



# Operations Manual

<b>Governed By:</b> Marketing/Communications	<b>Effective Date:</b> 01/01/2013
<b>Procedure:</b> #2 - Letterhead	<b>Updated Last:</b> 04/29/2013
<b>Purpose:</b> To ensure the proper use of agency letterhead	
<b>Refer to Policy #:</b>	

## Summary:

The agency maintains a letterhead format to be used for outgoing written communication. Printed agency letterhead can be obtained from the Marketing and Communications Department. An electronic format can also be found on the intranet in the Marketing and Communications section of the intranet.

Letterhead should be used for external **letters only**.

Common letterhead mistakes:

- Using agency letterhead for communication to staff
- Using agency letterhead as a header for internal policies
- Using agency letterhead that is not current

<b>Program or Site:</b> (program name)	<b>Effective Date:</b> (mm/dd/yyyy)
<b>Procedure:</b> (procedure name)	<b>Updated Last:</b> (mm/dd/yyyy)
<b>Purpose:</b> (what is the purpose of this procedure?)	

## Summary: