

Technology Innovations for Constituent Services

Kentucky State Legislature

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August 15, 2013

Types of Constituent Services Provided

- **Leadership** – Services based on Policy/Political Needs
- **Committee** – Services based on Citizen need of Sponsored Law
- **Legislative Assistant** – Services based on simple requests:
 - State Flag,
 - KY Colonel Certificate,
 - Legislative Citation of Birth, Death, Anniversary, Graduation, etc.
 - Simple guidance to state resources
- **Office of Constituent Services** – Legislator referred; Complex cases requiring more time and expertise

Office of Constituent Services

- ***Eric Elliott, Staff Administrator***

- Volume of Requests: 5,000 per annum
- Evaluates all constituent requests and assigns to staff accordingly based on work load and expertise

- ***Staff of 6 Analysts***

- Staff have different areas of Government Expertise, but all staff are equipped to handle any constituent request

- ***Administrative Assistant***

- Enters “new case” work into Constituent Request Management System
- Cases are referred via many means, but email inbox requests are preferred in order to quickly process and enter the request.

Types of Technology Used

- **Message Center (800 number for initial contact)**
 - This information is distributed via “Green Slips” and electronically to Legislators via their Legislative Assistants.
- **Email**
 - LRC Constituent Services Request Inbox
 - Seen by manager on duty and administrative assistant
- **Scanned Documents**
- **Legislative Online Phone Book**
 - *Cross References Legislator with Legislative Assistant and Committee Information*

Types of Technology Used (continued)

- **Constituent Services Request System**

- All supported emails, scanned documents, are stored in corresponding case in the database.
- Duplicate person finder based on Phone #, Address, Last Name
 - Prevents duplication of data, staff assignments, auto fills new requests.
- A cross-link to “Same Person” when an individual has called in more than once
- A cross-link to “Linked Case” to tie similar cases together logically, (i.e. Neighborhood Water Project).
- Dynamic Search/Query
- Action Summary Log, used to document problem resolution and email progress reports to Legislators.

Title [dropdown] **First Name** [text] **M.I.** [text]

Last Name [text] **Suffix** [text]

SSN: [text] **DOB:** [Month] / [Day] / [Year]

Name Phone SSN **Search For Duplicates**

Address: [text]

Unlock City **City, State:** [dropdown], KY

Zip: [text]

County: None Selected [dropdown]

Phone: [text] - [text] - [text] **Ext:** [text] **Clear Form**

Day Night Primary **Phone Type:** None [dropdown]

Comment [text]

Add Phone to List **Delete Phone**

Phone List
[empty list area]

Email: [text] **Update Constituent**

Constituent Notes: [text]

Legislator: No Legislator Selected [dropdown]

Subject: No Subject [dropdown]

Party [text] **Chamber** [text] **District** [text]

Initial contact: [text]

Staff assigned: No Staff Assigned [dropdown]

Cancel Request

Create Request

New Requests

Constituent: Mr. John Doe

Request Number: 7048

Legislator: [Adams, Rep. Royce W. - H-61 D](#)Filter: My Requests All Requests Switch Request

Status: Complete

Request Date: 11/12/2009

Detail Actions Letters View All Actions Contacts Legislator Notes Attachments Same Person Linked Cases

Data for Doe, Mr. John

Address: 1000 North Broadway

Lexington, KY 40502

County: Fayette

SSN:

DOB:

Email: john.doe@notmail.com

Constituent Notes:

Phones:

Cell: 555-555-5555 (primary, day)

Edit Constituent Data

Reassign Request to Existing Constituent

Disconnect and Create New Constituent

Email Report + Attachments

Email Report

Quick Print

Bookmark Request

Open Bookmark

Add a reminder

New Search

Re-open Last Search

Re-Open Request

Exit

Subject: Attorney General

Edit Request Data

Initial Contact: James Hatchett

Delete Request
(Authorization Required)

Staff Assigned: Elise York

Manage Requests

Search Requests

SearchRequests

Requests to search

- All Requests
- Active Requests
- Completed Requests
- Current Year Only
- Previous Years Only

My Requests

Search Requests: Find all requests where...

Legislator is

Party is

Chamber is

District is

Subject is

City is

County is

Staff Assigned is

Inactive Legislator (end term date) is

Area Code is Phone is -

Last Name **IS**

Request Number **EQUALS**

IS NOT

IS LIKE

GREATER THAN

NOT EQUALS

LESS THAN

Wednesday, July 31, 2013

AND OR

AND OR

Types of Technology Used (continued)

- **Office of Constituent Services Management Application**
 - Gives Manager quick review of staff assignments and work loads
 - Helps to determine and make staff assignments
 - Allows Manager and Administrative Assistant to add “Legislator’s Notes” which then shows for staff to see in the Constituent Services Request System

Menu

Staff - 9 row(s)

	Name	Active Requests	Requests Today	Overdue Reqs	Current Year
	No Staff Assigned	0	0	0	1
▶	Eric Elliott	8	1	4	265
	Elise York	10	2	4	348
	Hank Blandford	7	4	1	278
	Jesse Williams	7	1	0	385
	Mary Scott Lee	1	0	0	12
	Chris Abner	14	3	3	382
	Sara Gibson-West	1	0	1	250
	TOTALS	48	11	13	1921

Refresh Staff

Requests for Eric Elliott - 8 row(s)

	Req #	Legislator	Constituent	Subject	Date
▶	18738	Bratcher, Kevin	Poston, Anthony	Taxes	8/6/2013
	18721	Montell, William	Fleming, J.	Education	8/2/2013
	18717	Keene, Dennis	Lowe, Kurt	Judicial Matters	8/1/2013
	18682	Montell, William	Nalley, Joe	Taxes	7/29/2013
	18557	Combs, Leslie	Miranda, Deborah	Attorney General	7/12/2013
	18540	Henderson, Richard	Hughs, Terry	Corrections	7/11/2013
	18492	Smith, Brandon	Shepherd, Allonzo	Utilities and Related	7/5/2013

 Active
 Today Only
 Overdue Only
 Current Year

Refresh Request(s)

Management Application

Types of Technology Used (continued)

- ***Leadership Constituent Services Application***
 - Relational Data Entry System
 - Dynamic Search/Query Feature
 - Has saved query feature

Leadership Application

House Republican Constituent Tracking System - TESTING

File

Requests - 1063 row(s)

	R-ID	To	From	Date
▶	1120	Adams, Julie	LName, FName	8/6/2013
	1119	Butler, Dwight	Carwile-Lucas, To...	7/23/2013
	1116	Butler, Dwight	Adkins, Justin	7/23/2013
	1118	Butler, Dwight	Lambdin, James	7/19/2013
	1117	Couch, Tim	Becknell, Randall	7/17/2013
	1115	Heath, Richard	Applebees	7/11/2013
	1114	Butler, Dwight	Brey, Jr, William	7/11/2013
	1113	DeWeese, Bob	Dobbs, Carl	7/11/2013
	1112	Butler, Dwight	Weatherholt, Cand...	7/2/2013
	1111	Butler, Dwight	Taul, Ben and Na...	7/2/2013
	1109	Butler, Dwight	Beauchamp, Alice	6/27/2013
	1108	Butler, Dwight	Carden, Janet	6/27/2013
	1107	DeWeese, Bob	Howard, George	6/18/2013
	1110	Butler, Dwight	Henning, August a...	6/17/2013
	1106	Koenig, Adam	Augsbach, Alexan...	6/14/2013
	1105	Meade, David	machine, breathing	6/14/2013
	1104	Hoover, Jeff	Mahan, Bill	6/11/2013
	1103	Butler, Dwight	Allgood, Randy	6/10/2013
	1102	Butler, Dwight	Conway	6/7/2013
	1101	Rowland, Bart	Patel, Nikesh	5/31/2013
	1100	Butler, Dwight	Kinser, Sherie	5/29/2013
	1099	Osborne, David	Moss, Steve	5/29/2013
	1098	Shell, Jonathan	Miller, Linda D.	5/17/2013
	1095	Shell, Jonathan	Brent, Lary	5/8/2013

Details Actions

Actions - 2 row(s)

	R-ID	Date	Description
▶	2813	8/6/2013	Second action on the call/request.
	2812	8/6/2013	First action on the call/request.

Date: 08/06/2013

Description: Second action on the call/request.

Creator: ALLEN_J Modifier:

Created: 8/6/2013 12:00:33 PM Modified:

Insert Delete Save Undo

Query Find Refresh Exit

Technology Platform

- ***In-House Applications***
 - MS VB.NET and C#.NET
- ***MS Office 2007 Professional***
 - Outlook
 - Word
- ***MS SQL Server 2008 revision 2***
- ***MS 2008 Server***

Future Enhancements (*we can dream?*)

- Speech to text data entry into Constituent Services Data Entry, Action Log.
- Easier method to insert Pictures, Maps, Scanned Documents, and Screen Shots into the Action Log, when needed to communicate with legislator.
- Constituent Address or Problem Address Link to Satellite View/Map.

Technology Innovations for Constituent Services

Thank You

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August 15, 2013