The Senate Constituency Services Office is a nonpartisan entity assisting all 35 Arkansas State Senators in investigating and resolving constituent questions, problems and concerns through the provision of professional and comprehensive casework, limited legal research, administrative support and other necessary methods.
Providing prompt, comprehensive and professional product to Senators and their respective constituents

Promoting members to their constituents

Protecting Senators

Preserving work product through record retention
Types of Cases
- Correspondence
  - Letters of Support (LOS)
  - Letters of Recommendation (LOR)
  - Letters of Character (CL)
  - Letters of Inquiry (LOI)
  - Letters of Congratulations (LOC)
  - Mass Mailings (more than 10)
- Casework
- Attorney General Opinion requests
- Flag requests
- Assistance with legislative, local, state and federal agencies in Arkansas and across the nation
- Organizing/scheduling meetings
- Senator requests
CSO HIGHLIGHTS

CSO DATABASE

CSO SAMPLE FILES

HANDLE NEARLY 3,000 CASES PER YEAR

WEEKLY CASE REPORT

HANDOUT - SAMPLE CASE
CSO INTAKE PROCESS

- Directly from the Senator

- Directly from the Director of the Senate/Secretary of the Senate

- Transferred from a member of the House of Representatives to a Senator

- Constituent contacts CSO directly

**99.9% OF CASES SENT DIRECTLY TO CSO MANAGER**

**SENTORIAL APPROVAL OBTAINED FOR 99.9% OF CASES**
- State agencies
- Bureau of Legislative Research
- Municipal, county, state, regional, national and international organizations
- Topical experts
- Past casework
- Reference materials
CHALLENGES

NATURE OF THE JOB

NATURE OF THE ENVIRONMENT

SHEER VOLUME

MEMBER TO MEMBER

EXECUTING VS ENTERING

LEGISLATIVE SESSION VS INERIUM
RESEARCH & SPECIAL PROJECTS

- Speeches/talking points
- Presentation preparation
- Senate bios
- Bill research/compilation
- Compendiums
- Running files
- Organize/attend meetings
- Special projects (Winthrop P. Rockefeller Memorial Subcommittee Project)
Tremendous capital in constituent services

Senatorial balance - political, professional and personal

Meet people where they are

“We do...so you do”

Constant state of readiness - be ready so you don’t have to get ready

Comfortable & Confident

Constituent matters are nonpartisan
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