

**BY ORDER OF THE COMMANDER
374TH AIRLIFT WING**



AIR FORCE INSTRUCTION 90-401

**374TH AIRLIFT WING
Supplement**

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Command Policy

AIR FORCE RELATIONS WITH CONGRESS

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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OPR: 374 AW/IGQ

Certified by: 374 AW/IG
(Lt Col Eric E. Sutton)

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AFI 90-401, 14 June 2012, is supplemented as follows: This supplement provides wing guidance and procedures for responding to requests for information or inquiries from members of Congress and their staffs, or other high-level inquiries. It establishes the 374th Airlift Wing Inspector General (374 AW/IG) as the installation agency tasked to respond to congressional and high-level inquiries. This supplement applies to all 374 AW assigned units. This supplement requires the collection and maintenance of information protected by the Privacy Act of 1974. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) AFMAN 33-363, Management of Records, and disposed of IAW the Air Force Records Disposition Schedule (RDS) located at <https://www.my.af.mil/gcss-af61a/afrims/afrims/>. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, Recommendation for Change of Publication; route AF Form 847 from the field through the appropriate functional's chain of command.

SUMMARY OF CHANGES

This replaces AFI 90-401_374 AWSUP, 10 March 2006. This document is substantially revised and must be completely reviewed.

2.6. (Added) 374 AW Responsibilities:

2.6.1. (Added) 374 AW/IG Complaints and Inquiries division (374 AW/IGQ) will:

2.6.1.1. (Added) Serve as the focal point for all requests for information or inquiries from members of Congress or their staff pertaining to 374 AW organizations and/or any specific to the

installation mission at Yokota Air Base (AB). Inquiries entered into IG complaint channels are processed according to Air Force Instruction (AFI) 90-301, Inspector General Complaints Resolution, and are exempt from the requirements of this supplement.

2.6.1.2. **(Added)** Within five (5) workdays, fax or e-mail an interim or final response to the tasking major command (MAJCOM) as set forth in Air Force Policy Directive (AFPD) 90-4, Relations with Congress, and AFI 90-401, Air Force Relations with Congress.

2.6.1.3. **(Added)** Maintain liaison with Office of Legislative Liaison (SAF/LLI), Headquarters Air Force Personnel Center Director of Support Inquiries (HQ AFPC/DSI), HQ PACAF Commanders Action Group (PACAF/CCX), and HQ PACAF/IGQ on all congressional and high-level inquiries. 374 AW/IGQ will notify SAF/IGQ through HQ PACAF/IGQ within 24 hours of receiving a congressional inquiry.

3.6. (Added) 374 AW/IGQ Procedures:

3.6.1. **(Added)** Provide 374th Airlift Wing Staff Judge Advocate (374 AW/JA) a copy of the inquiry for review.

3.6.2. **(Added)** Identify an appropriate office of primary responsibility (OPR) and offices of coordinating responsibility (OCR) for researching and providing written answers to the congressional inquiry. Task the OPR with providing a coordinated written response back to the 374 AW/IG within three (3) duty days.

3.6.3. **(Added)** Provide the OPR with a copy of the congressional inquiry, the specific items within the congressional that need to be addressed (Attachment 3) and the proper procedures for submitting a reply (Attachment 4).

3.6.4. **(Added)** Draft a proposed response and coordinate for 374 AW/JA legal review. Prepare and staff an AF Form 1768, Staff Summary Sheet, with response package for 374 AW/IG signature.

3.6.5. **(Added)** After legal review by 374 AW/JA, 374 AW/IGQ will provide a copy to the OPR for any changes and final concurrence on reply before 374 AW/IGQ forwards the reply to 374th Airlift Wing Commander (374 AW/CC).

3.6.6. **(Added)** Once 374 AW/CC has signed the congressional response, **374 AW/IGQ will coordinate with higher headquarters on any further actions.**

3.7. (Added) OPR Procedures:

3.7.1. **(Added)** Ensure the response is a top priority.

3.7.2. **(Added)** Provide 374 AW/IG a written reply following guidance in paragraph 3.10 (Preparing Replies) within three (3) duty days of the tasking letter. This suspense may be shortened as necessary to meet Higher Headquarters (HHQ) suspense.

3.8. (Added) All Wing agencies will:

3.8.1. **(Added)** Immediately inform 374 AW/IGQ of all congressional and high-level inquiries. Call 374 AW/IGQ at Defense Switched Network (DSN) 225-7262, and then hand-carry the inquiry to 374 AW/IGQ (Building 314, Room 107) the same day.

3.8.2. **(Added)** Always hand-carry a congressional or high-level inquiry. Never place it into routine distribution channels.

3.9. (Added) The 374 AW/JA will:

3.9.1. (Added) Provide a legal review.

3.9.2. (Added) Accompany 374 AW/IGQ and participate in the final coordination meeting with 374 AW/CC.

3.10. (Added) Preparing Replies:

3.10.1. (Added) All replies shall be addressed to the congressional member using the format in Attachment 4.

3.10.2. (Added) Properly label and include any and all background information, statements and pertinent instructions as attachments to the AF Form 1768.

3.10.3. (Added) Submit a proposed Congressional inquiry response in a Microsoft Word document to AFPC/IG. Air Force letterhead is not required; SAF/LL will place the response on the correct letterhead for each Congressional office.

3.10.4. (Added) In the reply, answer the issues, questions, and/or complaints identified in the inquiry. Address the facts of the inquiry, providing relevant background information in a clear and concise manner. The inquiry may involve multiple functional areas. Provide a response addressing the areas of the inquiry relating specifically to your functional area. When applicable, cite the appropriate Air Force Instruction (AFI) number and/or policy guidance used in the action taken. Indicate any assistance provided to the individual to help remedy the situation and where or how the individual may seek further assistance as appropriate.

3.10.5. (Added) The opening and closing paragraphs of the response are standard: "This is in reply to your inquiry on behalf of (constituent/subject's full rank, first and last name) regarding (a short summation of the issue prompting the inquiry)." Refer to the individual by his or her full rank and name only in the opening paragraph; do not use "your constituent." Afterwards, refer to him or her by short title and last name (e.g., Airman Smith). Do not abbreviate ranks (i.e., SrA or SSgt; use Airman or Sergeant after completely spelling out the rank the first time). If the person is military list all monikers (i.e., USAF, Retired, Deceased...). The closing paragraph of the response is standard: "We trust this information is helpful."

3.11. (Added) Privacy Act/Health Insurance Portability and Accountability Act (HIPAA):

3.11.1. (Added) When individuals write on their own behalf requesting congressional assistance, in effect they have authorized the release of personal information back to the congressional office. However, 374 AW/IG will contact the subject of the congressional inquiry and seek his or her approval to make a Privacy Act/HIPAA release statement. For a release of medical information, a copy of the release statement will be provided to 374th Medical Group (374 MDG).

3.11.2. (Added) For third party inquiries, 374 AW/IGQ will determine whether the subject of the inquiry needs to furnish a Privacy Act/HIPAA release. If a Privacy Act/HIPAA release is needed, 374 AW/IGQ will ask the subject to sign a statement authorizing the release of information outside of Department of Defense (DoD). A copy of the Privacy Act/HIPAA release will be attached to the congressional reply letter. For a release of medical information, a copy of the release statement will be provided to 374 MDG.

3.11.3. **(Added)** If the subject is no longer on active duty or in the local area and the requested information is subject to the Privacy Act/HIPAA release, 374 AW/IGQ will make every attempt to locate the person and secure the necessary paperwork.

3.12. (Added) Protecting Information:

3.12.1. **(Added)** Units shall never code, annotate or otherwise mark any person's personnel file or record to indicate congressional or executive interest.

3.12.2. **(Added)** The subject matter and names of individuals identified in congressional inquiries will only be released for official use.

3.13. (Added) All responses to a congressional inquiry will: Leave 374th Airlift Wing with 374 AW/CC or 374th Airlift Wing Vice Commander (374 AW/CV) approval. The 374 AW/CC and 374 AW/CV are the only releasing authorities.

DOUGLAS C. DELAMATER, Colonel, USAF
Commander

Attachment 3 (Added)

SAMPLE FORMAT (CONGRESSIONAL INQUIRY)

Figure A3.1. (Added) Sample Format (Congressional Inquiry)

	
MEMORANDUM FOR 374 OPR (Office Symbol)	
FROM: 374 AW/IG	
SUBJECT: Congressional Inquiry (Case #1234-1234)	
1. {Tasking Agency} has forwarded our office a congressional inquiry pertaining to Master Sergeant Very P. Helpful. I am writing to request you investigate the complete circumstances regarding Master Sergeant John Public's situation and answer the issues within the enclosed congressional inquiry. Please provide a written memorandum of the results to this office NLT 10 Nov 04, in order for the wing commander to respond as required.	
2. The following items need to be specifically addressed in your written response: a. Why was Master Sergeant Very P. Helpful marked down on his EPR? b. Why was Master Sergeant Very P. Helpful placed on a control roster? c. Was Master Sergeant Very P. Helpful ever told not to test for SMSgt? d. Why was Master Sergeant Very P. Helpful unable to obtain his records from the MPF?	
3. This letter does not contain "FOR OFFICIAL USE ONLY" information; however, the attached documents are marked "FOR OFFICIAL USE ONLY" and contain privileged information.	
4. If you have any questions, please contact my Complaints Resolution Office at 225-7262.	
//SIGNED// IM N. SPECTOR, Colonel, USAF Inspector General 374th Airlift Wing	
Attachments: 1. AFI 90-401_374 AW SUP 2. Congressional Inquiry	
cc: OCR (Office Symbol)	

Attachment 4 (Added)
SAMPLE FORMAT (REPLY)

Figure A4.1. (Added) Sample Format (Reply)

	
<p>Colonel Douglas C. Delamater Commander, 374th Airlift Wing Unit 5078, Bldg 315 APO AP 96328</p>	
<p>SAF/LL 1160 Air Force Pentagon Washington, DC 20330</p>	
<p>Dear Representative [Name]:</p>	
<p>This is in reply to your inquiry on behalf of Senior Airman John Doe regarding his pending discharge from the Air Force.</p>	
<p>On September 29, 2014, Airman Doe received a Letter of Reprimand (LOR) for use of oxycodone. Airman Doe is one of five Airmen implicated in the purchase and use of oxycodone. Three of the four Airmen implicated admitted to their misconduct in statements to Air Force Office of Special Investigations investigators. Airman Doe maintained his innocence.</p>	
<p>Airman Doe received legal counsel and afforded the opportunity to rebut the charges. Under Air Force Instruction 36-3208, Administrative Separation of Airmen, drug use is justification for a mandatory discharge. Airman Doe provided his commander written and verbal responses to the LOR. In light of overwhelming support, the information provided to refute the charges, and the assessment of Airman Doe's veracity, the commander found Airman Doe as the more credible person. As a result, the commander withdrew the LOR and terminated the discharge proceedings.</p>	
<p>All records concerning the LOR and the pending discharge will be removed from Airman Doe record and will not affect his career moving forward.</p>	
<p>We trust this information is helpful.</p>	
<p>DOUGLAS C. DELAMATER Colonel, USAF</p>	

Figure A4.2. (Added) Common Dos and Don'ts to Follow when Drafting a Response

The following are common dos and don'ts to follow when drafting a response:

- Use the standard opening and closing paragraph language
- Use the individual's full rank, first and last name in the opening paragraph
- Do not abbreviate ranks, use short title and last name (e.g. Lieutenant Smith)
- Avoid the use of military jargon
- Avoid personal opinions and assumptions
- Avoid passive voice
- Don't use "we" or "I", it is the organization or agency
- Don't use "your constituent" use the individual's name
- Abbreviate or use acronyms only if they will be used again
- Spell out acronyms the first time used and use the acronym thereafter
- Use civilian dates (i.e., January 6, 2014)
- Abbreviate Department of Defense as "DoD"
- Italicize documents, Air Force Instructions, public laws, forms, etc., (i.e., AFI 36-2903, Dress and Personal Appearance of Air Force Personnel)
- Capitalize the "M" in Member of Congress
- Do not underline or bold text.