



## Crs Report for Congress: Casework in a Congressional Office: Background, Rules, Laws, and Resources: December 27, 2005 - RL33209

By Eric Peterson

Bibliogov, United States, 2013. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.The term casework in a congressional office refers to the response or services that Members of Congress provide to constituents who request assistance. Each year, thousands of constituents turn to Members of Congress with a wide range of requests, from the simple to the complex. Members and their staffs help constituents deal with administrative agencies by acting as facilitators, ombudsmen, and, in some cases, advocates. In addition to serving individual constituents, some congressional offices also consider as casework liaison activities between the federal government and local governments, businesses, communities, and nonprofit organizations. Members of Congress determine the parameters of their constituent service activities. Casework is conducted for various reasons, including a broadly held understanding among Members and staff that casework is integral to the representational duties of a Member of Congress, and that such activities can be part of an outreach strategy to build political support. In addition, casework can be viewed as an evaluative stage of the legislative process. Constituent inquiries about specific policies, programs, or benefits may suggest areas where programmatic or policy changes require further...



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