

Communicating with Federal Agencies

In today's world of automated phone services and complicated procedures, one of the most important purposes of my office is to act as a liaison between constituents and the Federal Government. My office has fostered a close relationship with various government agencies and would be happy to aid you through the process of working with them. Constituents often contact my office when they do not receive a timely response from the Federal Government or face other obstacles, such as lost documents. My caseworkers are knowledgeable in many areas including Social Security, Medicare, immigration, visas, grants, housing, military affairs and more. I want to serve you, my constituents, but it is important to remember that casework is limited in some ways because of federal law. This section of my homepage will help you first determine if your problem is casework or not (please refer to the link below), and then tell you how to proceed if it is.

Follow these steps:

Determine that your question or problem is something my office can assist with.

Check this list of frequently asked questions to see if a solution to your problem is here.

Contact a federal agency directly to see if they have the information you need or can look into your problem for you.

Prepare to open a case with my office and become aware of the steps you may have to follow with different agencies.

Open a case with one of my Delaware offices so my staff can investigate the problem on your behalf.