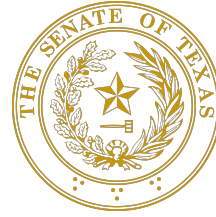


Senate District 9

Casework Policy and Guide



Dear Friend of Senate District 9,

My top priority is to serve you, the constituents of Senate District 9.

In doing so, I have directed my team to provide thorough, quality assistance when helping you deal with state-related matters. Some of these issues could be clarifying what state benefits are available to veterans, listening to and researching a legislative proposal especially about education, labor, or healthcare, or even just helping you check on the status of a replacement driver's license.

When we receive your request, our office will assign a staff member of ours and then if applicable, initiate an inquiry with the relevant state agency. Most cases are resolved within 1-3 weeks, but this depends on a variety of factors. We count on our well-developed relationships with state agencies to help you, and I encourage patience by all parties involved so that the most comprehensive, dependable outcome is clear and apparent.



In any case, my team will always do their very best, working quickly and efficiently. It's important to me that you aren't just merely heard or seen, but that your concern is taken with the integrity it deserves as a constituent of this Senate district. Please, do not hesitate to reach out; we are here for you.

Regards,

A stylized, handwritten signature in black ink, appearing to read "Taylor Rehmet".

Senator Taylor Rehmet

CAPITOL OFFICE:
P.O. Box 12068
CAPITOL 1E.12
AUSTIN, TEXAS 78711
(512) 463-0109



Taylor.Rehmet@Senate.Texas.Gov

District OFFICE:
217 S. Jennings Ave.
SUITE 100
FORT WORTH, TEXAS 76104
(682) 516-6009

Frequently Asked Questions (FAQs)

How do I get started with your office's help?

Call us:

682.516.6009

Email us:

district9.rehmet@senate.texas.gov

Write us:

Senator Rehmet
District Office
217 S. Jennings Ave.
Suite 100
Fort Worth, TX 76104

What can your office help me with?

Casework:

Our office is available to assist you as a constituent with a range of state government matters, including but not limited to the following topics.

- Worker's rights
- Public school systems
- Healthcare programs
- Small business grants
- Veterans' wellbeing
- Utility assistance
- Renters' rights
- Homeowners incentives
- Disaster preparedness
- Sustainable living
- Pet care and adoption
- Land conservation
- Environmental justice
- Child welfare/services
- Insurance questions
- Public transportation
- ... and so much more!

Policy:

Additionally, we are always happy to hear about state laws are affecting you or your community, school, business, or other organization. It's important we hear from you to so that when the Texas Legislature meets every odd year, we have the latest thoughts on what our district needs. Any proposals on any topic are welcome, no matter how brief or long. Your thoughts will be forwarded to both our District and Policy teams for review. Due to the volume of requests and the need for research and review, we may not always be able to provide a quick or comprehensive response, but we do study every concern brought to us.

What *can't* your office help me with?

As we can only serve as a intermediary with state agencies, ***unfortunately we cannot guarantee a specific outcome*** in any constituent matter. A following is a list of the requests we commonly receive that we are ***unable*** to directly assist with:

- Force a state agency to act in your favor or assure the expediting of your case
- Act in private legal matters, whether criminal or civil (including submitting personal testimony, character references, recommending attorneys, providing legal advice, or letters of support)
- Intervene in your relationship with a federal, county, or municipal office and/or issue, although we can help you identify the right office to contact if you are unsure
- Influence private, confidential matters on a personal or professional level
- Engaging in political campaign topics; this is the government office, not the campaign office, and thus we cannot discuss political campaign topics such as endorsement requests, fundraising and contributions, and campaign strategy

For legal assistance, you may refer to: Texas Lawyer Referral Service — www.txlrs.org — (888) 635-6050. For free legal help, you can contact LegalAid of Northwest Texas — www.legalaidtx.org — 888.529.5277.

What information do you need to provide, and how?

We will need a Constituent Information and Privacy Release Form which allows our casework staff to inquire with the appropriate state agency or request information regarding a constituent matter.

The form must be signed by the person directly affected, and it must contain all pertinent information available, including:

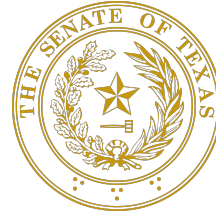
- Constituent's Full Legal Name and Current Address
- Contact Information (Phone Number and Email)
- The State Entity associated with the case / claim number
- A description of the issue and the type of assistance requested

See the next page for a copy of the form which can be emailed or mailed to us.

(continued)

Senate District 9

Casework Intake Form



I _____ hereby request and authorize State Senator Taylor Rehmet, or representative, to review all appropriate documentation deemed necessary in connection with any action involving the state agency named below or application for assistance. I understand that any documents provided to Senator Rehmet, or his staff, may be copied, forwarded, or saved in order to share with the state agency for review. By signing this form, I attest to have read and understood the Senate District 9 guide provided to me with this form. Additionally, I understand completion of this form does not guarantee a favorable outcome.

Name: _____ DOB: _____ Gender: _____
Address: _____ City: _____ State: _____
Zip Code: _____ Phone: _____ Email: _____

Applicable Identifiable Information

(if available; not required)

Agency(s) Involved: _____
Veterans Claim Number: _____
License Plate Number: _____
Driver's License Number: _____
Military ID and Branch: _____
Case Number: _____
Claim Number: _____
Other: _____

Case Details

Briefly describe the nature of assistance you are requesting. Please keep information pertinent to the case.
