

## Constituent Services

If you are a constituent and are having trouble working with a federal agency to get a case resolved, my office could be of assistance in providing advocacy services to help you receive potential benefits from agencies such as:

- FEMA or other federal disaster relief
- INS/Immigration
- IRS
- Medicare
- Social Security Administration
- Veterans Administration

### Frequently Asked Questions Regarding Casework:

1. Are You A Constituent? Congressional courtesy, ethics rules and propriety dictate that each Member of Congress has the honor and responsibility to serve his or her own constituents. Visit My Are you a Constituent Page to find out if you live in the 1st Congressional District.

2. Does your case involve a federal agency? As a Federal representative, I am able to make inquiries of Federal Agencies. If your case involves state, county, or local government, your public school district or other public agencies, please visit <http://www.mississippi.gov> for contact information on your elected representatives. For your convenience, a list of many state, local and community based organizations is available here.

3. Is your situation a legal situation? As a member of the Legislative Branch, I am unable to become involved in court cases or legal issues. This restriction is due to the Separation of Powers as outlined in the Constitution. This restriction applies to both civil and criminal matters.

4. What assistance can you expect from my office? My office is here to assist constituents with problems involving a federal agency. Although I am unable to assure a specific outcome regarding a particular case, I will make inquiries as to the status of your case, obtain additional information, or direct you to appropriate resources or services. My role is to assure you a fair and thorough review of your case and to seek a timely response from the agency.

### Put It In Writing:

Please submit a written request explaining your situation to my Mississippi District Offices. Be sure to include your name, address, daytime phone number and any other contact information. Include other relevant information such as your Social Security number, claim numbers, etc., as well as copies of any correspondence you may have already made with the agency. We must have written authorization from you, per the Freedom of Information Act, before we can make requests on your behalf.

- please submit your casework request to:

Fax: (662)-844-9096

Mail: 108 B East Main Street, Tupelo, MS 38802