we responded to 7,957 pieces of correspondence during the Period. Approximately 1,000 letters are in the analysis and coding cycles, and another 1,000 letters are in the data entry and proofing cycles.

We reduced our backlog significantly during the Period due to (i) a reduced volume of incoming correspondence, (ii) a higher than normal volume of health care reform correspondence and propaganda, and (iii) the success of the Women's Bar Association Volunteer Mail Day on Saturday June 19, and the Volunteer Mail Day held on June 25 for our regular volunteers. As a result, our current backlog of unread mail is between 50,000 and 60,000 letters, down from approximately 100,000 unread letters during the previous reporting period. We have also reduced our average response time for mail received on or after June 15 to twelve weeks or fewer.

Given the progress we have made in the past several weeks toward reducing the backlog, I believe that it may be possible to eliminate the backlog entirely within ninety days, assuming the volume of incoming mail continues at the current level and no major disruption of our operation occurs (e.g. loss of full time volunteers). The key to this effort will be sponsoring between eight and thirteen additional large group reading days over the next three months. Based on our past experience, we can expect to process between 5,000 and 7,000 pieces of correspondence at each event. Four of these events are planned for July.

SAMPLE LETTERS

Attached are copies of letters representing common themes in the correspondence. Except as otherwise indicated, all of the letters have received responses from this office. Copies of our responses are attached.

The Interview Reaction folder contains three letters in response to your interview with Katie Couric. All three writers are supportive; thus far, we have not received any negative comments regarding that interview.

The Health Care folder contains one letter from a New York health care attorney expressing support and offering suggestions for reform.

The Children's Issues folder contains one letter from a clergyman in Florida. This man writes of the terrible abuse he received as a child.

The Employment Discrimination folder contains two letters. The first letter is from two women who comment on their perception of the Equal Employment Opportunity Commission. The second letter is from a woman who shares her experience of working in a male dominated industry.

The Student Mail folder contains a report written about you by a sixth grade student from Miami, Florida. The report, which was forwarded to us by Senator Bob Graham's office, discusses your position as a role model.

The Support folder contains four somewhat unusual letters of encouragement.

In the Follow-Up folder, we have included three responses from people who received letters from our office. We thought you might be interested in seeing how people are reacting to our letters. None of these letters requires a response.

The first letter is a response to one of our casework form letters. The sentiment expressed is fairly typical, although certainly not shared by everyone. Most recipients of this letter seem to believe that you have given their case your personal attention, and appreciate having their case forwarded to an agency.

The second letter is a follow-up letter from someone who offered to perform services for you, and who received a regret letter signed by me. Her views represent those of about half of the people who write a second time. The remaining letters are from individuals who are unhappy that you were not personally given the opportunity to consider their offers.

The final letter is from George Steinbrenner. The letter he received is also attached.

**HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT
JUNE 13 THROUGH JUNE 26, 1993**

DATE	ISSUE CARDS	SUPPORT CARDS	PRESS LETTERS	SCHED. LETTERS	INDV. RESPONSE	MISC. LETTERS	DAILY TOTALS
6/13	--	--	--	--	--	--	--
6/14	182	160	--	74	2	75	493
6/15	240	114	--	91	--	63	508
6/16	354	51	--	--	1	102	508
6/17	157	--	--	129	9	28	323
6/18	94	46	12	70	1	212	435
6/19	--	--	--	--	--	2348	2348
6/20	--	--	--	--	--	--	--
6/21	9	--	--	39	1	317	366
6/22	121	40	--	61	--	431	653
6/23	288	--	--	88	--	206	582
6/24	61	79	--	19	3	380	542
6/25	139	--	--	27	--	1033	1199
6/26	--	--	--	--	--	--	--

TOTAL FOR PERIOD	1645	490	12	598	17	5195	7957
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Homo

*all of the
mail before
April
Hatcha*

THE WHITE HOUSE

WASHINGTON

June 1, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: KELLY H. CARNES
ACTING DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR THE GENERAL CORRESPONDENCE UNIT

This report covers the period from May 8, 1993 through May 28, 1993 (the "Period"). It provides information regarding the volume of mail received and produced by the First Lady's Correspondence Office. The report does not include an analysis of the issues discussed in the mail reviewed during the Period. We decided not to take our mail analysts away from coding to spend the time necessary to collect data regarding issues. We will provide that data in the next report.

We have attached the daily production report for the Period and folders containing letters representative of those reviewed during the Period.

VOLUME OF MAIL

During the Period, we received 31,097 pieces of correspondence addressed to the First Lady. The average number of letters received daily has declined to 1,730. Approximately 25,000 letters were forwarded to the Health Care Reform Task Force during the Period.

As indicated in the attached report, we responded to 7,960 pieces of correspondence during the Period. Approximately 2,000 letters are in the analysis and coding cycles, and another 2,500 letters are in the data entry and proofing cycles.

We estimate that our backlog of unread mail is between 115,000 and 120,000 pieces of correspondence. The backlog did not grow during the Period.

SAMPLE LETTERS

For your information and review, we have attached copies of letters representing common themes in the correspondence. All of the letters have received responses from this office, copies of which are attached.

Two letters of condolence on the death of your father are included in the Condolences folder.

The Donations folder contains a letter of support that was accompanied by a check for \$2000 to be used for deficit reduction. The check has been sent to the Treasury Department for deposit in the Deficit Reduction Fund.

The Health Issues folder contains a letter from a woman who directs a Lead Poisoning Prevention Project in the Bronx.

The Heartfelt folder contains two letters. The first is a touching letter to Parade Editor Walter Anderson from a ten year old boy, and Mr. Anderson's response to the young man. The second is from a mother whose son was recently shot to death. She asked for your help expediting a request to the FBI, but no longer believes such assistance is necessary. Also, she simply wanted you to know something about her son, who was a Clinton supporter.

The Womens' Issues folder contains a letter from a Wellesley alumna who writes about the death of a cherished friend due to breast cancer, and her dismay about the number of women dying from this disease, despite early detection and medical care.

The Miscellaneous folder contains two letters of support. The first is a lovely letter from a 96 year old woman who is a Wellesley alumna, an Arkansan and a big fan of the Clintons. The second is from a man in Kansas who writes with great enthusiasm about you and offers an idea about setting priorities.

**HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT
MAY 8 THROUGH MAY 28, 1993**

DATE	ISSUE CARDS	SUPPORT CARDS	PRESS LETTERS	SCHED. LETTERS	INDV. RESPONSE	MISC. LETTERS	DAILY TOTALS
5/08	--	--	--	--	--	--	--
5/09	--	--	--	--	--	--	--
5/10	--	--	--	--	2	55	57
5/11	--	--	--	--	5	75	80
5/12	75	--	--	44	10	151	280
5/13	240	--	--	35	2	129	406
5/14	1	--	--	18	--	105	124
5/15	--	--	--	--	--	--	--
5/16	60	8	--	--	--	--	68
5/17	102	213	--	21	--	398	734
5/18	396	115	--	169	7	209	896
5/19	254	52	--	--	--	318	624
5/20	212	81	--	37	31	--	361
5/21	238	--	--	16	--	--	254
5/22	1192	400	--	--	--	--	1592
5/23	--	--	--	--	--	--	--
5/24	353	--	--	--	--	98	451
5/25	551	62	--	29	2	135	779
5/26	231	783	--	36	3	75	1128
5/27	--	--	--	6	--	120	126
5/28	--	--	--	--	--	--	--

TOTAL FOR PERIOD	3905	1714	--	411	62	1868	7960
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MAW Copy
-Correspondence

THE WHITE HOUSE

WASHINGTON

May 13, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: KELLY H. CARNES
ACTING DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR THE GENERAL CORRESPONDENCE UNIT

This report covers the period from April 17 to May 7, 1993 (the "Period"). It provides information regarding the volume of mail received and produced by the First Lady's Correspondence Office. Also included is an analysis of the issues discussed in the mail reviewed during this Period.

Attached are the daily production report for the Period and folders containing letters representative of those reviewed during the Period.

VOLUME OF MAIL

During the Period, we received 41,210 pieces of correspondence addressed to the First Lady. The average number of letters received daily was 2,300. Approximately 25,000 letters were forwarded to the Health Care Reform Task Force during the Period.

As indicated in the attached report, we responded to 5,725 pieces of correspondence during the Period. Approximately 1,000 letters are in the analysis and coding cycles, and another 1,000 letters are in the data entry and proofing cycles. We estimate that our backlog of unread mail is between 115,000 and 120,000 pieces of correspondence.

ANALYSIS OF THE MAIL

Following is a breakdown of the issues-related mail reviewed during the Period:

Abortion - 5.0% (1% pro-choice, 4% anti-choice)

Budget, Economy & Government Reform	-	9.5%	
Children's Issues	-	16.5%	(Child abuse is the top issue)
Education	-	3.5%	
Foreign Affairs	-	7.0%	
Gays in Military	-	7.0%	(About 6% pro, 1% con)
Health Concerns	-	9.5%	(Other than Health Care Reform)
Women's Issues	-	5.0%	
Other	-	37%	

This data was compiled by reviewing all mail received on one day per week for each week during the Period. Therefore, although this information reflects views expressed currently, we are relying on a smaller sample of mail for the data than the sample used during previous reporting periods. This method of data collection is more efficient, but we have not determined whether it is as accurate as the method we used earlier.

SAMPLE LETTERS

For your information and review, we have attached copies of letters representing common themes in the correspondence. All of the letters have received, or will receive, responses from this office.

Two letters of condolence on the death of your father are in the first folder.

The Childrens' Issues folder contains a letter from a Wellesley alumnae who writes about child nutrition and the foster care system.

The Economy folder contains two letters offering recommendations regarding the use of military bases that are being closed.

The Education folder contains a letter which argues for continued funding of the Upward Bound program.

The Womens' Issues folder contains a letter regarding support by the federal government for women-owned businesses.

The Miscellaneous folder contains two letters of support. The first is from a principal, and accompanies a photo album from students at Belington Elementary School. These students transformed their school rooms into various rooms of the White House as a school project. Attached is the response we sent to the principal and students.

The second letter is from an Arkansan who was a delegate to the William Randolph Hearst Foundation Senate Youth Program.

**HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT
APRIL 19 THROUGH MAY 7, 1993**

DATE	ISSUE CARDS	SUPPORT CARDS	PRESS LETTERS	SCHED. LETTERS	INDV. RESPONSE	MISC. LETTERS	DAILY TOTALS
4/19	--	100	--	41	--	--	141
4/20	127	49	--	29	--	202	407
4/21	127	47	--	48	--	102	324
4/22	--	--	--	--	3	98	101
4/23	425	50	--	73	2	623	1173
4/24	--	--	--	--	--	--	--
4/25	--	--	--	--	--	--	--
4/26	--	--	--	--	--	--	--
4/27	--	--	--	--	--	76	76
4/28	--	--	--	--	--	116	116
4/29	--	--	--	--	--	405	405
4/30	148	50	29	--	2	182	411
5/01	--	--	--	--	--	--	--
5/02	--	--	--	--	--	--	--
5/03	11	--	--	13	1	171	196
5/04	162	--	--	--	--	257	419
5/05	268	333	14	36	--	444	1095
5/06	--	80	--	38	2	254	374
5/07	113	--	--	38	14	322	487
	--	--	--	--	--	--	--
	--	--	--	--	--	--	--

TOTAL FOR PERIOD	1381	709	43	316	24	3252	5725
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THE WHITE HOUSE
WASHINGTON

File

correspondence

MW copy

April 19, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: KELLY H. CARNES
ACTING DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR THE GENERAL CORRESPONDENCE UNIT

This report provides information regarding the volume of mail received and produced by the First Lady's Correspondence Unit during the period from March 27 through April 16, 1993 (the "Period").

We have not prepared a detailed analysis of the issues discussed in the mail reviewed during this Period. We have begun using a new method of data collection and have not yet recorded data on a representative sample. We will resume the issues analysis with the next status report.

VOLUME OF MAIL

During the Period, we received 46,813 pieces of correspondence addressed to the First Lady. The average number of letters received daily has dropped to 2,600 from 3,600 during the previous reporting period. Approximately 15,000 letters were forwarded to the Health Care Reform Task Force during the Period.

As indicated in the attached report, we responded to 3,466 pieces of correspondence during the Period. This reflects a significant improvement in productivity during the last week. We expect this improvement to continue, and hope to reach our weekly production goal of 2,000 responses this week.

Approximately 1,200 letters are in the analysis and coding cycles, and 600 letters are in the data entry and proofing

cycles. We estimate that our current backlog is between 105,000 and 110,000 pieces of correspondence.

SAMPLE LETTERS

For your information and review, we have attached copies of letters representing common themes in the correspondence. All of the letters will receive responses from this office.

Ten especially touching letters of condolence on the death of your father are in the first folder. We are receiving about 300 letters of condolence daily.

The Children's Issues folder contains two letters. The first is about women caught in the poverty\welfare cycle and their children. It includes a recommendation to train some of these women to be day care providers. The second letter discusses serious flaws in the way decisions are made regarding child custody at the time of a divorce.

The Miscellaneous folder contains a letter of support from the wife of Charlie Grimm, the Cubs manager who led the team to three National League Championships in 1932, 1935 and 1945.

**HILLARY RODHAM CLINTON CORRESPONDENCE
PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT
MARCH 27 THROUGH APRIL 16, 1993**

DATE	ISSUE CARDS	SUPPORT CARDS	PRESS LETTERS	SCHED. LETTERS	INDV. RESPONSE	MISC. LETTERS	DAILY TOTALS
3/27	--	--	--	--	--	--	--
3/28	--	--	--	--	--	--	--
3/29	--	--	--	32	--	--	32
3/30	--	--	--	43	--	--	43
3/31	--	--	--	56	--	91	147
4/1	67	110	--	--	--	80	257
4/2	57	346	--	--	--	67	470
4/3	165	--	--	--	--	--	165
4/4	--	--	--	--	--	--	--
4/5	269	48	21	26	--	--	364
4/6	--	--	--	--	--	--	--
4/7	176	55	--	108	--	--	339
4/8	--	--	--	--	--	--	--
4/9	--	--	--	73	--	--	73
4/10	--	--	--	--	--	--	--
4/11	--	--	--	--	--	--	--
4/12	356	--	--	--	--	--	356
4/13	167	94	--	12	--	--	273
4/14	22	261	9	50	--	78	420
4/15	53	27	69	28	--	--	177
4/16	266	--	--	18	66	--	350

TOTAL FOR PERIOD	1598	941	99	446	66	316	3466
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THE WHITE HOUSE

WASHINGTON

April 1, 1993

MEMORANDUM FOR HILLARY RODHAM CLINTON
FIRST LADY

MARGARET A. WILLIAMS
CHIEF OF STAFF FOR THE FIRST LADY

FROM: KELLY H. CARNES
ACTING DIRECTOR OF CORRESPONDENCE
FOR THE FIRST LADY

SUBJECT: STATUS REPORT FOR THE GENERAL CORRESPONDENCE UNIT

This report covers the period from March 14 through March 26, 1993 (the "Period"). It provides information regarding the volume of mail received and produced by the First Lady's Correspondence Office, as well as an analysis of the mail sorted during the Period.

VOLUME OF MAIL

During the Period, we received 40,109 pieces of correspondence addressed to the First Lady. The average number of letters received daily has increased from 2,450 during the previous two-week period to 3,600 during the Period. Approximately 6,000 letters were forwarded to the Health Care Reform Task Force during the Period.

As indicated in the attached report, we responded to 499 pieces of correspondence during the Period. Approximately 600 letters are in the analysis and coding cycles, and 800 letters are in the data entry and proofing cycles.

We estimate that our current backlog is between 79,000 and 81,000 letters. The backlog has grown dramatically since the last reporting period due to both the increase in the volume of incoming mail and a significant decrease in the unit's productivity. We have taken several steps to address the productivity problems, and hope to complete a greater volume of mail during the next two weeks.

ANALYSIS OF THE MAIL

Issues-related Mail	-	55%
First Lady's Image Mail	-	10% (Almost 100% supportive)
Other (Casework, requests, scheduling, foreign, personal and priority)	-	25%
No Response Necessary	-	10%

Following is a breakdown of the issues most frequently discussed in the issues-related mail reviewed during the Period:

Leonard Peltier	-	16% (All support his release)
Abortion	-	12% (25% pro-choice, 75% against choice)
Children's Issues	-	12% (Child abuse is the top issue)
Education	-	11%
Health Concerns	-	10% (Other than Health Care Reform)
Budget, Economy & Government Reform	-	9%
Foreign Affairs	-	8% (About 70% of these writers support U.S. action in Bosnia)
Gays in Military	-	7% (About 40% pro, 60% con)
Social Security	-	5%
Women's Issues	-	2%
Chelsea's School	-	1% (Virtually all writers were supportive of decision)
Other Issues	-	7%

Please note that because of the size of the backlog, the majority of the mail reviewed during the Period was received during the first three or four weeks following the Inauguration. Therefore, we cannot identify changes in the composition of the mail or trends which may have developed over the past several weeks.

SAMPLE LETTERS

For your information and review, we have attached copies of letters representing common themes in the correspondence. All of these letters have been or will be answered by our office.

The Children's Issues folder contains three unusual letters. The first expresses concern about children of homeless parents. The second is from a female prisoner who writes regarding the contributions that prisoners can make to support all children and the problems experienced by children of prisoners. The third letter is from a parent whose child had a severe reaction to an inoculation and is disabled as a result.

The Education folder contains two letters. One of these discusses school violence. The other is from an elementary school principal who discusses budget cuts in the art, music and gym programs in his school. He enclosed a third grade student's original drawing of the First Lady.

The Economic Issues folder contains four letters. The first is from an elderly woman who is concerned about losing her social security benefits. The second is from a Californian advocating a Federal Youth Employment Program similar to one existing in that state. The third letter is from an eighty six year old man who wants to contribute to deficit reduction by naming the U.S. Treasury as the contingent beneficiary on a Certificate of Deposit. The final letter discusses tax increases and the President's promise to cut the White House staff by 25 percent.

The final folder contains a special letter from Sarah Galbraith, a third grade student at Deer Park Elementary School in Deer Park, Washington. She wrote to inform you that Ryan Elledge, one of Sarah's classmates, is in need of a four organ transplant. She also requested that you provide an item for an auction being held to raise funds to help pay for Ryan's surgery.

Although we could not accommodate the auction request, we sent the attached response to Ryan Elledge. Ryan's teacher let us know that the auction was a success, and that Ryan's class was very excited to receive a response to the letter. Ryan is still waiting for a donor, but is in stable condition.

Marsha Scott may also provide a copy of this letter to the President.

**HILLARY RODHAM CLINTON CORRESPONDENCE
 PRODUCTION REPORT FOR GENERAL CORRESPONDENCE UNIT
 MARCH 14 THROUGH MARCH 26, 1993**

DATE	ISSUE CARDS	SUPPORT CARDS	SCHED/ MISC.	DAILY TOTALS
*MAR 14	—	—	—	—
MAR 15	—	—	—	—
MAR 16	—	—	15	15
MAR 17	—	—	34	34
MAR 18	67	—	15	82
MAR 19	—	152	34	186
*MAR 20	—	—	39	39

*WEEKEND-No Production numbers

DATE	ISSUE CARDS	SUPPORT CARDS	SCHED/ MISC.	DAILY TOTALS
*MAR 21	—	—	—	—
MAR 22	—	—	25	25
MAR 23	—	21	35	56
MAR 24	—	—	—	—
MAR 25	—	—	62	62
MAR 26	—	—	—	—

**TOTAL
FOR
PERIOD**

67	173	259	499
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THE WHITE HOUSE

WASHINGTON

November 23, 1993

MEMORANDUM FOR THE FIRST LADY ✓

FROM: DEBRA WOOD *DW*
DIRECTOR OF PRESIDENTIAL
STUDENT CORRESPONDENCE

THROUGH: MARSHA SCOTT *MS*
DEPUTY ASSISTANT TO THE PRESIDENT AND
DIRECTOR OF CORRESPONDENCE AND MESSAGES

SUBJECT: *The White House: The House of the People*

I am pleased to present you with the final mock-up of *The White House: The House of the People*.

The White House book has been produced during almost every President's administration. It is distributed to people who tour the White House, to students and classes who write to the President and First Lady, and to other citizens who request it.

Our goal in creating this publication was to show the American people that they are welcome in the Clinton/Gore Administration and in the White House. It is the differences and the similarities of the people that unite us as a country. These ideals are reflected throughout the text and photographs of this book. In addition, we have made it an educational tool that students and teachers can use in their classrooms.

As you review this book, please bear in mind that this is only a mock-up. The colors and photographs do not appear as they will in the final version. The actual colors are primary red and blue, and the background is a light beige. Most importantly, the photographs that you see are scanned into a computer. They will be lightened or darkened as needed, and the focus will be sharp. The paper stock will be that of magazine quality.

I have also attached a copy of the book done during President Bush's Administration to give you an idea of the types of changes we have incorporated.