

ARKANSAS SENATE CONSTITUENCY SERVICES OFFICE



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CONSTITUENCY SERVICES/
RESEARCH & SPECIAL PROJECTS MANAGER**

**NATIONAL CONFERENCE OF STATE LEGISLATURES
AUGUST 8, 2012**

CSO OBJECTIVE

The Arkansas Senate Constituency Services Office is a nonpartisan entity charged with assisting all 35 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.

CSO GOALS – “HEARD & SERVED”

- **Provide prompt and thorough professional product to Senators and their constituents**
- **Promote Senators to their constituents**
- **Protect Senators**
- **Preserve work product through record retention**

CSO HIGHLIGHTS

Types of Cases

- Correspondence
 - Letters of Support (LOS)
 - Letters of Recommendation (LOR)
 - Letters of Character (CL)
 - Letters of Inquiry (LOI)
 - Letters of Congratulations (LOC)
 - Thank you letters
 - Mass Mailings (more than 10 letters)

CSO HIGHLIGHTS

- Attorney General Opinion submissions
- Flag requests
- Assistance with legislative, local, state & federal agencies in Arkansas and across the United States
- Organizing/scheduling meetings
- Miscellaneous casework
- Miscellaneous Senatorial requests

CSO HIGHLIGHTS

DATABASE

SAMPLE FILES

**1,500 - 2,500 CASES/INTAKES
ANNUALLY**

GENERATE WEEKLY CASE REPORTS

INTAKE PROCESS

- Directly from the Senator
- Directly from the Director of the Senate/Secretary of the Senate
- Transferred from the Arkansas House of Representatives or a Congressional member to a State Senator
- Constituent contacts CSO

99% OF CASES SENT DIRECTLY TO CSO MANAGER

SENATORIAL APPROVAL OBTAINED IN 99% OF CASES

RESOURCES

- **State agencies**
- **Bureau of Legislative Research**
- **Municipal, county, state, regional, national and international organizations**
- **Topical experts**
- **Past casework**
- **Reference materials**

CHALLENGES

NATURE OF OUR JOB

NATURE OF OUR ENVIRONMENT

CASE VOLUME

MEMBER MANAGEMENT

EXECUTING vs. ENTERING

LEGISLATIVE SESSION vs. INTERIM

RESEARCH & SPECIAL PROJECTS

- **Speeches/talking points**
- **Presentations**
- **Senator bios**
- **Act or bill research/compilation**
- **Compendiums**
- **Running files**
- **Organize/attend meetings**
- **Special projects (Winthrop P. Rockefeller Memorial Subcommittee Project)**

THE TAKE AWAY

- Immeasurable political 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”
- Constituent matters are nonpartisan

CONTACT

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