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**Congressional Research Service: The
Library of Congress, John S. Pontius**

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Bibliogov, United States, 2013. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book ***** Print on Demand *****.This report and its appendices present a general overview of congressional office procedures associated with handling casework and the assistance provided by a Member of Congress to help constituents in their dealings with federal agencies. It discusses options for assisting Members constituents and the role of Members and staff in providing casework services. This report is intended for congressional use only. Casework generally consists of assistance provided by Members of Congress and their staff to constituents in their transactions with federal agencies. Casework may involve individuals or groups with a common concern, and typically includes a problem, grievance, question of eligibility, specific need, or other tangible interest or benefit. Whether it is a delayed Social Security check, a denied veteran's claim, or a Medicare reimbursement dispute, the constituent's problem usually has to do with a federal program, rule, regulation, or administrative decision resulting from the implementation of a public law. Casework mostly emanates from constituent letters, visits, phone calls, faxes, and e-mails. Casework involves interpreting, interacting, explaining, distributing, and interceding on behalf of constituents toward relief of some problem between them and the bureaucracy. The constituent may also have another need connected with government, national or foreign, on which a .



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