



**SARAH ECKHARDT**  
STATE SENATOR • DISTRICT 14

**Senate District 14 Casework Guide**

*If you need assistance with a **state agency**, we can help cut through the red-tape and bureaucracy, and advocate on your behalf!*

**How can Senator Eckhardt help?**

Serving the constituents of Senate District 14 is the top priority of our office. Our goal is to provide prompt and thorough assistance to residents of Senate District 14 (Counties of Travis, XXXXX) when they are experiencing an issue with state-related matters. Our office will initiate an inquiry with the relevant state agency and provide all supporting documentation provided to us by our constituent. Although our office cannot guarantee the outcome in any constituent matter, we will ensure a fair and timely review of the case.

Our office is available to assist our constituents with a range of state government matters, including but not limited to:

- Child and Adult Protective Services
- Child Support
- Children's Health Insurance Program (CHIP) Benefits
- Driver's License and Identification
- Food Stamps (SNAP)
- Medicaid
- Professional Licensing
- State Licensed Facilities
- Unemployment Insurance
- Vital Statistics



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**What information do you need to provide, and how?**

Before submitting a formal inquiry with a state agency on a constituent's behalf, our office would need to receive a signed **Constituent Information and Privacy Release Form** that allows us to inquire with the agency and request information about regarding a constituent matter. The form must be signed by the person directly affected, and it must contain all pertinent information, including:

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

As a matter of policy, if a Privacy Release Form and required documents are not completed and submitted to our office within 30 days, our office will close the constituent case in our internal constituent management system.

Should a constituent continue to require assistance with a state agency on the same or different matter they can contact our office to request assistance and open a new case.

**How long will it take to process your case? Can the Senator expedite your case?**

The nature of the case will dictate the time it takes to resolve the issues. Although our office cannot guarantee a time, our office will maintain regular communication with the constituent to ensure updates are shared in a timely manner.

**Can our office help with a federal or local issue?**

As a state office, we are able to assist in matters under the jurisdiction of state government. However, should your matter or inquiry not fall within the jurisdiction of the state our office can help connect you to whomever has the appropriate jurisdiction over your matter or inquiry.

**What if your case is currently in court or legal in nature?**

The ethics rules governing the Texas Senate prohibit Members of the Legislature from intervening in or influencing the outcome of any case under the jurisdiction of any legal dispute. In addition, we cannot offer legal advice or recommend an attorney. Included is a list of non-profit legal-aid organizations that may be able to assist you with a matter legal in nature. For legal assistance, you may refer to: Texas Lawyer Referral Service [www.txlrs.org](http://www.txlrs.org) (888)635-6050.