**-- Has Sen. Heller expanded constituent services? If so, is there any way you can quantify that, ie, adding staff, resources, etc.**

Since his first term in Congress, Senator Heller has always considered providing quality constituent services a top priority. At public meetings, during telephone town halls and in staff meetings, Senator Heller has repeatedly stressed how much this part of the job matters to him, and has encouraged Nevadans to reach out to his office for help. He promises speedy and quality responses to correspondence and requests for casework, and he holds his staff to that standard. Expanding his services has been a natural development with Senator Heller’s transition to the Senate. He has insisted his staff apply the same quality of service offered in Nevada District Two to the entire state.

**-- Does expanding constituent services have any relationship to frustrations perhaps with the gridlock in Washington, where it's harder to get things done?**

Many of the services that Senator Heller provides are focused on helping Nevadans navigate complicated federal bureaucracies. At a time when Nevadans are so frustrated with Washington and federal bureaucracies continue to expand, helping Nevadans is more important than ever. Often, constituents come to Senator Heller when they are extremely frustrated, and are already unsure whether their representative can help. Senator Heller considers providing Nevadans with the assistance that they need is one of the most satisfying aspects of the job.

**-- Is it possible to speak to a constituent or two who has been helped?**

Here are a couple of people you can speak with. There is one veteran who our Reno office has helped who I would also like to connect you with. Hope to have that number later this afternoon.

**Jonathan Cummings**

702.558.9467/702.810.7538 or Cummingsjonathan48@yahoo.com

 **Issue:** Because of incorrect calculations on Social Security’s part, Mr. Cummings was overpaid by Social Security, but was also due an overpayment. The information/amounts conflicted, and he stopped receiving his monthly check. Senator Heller worked with the Henderson SSA office to clarify the issue and amounts.

**Brad Brak on behalf of Rio Palaez**

(702) 985.8525 or bradbrak@aol.com

(The case was for Rio, but Brad is her official representative. Both/either would be able to give remarks)

**Issue:** Reinstatement of survivors benefits which she was denied multiple times. Senator Heller worked with the Henderson SSA office to get this re-reviewed.

**-- And generally, this may seem obvious, but what is the value of constituent services? Does Sen. Heller see it as his top priority?**

Whether it is assistance in navigating the immigration system, securing veteran benefits, or helping a student find a loan, Senator Heller and his staff have an opportunity to make an immediate impact and better someone’s life. When he is home in Nevada, he is often approached by people looking for help, or individuals who have success stories to share in securing the assistance they need. Providing that help is a privilege, and maintaining the quality of these services is a top priority. Additionally, the mail, email and phone calls that his office receives are critical to informing Senator Heller about the numerous ways that policies from Washington affect people at home.