



The Office of Congressman Adam Smith Congressional Constituents Services Workshop

Keelyn Bessmer, Constituent Services Representative

Jalen Conway, Constituent Services Representative



ADAM SMITH
WASHINGTON'S 9TH DISTRICT

Our Constituents

- Local Governments
- Businesses
- Community Groups
- Nonprofit Organizations
- Individuals



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WASHINGTON'S 9TH DISTRICT

Washington State Congressional District Map

9th Congressional District



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Constituent Services Programs

- Military Academy Nomination
- Art Competition
- Congressional AP Challenge
- Internships
- Capitol / White House Tours
- Grants
- Letters of Interests
- Constituent Services Outreach
- Flag Requests
- Assistance with Federal Agencies



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Assistance with Federal Agencies

- Advocate for constituents with their federal issues
- Serve as a neutral facilitator between the constituents and agency
- Provide information about federal agencies and programs
- Refer services (or appropriate public office) that would address their issues appropriately
- Work with policy team to provide oversight of federal agencies



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Our Jurisdiction

- Congressional offices have jurisdiction over federal agencies and must abide by all Federal Laws, Rules, and Regulations.
- We cannot do anything legal (Lawsuits, court cases, child custody, etc.).
- We do not communicate with lawyers unless requested by the constituents.
- It is preferred to work with one congressional office work per case.



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Misconceptions about Congressional Offices

- Congressional casework is the widely held public perception that Members of Congress can initiate a broad array of actions resulting in a speedy, favorable outcome.
- Congressional staff cannot force an agency to expedite a case or act in favor of a constituent.
- We can only ask for consideration of the cases.



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Privacy Release Forms

- Agencies cannot reply to a congressional inquiry without a Privacy Act Release Form signed by the constituent requesting assistance.
- We do not speak to third parties regarding cases unless we have the written permission from a constituent (preferred on the privacy release form).



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Federal Agencies

- Social Security Administration (*SSA*)
- Centers for Medicare & Medicaid Services (*CMS*)
- Internal Revenue Service (*IRS*)
- Postal Service (*USPS*)
- Small Business Administration (*SBA*)
- Department of Justice (*DOJ*)
- Department of Education (*DOE*)
- Department of Labor (*DOL*)
- Consumer Financial Protection Bureau (*CFPB*)
- Department of Homeland Security (*TSA, CBP, FEMA, USCIS, ICE*)
- Department of State (*DOS*)
- Department of Defense (*DOD*)
- Department of Veteran Affairs (*VA*)
- Housing and Urban Department (*HUD*)
- Federal Bureau of Investigation (*FBI*)



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Questions? Contact us!

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