

Lessons from the 113th Congress Gold Mouse Awards

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National Write Your
Congressman

Agenda

- 9:35 am Website Presentation
- Methodology
 - Most Critical Content
 - Fast Fixes
- 10:00 am Website Panel/Q&A
- 10:20 am Break
- 10:30 am Social Media Presentation
- Methodology
 - Principles for Strategic Communication
- 10:45 am Social Media Panel/Q&A

Go to
CongressFoundation.org



“113th Congress Gold Mouse Awards” is first item in slideshow on homepage

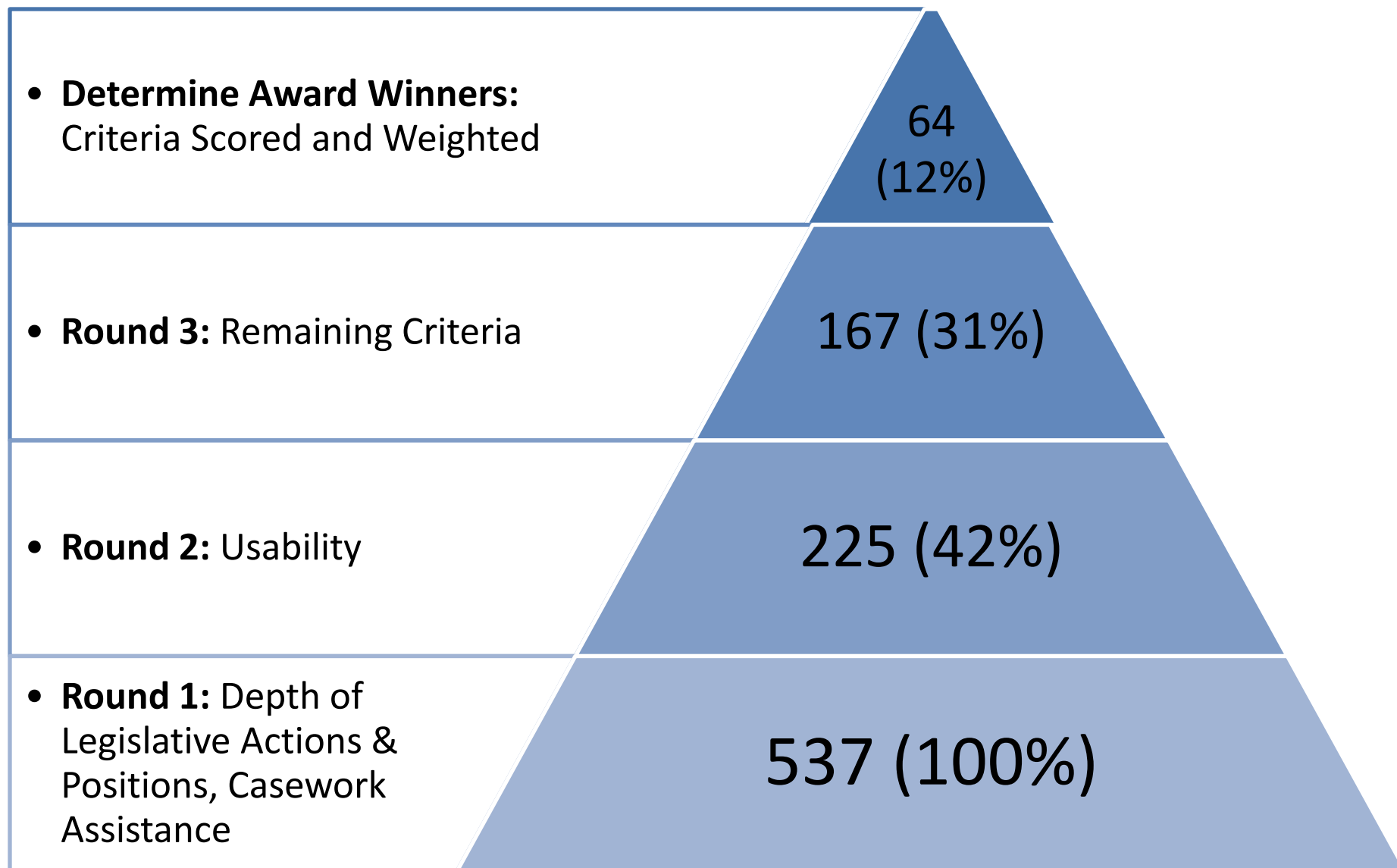


Links to winners, best practices report, slides from today's program

Website Methodology

- Member websites reviewed Sept-Dec 2013
- Sites reviewed by round, prioritized by most critical content
- No comprehensive evaluations (or grades or report cards)

Website Evaluation Rounds



Characteristics of Effective Websites

10 Categories of Criteria

CHARACTERISTIC #2: Demonstrates Accountability and Transparency

A fundamental tenet of representative democracy is that elected officials should be accountable to their constituents. To increase accountability and transparency, Member websites should provide information on all roll call votes, including how the Member voted and the outcome of the vote. The best websites highlight key votes and provide explanations for why Members voted the way they did.

Questions to ask:

- What is the Member doing legislatively in Congress? What actions have been taken on key issues?
- Does the website link to the Member's voting record or include access to all of the Member's votes?
- Does the website highlight key votes and explain why the Member voted that way?
- Does the website link to or discuss the Member's sponsorships and co-sponsorships for the current Congress?

The specifics CMF looks for in evaluations:

- The Member's voting record, particularly those with an easy-to-read format that lists every roll call vote, how the Member voted, and the outcome of each vote.
- Explanation of how to read a roll call vote.
- Explanations of key votes on high-profile legislation and where the rationales for these votes are located on the website.
- A list of (or a link to) the legislation the Member has sponsored and co-sponsored.
- The Member's specific accomplishments.

Use as checklist for self-assessment



Award-Winning Examples: Sen. Mark Begich (D-AK) and Rep. Paul Ryan (R-WI)

Characteristic #1

Informs Constituents of Legislative Positions and Actions

Information on Issues

- Does the site reflect key issues and current topics before Congress?
- Does the site include information on the Member's priority issues and issues important to the district/state?
- What is being done in Congress and what action has been taken by the Member on these issues?
- How easy is it to determine where the Member stands on various issues?



- HOME
- ABOUT MARK
- ABOUT COLORADO
- ISSUES
- SERVING COLORADANS
- NEWSROOM
- VISITING DC
- CONTACT

Issues

- WHERE I STAND
- WHAT I'M WORKING ON

Afghanistan and Pakistan

What I'm Working On

- Combating PTS and TBI
- Utilizing Buckley Air Force Base to Strengthen Military
- Ensuring U.S. Leadership in Shaping Global Security
- Protecting Pay for Service Members
- Certainty for Pinon Canyon

[See More »](#)

Agriculture

What I'm Working On

- Repairing Roads and Bridges Destroyed in the Colorado
- Fully Funding the Snow Data and Water Supply Model
- Certainty for Pinon Canyon
- Livestock Disaster Assistance
- Ensuring Colorado Producers are Treated Fairly in Trade Negotiations

[See More »](#)

Bridging the Partisan Divide

What I'm Working On

- Udall, Collins Introduce Amendment to Strategically Implement Automatic 2013 Spending Cuts
- Fighting for Common Sense Line-Item Veto Reform
- Reducing Duplicative Programs in Proposed Legislation
- National Kids to Parks Initiative
- A resolution establishing the Committee to Reduce Government Waste (S.RES.93)

[See More »](#)

Caring for Former Rocky Flats Workers

What I'm Working On

... Rocky Flats workers' claims are evaluated fairly

- AFGHANISTAN AND PAKISTAN
- AGRICULTURE
- BRIDGING THE PARTISAN DIVIDE
- CARING FOR FORMER ROCKY FLATS WORKERS
- EDUCATION
- ENERGY AND ENVIRONMENT
- EQUALITY & COLORADO VALUES
- FISCAL RESPONSIBILITY
- HEALTH CARE
- HUNTING, FISHING AND 2ND AMENDMENT RIGHTS
- IMMIGRATION REFORM
- JOBS AND THE ECONOMY
- NATURAL RESOURCES
- OVERSIGHT AND GOVERNMENT REFORM
- SCIENCE AND TECHNOLOGY
- TAXES
- TERRORISM AND NATIONAL SECURITY
- VETERANS
- WATER

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Serving Coloradans

- Email Newsletter
- Meet and Greet with Mark
- Help with Federal Agencies
- Veterans & Military
- Tour Requests
- Federal Grants & Opportunities
- Students
- Request a Flag

Site includes national issues, Senator's priorities, and state issues

"Where I Stand" tab has paragraph overviews

"What I'm Working On" tab has scannable bullets/links on subtopics



Brief write-ups on main page reference Vermont, demonstrate constituent focus

Home

Biography

About Vermont

Issues & Legislation

Press

Contact

Services for Vermonters

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For Students

Grant Assistance

The Leahy Letter

Sign up for Sen. Leahy's monthly newsletter

Search for a Bill

Search for Bills sponsored and co-sponsored by Senator Leahy

Visit the Photo Gallery

HealthCare.gov

VERMONT HEALTH

Home > Issues & Legislation > Issues & Legislation



Affordable Housing In Vermont

Throughout his career, Senator Leahy has supported federal legislation and local efforts to create permanently affordable housing. These efforts have included efforts to fund programs such as the Community Development Block Grant and the National Housing Trust Fund, to emergency programs that house the homeless. Look for information on how to get help, as well as to learn more about Senator Leahy's efforts. [Read More >](#)



Agriculture, Nutrition and Dairy

Farming is an integral part of Vermont's way of life, and Senator Leahy is proud of his efforts to preserve it as an important part of our economy, history and society, as well as his efforts to promote better nutrition. Get facts and links on Vermont's farms and orchards, learn about Senator Leahy's work to conserve the state's farmland and ensure that farming remains viable in the state, and his work with food banks and the Food Stamp program. [Read More >](#)



Defense

Nothing is more important than keeping Americans safe and Senator Leahy has long fought to ensure that the brave men and women on the front lines around the world and in our communities have the resources and support they need to do their jobs. The Senator is proud and grateful for our nation's service members and their families. [Read More >](#)



Education

Senator Leahy, like all Vermonters, understands the importance of giving our children quality education. Learn about his work and views reforming the elementary and secondary education systems, bringing better food into school cafeterias with farm-to-school programs, and ways to deal with the rise of college tuition. [Read More >](#)



Energy

As a leader in renewable energy and energy conservation techniques, Vermont is playing a vital role in the national debate on these issues. Find answers to your questions about current energy issues and legislation. [Read More >](#)

Senator Leahy's Legislation

Please click on the button for a list of bills Senator Leahy has written and introduced, or co-sponsored, in the 113th Congress, which began in January 2013 and will end in December 2014.

(All summaries provided from the Library of Congress.)

- From the 112th Congress
- From the 111th Congress
- From the 110th Congress
- From the 109th Congress
- From the 108th Congress
- From the 107th Congress



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Agriculture

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WHEN IT COMES TO AGRICULTURE, I BELIEVE IN THE FOLLOWING CORE PRINCIPLES -

Agriculture isn't just vital to our economy; it's necessary for our food supply. America is a world leader in agriculture production. It would be devastating for us to be dependent on foreign sources for our food security. America's farmers need certainty from policymakers when it comes to crafting a long-term solution to meet their needs. This long-term solution must include market-based reforms, and should not pick winners and losers in the marketplace.

We have a serious need for assistance on our farms, ranches, and groves. Last year, I introduced [H.R. 242, the Legal Agricultural Workforce Act](#). This legislation provides an opportunity for non-U.S. citizens to participate in our thriving agriculture sector while providing protections for U.S. citizen agricultural employees.

Citrus greening, a deadly bacterial disease, has threatened citrus groves all over Florida, especially in central Florida. Since 2005, citrus greening has cost Florida 8,200 jobs and \$4.5 billion in economic damages. Polk County, my home county, produces more citrus than any other county in Florida. I am proud to be an original co-sponsor of this important piece of legislation that will designate funds from current tariffs to be used specifically to help find a cure to this disease without using taxpayer dollars. We must work to save this food source and to save jobs.

I am proud to represent a strong agricultural district.

WITH THE PRINCIPLES TO GUIDE ME, I SUPPORT -

- Certainty for farmers, through legislation that is in effect for multiple years at a time.
- Reforming our guest worker program
- Combating deadly diseases, like Citrus Greening



Related News

Ross Office to Host Mobile Office Hours Tuesday, June 10, 2014
Posted in Press Releases on June 2, 2014

Ross Supports Water Bill That Provides Funding for Ports, Everglades
Posted in Press Releases on May 20, 2014

Lakeland Ledger: Ross Cites Examples of Bipartisan Cooperation on Capitol Hill
Posted in In the News on April 11, 2014

Descriptive narrative, rather than generic text

References specific bills, data points, and areas of support

Related press releases, articles, blogs

Characteristic #2

**Demonstrates Accountability
and Transparency**

Demonstrations of Accountability

- What is the Member doing legislatively in Congress?
What actions have been taken on key issues?
- Do you link to the Member's voting record or include access to all of the Member's votes?
- Do you highlight key votes and explain why the Member voted that way?
- Do you link to or discuss the Member's sponsorships and co-sponsorships for the current Congress?



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PRIVACY ACT RELEASE

THOMAS
Search Legislation

BILL NUMBER GO

WORD OR PHRASE GO

Latest News



May 12, 2014
Paul Ryan Discusses Trade Negotiations, Anti-Poverty Programs, and the Select Committee on Benghazi
Wisconsin's First District Congressman Paul Ryan spoke with WISN's Jay Weber about his recent trip to Asia, the effectiveness...

May 7, 2014
Leading Globally: Why America Cannot Keep The Peace Alone
By Eric Cantor, Paul Ryan, Pat Meehan, Mac Thornberry, Kay Granger, Kristi Noem, Aaron Schock, Paul Cook (CNN) -- The Un...

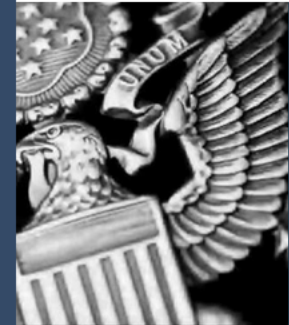
May 7, 2014
Paul Ryan On The Benghazi Select Committee
Congressman and Budget Committee Chair Paul Ryan joined Hugh Hewitt on Wednesday's show to discuss the establishment of ...

May 5, 2014
Paul Ryan Discusses the First District Mobile Office and Ways to Fight Poverty
Congressman Paul Ryan spoke with WLIP's Bill Lawrence about the First District Mobile Office, which will visit several s...

May 5, 2014
Ryan outlines philosophies on poverty
BY Deneen Smith, Kenosha News U.S. Rep. Paul Ryan is focusing on poverty in recent months, looking to bring a focus to a...

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- >> Paul's Voting History
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- >> How Our Laws are Made
- >> Legislative Resources



First District Mobile Office and Ways to Fight Poverty with Bill Lawrence, AM 1050 WLIP

PREVIOUS 1 2 3 4 5 6 7 8 NEXT

Top 5
Issues of the Week

Voting Record

DATE	ROLL	BILL	VOTE
5/22	240	H.R. 4435	AYE
5/22	239	H.R. 4435	NO
5/22	238	H.AMDT. 681	NO

[See More](#)

Many pages relating to votes, legislation, what's going on in the House

Voting Record on home page



CONGRESSMAN SANDY LEVIN

Representing the 9th Congressional District of Michigan

- HOME
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- LEGISLATIVE WORK**
- SERVING YOU
- OUR DISTRICT
- COMMUNITY RESOURCES
- CONTACT US

Home » Legislative Work

Vote Rationale

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Rep. Levin believes it is important to provide constituents up to date information on how he votes on legislation, as well as his reasons for doing so. Below is a list of a few pieces of legislation that he has voted on this year. By clicking on the dates below, you will find his reasoning behind his vote. For background information on the legislation - including a summary, legislative history and full roll call - please click on the bill number.

To view additional votes, please see my [Voting Record](#) Page or the [Washington Post's Vote Database](#).

Date	Bill	Title
5/9/2014	H.R.4438	American Research and Competitiveness Act of 2014
2/11/2014	S.540	Temporary Debt Limit Extension Act
10/16/2013	H.R.2775	Continuing Appropriations Act, 2014. (This legislation ended the government shutdown, and extended the debt ceiling).
9/20/2013	H.J.Res.59	Continuing Appropriations Resolution, 2014
8/2/2013	H.R.2009	Keep The IRS Off Your Health Care Act of 2013
6/28/2013	H.R.2231	Offshore Energy and Jobs Act
6/20/2013	H.R.1945	Federal Agriculture Reform and Risk Management Act of 2013 "Farm Bill"
5/26/2013	H.R.45	To Repeal The Patient Protection and Affordable Care Act And Health Care-Related Provisions In the Health Care and Education Reconciliation Act of 2010.
5/9/2013	H.R.807	Full Faith And Credit Act

Legislative Work

[How Congress Works](#)

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Links to statements on key votes



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Week of February 24- 28, 2014

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Start: **February 28, 2014 11:31 am**

End: **March 2, 2014 11:31 pm**

Feb 28, 2014

Monday, February 24, 2014

- No votes in the U.S. House

Tuesday, February 25, 2014

- The U.S. House met at 2:00 p.m. for legislative business with votes postponed until 6:30 p.m.
- Spoke to the Credit Union National Association Legislative Conference.
- Attended President's announcement of the Advanced Lightweight Metals Innovation public/private partnership in Michigan.

Wednesday, February 26, 2014

- The U.S. House met at 12:00 p.m. for legislative business.
- Attended weekly meeting of Democratic Members of the House.
- Participated in a Conference Call to release a report on the jobs impact of currency manipulation
- Executives from Southeast Michigan Surgical Hospital visited the office to discuss health care reform.
- Michigan Association of Broadcasters visited the office to discuss television and radio issues.
- Met with members of the National Association of Real Estate Investment Trust to discuss real estate issues.

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Highlights from the legislative calendar & personal schedule

Notes specific groups and topics of meetings

Characteristic #3

**Follows Best Practices
for Usability**

Usability

- Can users quickly move through the site using the navigation tools, menu options, and links provided?
- Is the information arranged logically? Is content where users would expect it?
- How easy is it to read the content? Is it written for the Web?
- How would you describe the look and feel/design of the website?



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Visas and Immigration

From every corner of the world, people come to the United States to visit our beautiful country, study in our first-class universities, seek treatment from our extraordinary medical system, and experience our vibrant democracy. Their contributions enrich our national tapestry and enliven our national conversation. Throughout our history, millions of international visitors have aspired to and earned citizenship in our great country.

The same American dream that inspires people around the world — the search for freedom, safety and opportunity — is what keeps America perpetually young and vibrant. America at its best is a beacon of liberty, equality, and human rights to all who are suffering or are persecuted. We Americans seek strength from our different backgrounds because we have learned that in that way we can fulfill the very promise and essence of America that appears on our great seal — E Pluribus Unum. From many, one.

Please take a few minutes to read the information below and see if it answers your questions about visas, immigration, and citizenship. There are several links to the [State Department](#), [Travel.State.gov](#), [U.S. Citizenship and Immigration Services](#), and [U.S. Customs and Border Protection](#) that may be helpful to you as well. Please [contact my office](#) if your question is not answered below.

The Privacy Act of 1974 requires that Members of Congress and their staff have written authorization before they can obtain information about an individual's case. Therefore, a consent form may be completed before we proceed with your issue. [You can download that form here.](#)

FAQ

- [General](#)
- [Immigrant Visas/Permanent Residency](#)
- [Citizenship](#)
- [Nonimmigrant Visitor Visas](#)
- [International Adoption](#)

General Questions

Q: Where can I find comprehensive information on immigration policies and procedures?

Because immigration law is so complex, the best single source of information is the [United States Citizenship and Immigration Services \(USCIS\)](#).

The [Bureau of Consular Affairs](#) also provides a wealth of information about overseas immigrant and nonimmigrant visa processing.

Consistent and clear menu options

Breadcrumbs help orient users

Text, links, menu options are clear and easy to read

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Issues

- Economic Recovery
- Education Reform
- Family Values
- Federal Budget
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Tags in Issues

budget economy education
family values health care
immigration national
security second amendment social
security and medicare tax reform
veterans

Home » Issues » Education Reform

Education Reform

Principles

- Promote choice, flexibility and portability
- Empower parents and students
- Streamline programs

As a member of the House Subcommittee on Early Childhood, Elementary and Secondary Education, I am committed to making the proper investment in education while moving forward with reforming the Elementary and Secondary Education Act. In doing so, it is imperative that the federal government works to provide flexibility, expand local control, allocate funding for what works, and increase options for students and parents.



Spending time with third graders at Rio Seco Elementary School

That is why in the 112th Congress, I authored the Empowering Parents through Quality Charter Schools Act, which streamlines the charter school program and provides opportunities to expand and replicate successful schools with added emphasis on accountability. This bill passed with overwhelming bipartisan support in the House.

I also recognize the importance of ensuring our children receive a quality and well-rounded education. At the same time, I believe it's necessary that we reevaluate the federal footprint on education, promote better data collection, and encourage states and local school districts to make the decisions that impact child development.

To prevent financially burdensome out-of-state tuition costs for active duty military personnel and veterans, I am a cosponsor of H.R. 357, the G.I. Bill Tuition Fairness Act of 2013. This bill would alleviate an unnecessary hardship on our veterans by requiring public higher education institutions to charge in-state rates.

Eliminating unnecessary regulation is critical, especially for our military personnel seeking higher education. That's why I cosponsored H.R. 331, which would recognize such multi-college community colleges as one institution, and remove a time-consuming burden for veterans to complete numerous school applications for colleges within one community college district. This bill is endorsed by the Grossmont Cuyamaca Community College District and the Riverside Community College District.

What are your thoughts on education?

Are you a student, parent or teacher? I want to hear your thoughts on what improvements are needed for schools and our education system. Please click [here](#) and let me know.

Resources for you:

- Federal Student Aid provides thousands of college students with financial assistance. To learn more, visit my webpage, [Student Financial Aid](#).
- Interested in applying to a military academy? I have the privilege of nominating a limited number of applicants to four of the five service academies. Visit my [U.S. Service Academy Nominations](#) page for more information.

Uses bolded headers, bullets, and short paragraphs of text

Easy access to all issues (no need to use back button)

Links to other parts of site with related information

Characteristic #4

**Provides Timely Content
and Updated Links**

Timeliness

- How generic is the narrative in the issues section?
Can a user easily determine if the information is current?
- Does the amount of information posted in the issues section detract from its usability?
- How current is the information and media in the press section?
- Have all links been updated for the current Congress, including sponsorships, votes, etc.?

John Boozman
United States Senator
for **Arkansas**

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 - Tour Requests
 - Apply for Internships
 - Help with an Agency
 - Academy Nominations

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Boozman: Leadership Change at VA Necessary, But That Alone Will Not Fix Problem

WASHINGTON – U.S. Senator John Boozman (R-AR), a member of the Senate Veterans' Affairs Committee, today called for a leadership change at the Department of Veterans Affairs (VA) while str... [READ MORE](#)

1 2 3 4 5



Hot Topics

Storm Recovery: We're Here to Help

The Obamacare Trainwreck

Dr. Boozman's Check-up

Religious Freedom Under Attack in Sudan

Meriam Yehya Ibrahim Ishag, a 27-year old Christian, was sentenced to death by hanging earlier this month for the "crime" of refusing to renounce her faith. Meriam has also been sentenced to 100 lashes for being m... [READ MORE](#)

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Homepage reflects several current events

Also publishes regular blog articles and weekly columns

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John Boozman

United States Senator
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May 2014

- 5/30/14 [Highway Trust Fund Vital to Arkansas Infrastructure](#)
- 5/21/14 [Energy Debate Should Include Keystone Pipeline](#)
- 5/16/14 [Education Key to Economic Development](#)
- 5/5/14 [Working Together to Pick up the Pieces](#)

April 2014

- 4/30/14 [Making Sound Financial Decisions](#)
- 4/25/14 [Celebrate Our National Parks](#)
- 4/18/14 [Protecting Water Resources](#)
- 4/11/14 [Tele-Town Halls: Staying In-Touch and Helping Arkansans While in Washington](#)
- 4/4/14 [Scam Alert](#)

March 2014

- 3/28/14 [Red Cross Month is Reminder to be Prepared](#)

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Columns are published weekly

Topics reflect current and state events



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CONGRESSMAN
Bob Goodlatte

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Education

One of the most important gifts we can give to our children and grandchildren is a quality education. Education is the key that unlocks the door to opportunity and is critical in preparing the next generation for an increasingly competitive global economy. With so much at stake in Virginia and across the country, I will continue working in Congress to pass legislation to enable our state and local communities to better target their resources to best serve the needs of their students. I look forward to continuing to receive input from teachers, principals, local and state administrators, and parents as we work to further strengthen our education system.



Actions

- I am cosponsor of the Local School Board Governance and Flexibility Act ([H.R.1388](#)). This legislation expresses the sense of Congress that: (1) the responsibility for education resides with the states and the local educational agencies (LEAs) to which they have delegated authority; and (2) the Secretary of Education should only issue those regulations, rules, guidance materials, grant conditions, or other requirements that are specifically needed to implement federal legislation and are within LEAs' educational, operational, and financial capacity.
- I voted in support of the Smarter Solutions for Students Act ([H.R.1911](#)), which moves federal student loans originating after July 1, 2013, to a market-based interest rate. I supported this legislation because it removes politicians from the student loan equation and provides peace of mind that student loan repayments will be stable into the future.
- With my support, the House passed the Student Success Act ([H.R.5](#)). This legislation updates our nation's K-12 education laws. The Student Success Act is based on four key principles: it reduces the federal footprint in education policy, restores local control, supports effective teachers, and empowers parents.



CURRENT ISSUES

- » AGRICULTURE
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- » EDUCATION
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- » ENVIRONMENT
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LEGISLATIVE RESOURCES

- » BILLS BOB HAS CO-SPONSORED
- » BILLS BOB HAS INTRODUCED
- » HOW BOB VOTED
- » FAQ ON LEGISLATIVE BRANCH

Specific actions, legislation, and votes taken for current Congress

RELATED PRESS RELEASES

- 04/02/14
HOUSE JUDICIARY COMMITTEE APPROVES BILL TO INCREASE ACCESS TO FOREIGN ART IN U.S. MUSEUMS AND SCHOOLS
- 02/05/14
GOODLATTE LAUNCHES HOUSE APP CONTEST
- 12/06/13
GOODLATTE STATEMENT ON VIRGINIA TECH PRESIDENT ANNOUNCEMENT
- 05/23/13
HOUSE PASSES SMARTER SOLUTIONS FOR STUDENTS ACT
- 03/18/11
GOODLATTE ANNOUNCES CONGRESSIONAL ART COMPETITION FOR AREA HIGH SCHOOLS

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- 07/19/13
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SMARTER SOLUTIONS FOR STUDENTS

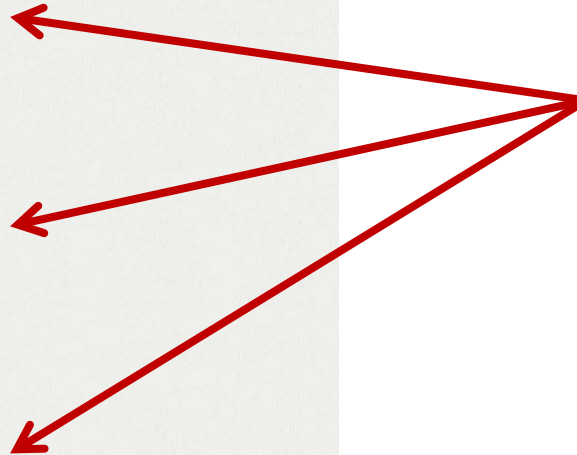
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RELATED MEDIA



05/07/14
House Acts to Increase Access to Foreign Art in U.S. Museums and Schools

The House of Representatives passed the strongly bipartisan H.R. 4293, the Executive Cultural Exchange



Related content linked below is current and not just press releases

Characteristic #5

**Helps Constituents Resolve
Problems with Federal Agencies**

Casework

- Do you explain what is and what is not casework?
- Do you explain how the office can assist them and how to open a case?
- To what extent can constituents find answers? Must they contact your office or visit third party sites to get assistance?
- Do you link to specific answers on agency websites or just their homepages?



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- IRS & Taxes
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- Military & Veterans
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- Visas & Immigration
- Visit D.C.
- Grants
- More Help

Welcome

I first went to Washington as a United States senator committed to helping people solve problems and to serving the people of Michigan. This is a commitment I continue to take seriously.

My staff and I spend much of our time assisting Michigan residents who are having problems with federal agencies. Whether it's Veterans Affairs, the Social Security Administration or any other federal agency, my office can help you understand your rights and responsibilities relative to various federal programs and help you work through a problem you may have with a federal agency.

This is sometimes referred to as "casework." Often we identify recurring problems that lead to legislative initiatives. Please read the guidelines on this page for information on how my office may be able to assist you in dealing with a federal government agency. Clicking on one of the tabs across the top e.g. Medicare & Social Security, will take you to the page with detailed information about that specific issue. From that page, you can click on the Request Help link to fill out a simple online form and privacy release.

If your issue is time sensitive, please call my Detroit office at (313) 226-6020 or TTY/Voice toll-free (800) 851-0030 (in state).

Carl Levin

[Quick Links to Privacy Release Forms »](#)

GUIDELINES

Before my office can help, we need the following »

My office will refer you elsewhere for the following issues »

State Issues

Some issues are handled at the state and local level, such as motor vehicles, Medicaid and workers' compensation. For help with state issues, you can contact your Michigan state senator or state representative.

Michigan.gov, the official website of the state of Michigan, offers links to every state agency as well as information on education and career development; family health and safety; travel and recreation; business services; and licensing, certification and permits.

Judicial Issues

Due to the Constitutional separation of powers, my office cannot help you with court matters. If you need a lawyer, you can contact either a private attorney or, if you are low-income or a senior, you can seek help from the Michigan Legal Assistance Network, a guide to free civil legal services for low-income persons and seniors in Michigan. The Michigan Indian Legal Services provides civil legal services to low-income Native Americans and tribes. The State Bar of Michigan Lawyer Referral Service can be contacted at (800) 968-0738.

Child Support

If you have a problem with child support enforcement, the office of the Attorney General of Michigan has a Child Support Division that may be able to assist you. You can reach them by calling (866) 729-5437 or

My office can help you if

- You are a **Michigan resident**. If you are a resident of another state, please contact your U.S. Representative or U.S. Senator.
- Your problem is with a **federal government agency**.

My office can

- Help you find basic information in the federal government.
- Assist you with applying for federal benefits such as Social Security or Medicare.
- Initiate an inquiry with a federal agency on your behalf.
- Request information or a status report.
- Act as a liaison with the federal agency.
- Encourage a federal agency to give consideration to your case.

My office cannot

- Force a federal agency to expedite a case or act your favor.
- Overturn or influence a judge's decision.
- Provide legal advice.

Succinct bullets provide general overview of assistance

Links and contact information for issues the office cannot help with



DISTRICT NEWS

Get email updates from Mike.

First Name Last Name your@email.com

Submit

Home » Services

Immigration and USCIS

How I Can Help (1) Contact U.S. Citizenship and Immigration Services or the U.S. State Department on your behalf; (2) Inquire about the status of the case; (3) Urge a full and fair consideration consistent with U.S. immigrant law.

Immigration Applications

U.S. Citizenship and Immigration Services (USCIS) oversees a majority of the lawful immigration services. USCIS may be able to answer your questions regarding the immigration process or citizenship and naturalization.



The USCIS website can help you find answers about:

- Who is eligible to immigrate
The immigration process (application information, where to file, etc.)
How to apply for a Green Card (permanent residence)
Citizenship requirements
Working in the U.S.
Finding legal services
Finding a medical doctor for an immigration medical exam
Adopting children from another country

Where is the nearest USCIS Field Office?

The nearest USCIS Field Office is in San Jose. Please note that you must first schedule an INFOPASS appointment. They are located at:

Table with 2 columns: USCIS San Jose Field Office (1887 Monterey Road, San Jose, CA 95112) and Public Office Hours (MTWF - 7:00am to 4:00pm, Th - 7:00am to 12:00pm)

Where can I check on the status of my immigration application?

The USCIS My Case Status is a place to check your case status, processing times, change your address, find office locations and make e-Requests.

What do I do if my application is pending for longer than the projected processing time?

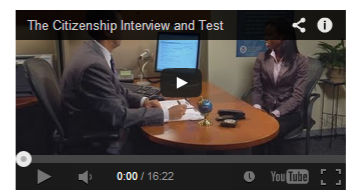
If your application is pending for longer than the projected processing time on your receipt, and you have not received any notice or update from USCIS, please call the National Customer Service Center at 1-800-375-5283.

Items to have when you call:

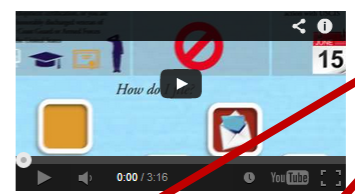
- Your A-number
Your receipt number
Your most recent notice from USCIS.

IMMIGRATION INFO

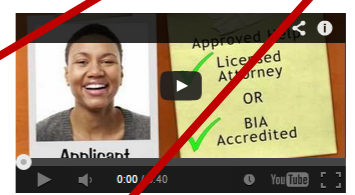
Citizenship Interview and Test



Deferred Action for Childhood Arrivals



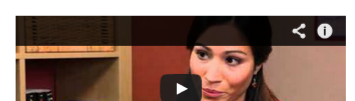
Beware of Immigration Scams



E-Verify: Employee Rights & Responsibilities

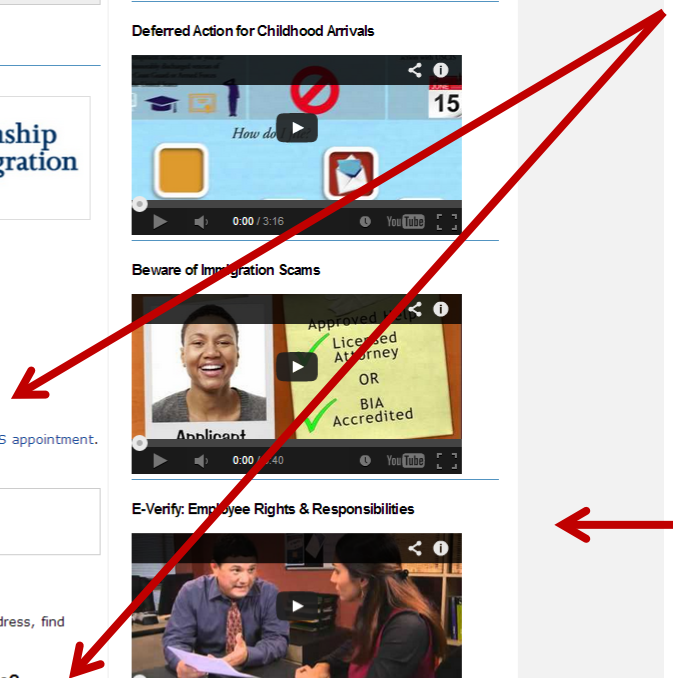


E-Verify: Responsabilidades del Empleado



Answers to questions are onsite, rather than just linking to federal agency homepages

Extra information in videos



Characteristics #6-10

6. Provides Easy Access and Guidance on Other Constituent Services
7. Focuses on District/State Needs and Interests
8. Explains Congress and the Legislative Process
9. Maintains Diverse Communications Channels
10. Offers Diverse Communications Content

Fast Fixes for Your Website

1. Update sponsorship/co-sponsorship links
2. Add links to chamber schedule & floor proceedings
3. Add press contact information
4. Test the search feature(s)
5. Check for broken links (or use 3rd party tool)
6. Add guidance on how to best communicate with your office
7. Add links or guidance on how Congress works
8. Link your “Resources” and “Services” sections

Website Q&A

Website Panelists

- Patrick Creamer, Sen. John Boozman (R-AR)
- Ken Scudder, Rep. Mike Honda (D-CA)

Social Media Methodology

- Offices self-nominated
- Submissions received Oct-Dec 2013
- Initial review by CMF staff
- Finalists reviewed by expert panel

Final Selection of Social Media Winners

Based on specific practices rather than platforms that:

- Demonstrate an effort to be transparent and accountable;
- Focus on constituents and constituent service; and
- Attempt to keep constituents informed of, and engaged, in the work of the Members and of Congress.

Principles of Strategic Communication

1. Who is your audience?
2. What content does your audience want and need?
3. How does your audience want to interact with you?
4. How can you make your content easy for your audience to use?
5. How can you make your content more interesting and valuable to your audience?

Social Media Q&A

Social Media Panelists

- David Carle, Sen. Patrick Leahy (D-VT)
- Drew Griffin, Rep. Erik Paulsen (R-MN)
- Brett Morrow, Rep. Mark Takano (D-CA)
- Jessica Seale, Rep. Darrell Issa (R-CA)/
House Oversight & Government Reform

Go to
CongressFoundation.org



“113th Congress Gold Mouse Awards” is first item in slideshow on homepage



Links to winners, best practices report, slides from today's program



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