

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Child and Family Services Agency**



Administrative Issuance: CFSA-10-02

TO: All CFSA Staff

FROM: Roque R. Gerald, Psy.D  
Director

DATE: March 12, 2010

RE: Provider Requests for Letters of Support

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On occasion, CFSA receives requests from current or former contracted providers, grantees, or community partners for support with applications for grant funding or in response to solicitations for contracted services. These requests may be in the form of a general letter of support; a letter of commitment, meaning CFSA would have some interest in or would be an active stakeholder in the project; or a business reference where CFSA would have to attest to the quality of the services rendered by the contracted provider. CFSA does not provide business references. Providers shall be advised to utilize quarterly or annual contract monitoring reports in lieu of a written business reference.

If any CFSA staff member receives such a request, the staff member is not to provide the letter of support on behalf of CFSA. Effective immediately, all CFSA staff members are to follow these procedures when responding to requests for support:

1. All requests are to be referred to the administrator for Planning, Data, and Quality Assurance in the Office of Planning, Policy and Program Support (OPPPS).
  - a. Requests must be in writing and sent via email with a copy to the requesting party's Deputy Director. For email contact details, inquiries should be directed to the administrator at 202-724-7100.
  - b. The request must include a brief description of the proposed project, the program title and funding reference number and the role of CFSA in the project, along with the name and contact information of the addressee of the letter.
  - c. As appropriate, the request may also include a proposed template for the letter of support or commitment, including format or content requirements.
2. Letters in response to the request will be prepared by the administrator, who may consult with the District of Columbia's Ethics Counselor, as well as the Office of the General Counsel (OGC), to determine if it is appropriate for the Agency to provide the requested information. Both the Ethics Counselor and the OGC shall complete a review for legal sufficiency before the letter may be submitted for signature.
3. All letters shall be signed by the Agency Director.
4. A five (5) business day timeframe shall be allowed for the response to be completed. All "urgent" requests will be handled on a "case by case" basis.

If there are questions, please contact the administrator for Planning, Data, and Quality Assurance at 202-724-7100 in the Office of Planning, Policy and Program Support.