

Congresswoman Kim Schrier, M.D.
Washington's 8th Congressional District



CONSTITUENT SERVICE REPORT



Dear Friend,

The fundamental role of a Member of Congress is to solve the people's problems. Since I entered Congress in January 2019, I have done this in two main ways: through legislation and through casework. Legislation solves problems that affect whole groups of people, but casework is a one-by-one problem solving endeavor. I am pleased to report that from January 2019 to October 12, 2022, my office has resolved nearly 3,400 requests for assistance and returned \$22.6 million back to 8th district residents and businesses through our casework program.

Working closely with the IRS and the Taxpayer Advocate Service, my staff and I have tracked down missing Economic Impact Payments (EIP) and delayed tax refunds. We have assisted seniors experiencing difficulties with Medicare enrollment and billing, Social Security benefits, or federal employee retirement issues. We have helped those grieving the loss of a family member or life partner with tax questions and survivor's benefits. We have assisted with passports, visas, the U.S. Postal Service, veterans and military benefits, and we made sure you had the information and resources you needed when you contacted us about a state, local, or legal issue.

As you read this report and the stories your neighbors share about the difficult circumstances they found themselves in, I am certain you will understand why casework and dedication to constituent service has become a hallmark of my service to the 8th District.

Thank you for trusting me to solve the problems you face. And remember: my staff and I are available to listen to your concerns and help you navigate federal agencies to make sure you receive the federal benefits and services you are entitled to.

Sincerely,

Kim Schrier, M.D.
Member of Congress

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Introduction to Casework

Frequently Asked Questions

What is casework?

In a congressional office, the term casework refers to the service that Members of Congress provide to residents of their district who request assistance with federal agencies.

Each year, individuals and businesses reach out to congressional offices with a wide range of requests, from simple to complex. Typical casework requests might be:

- tracking a missing tax refund or stimulus payment;
- requesting a status update on a pending benefit application;
- applying for Social Security, veterans', education, and other federal benefits;
- explaining government activities or decisions;
- seeking relief from an agency decision; or
- assisting those immigrating to the United States or applying for U.S. citizenship.

Although my office cannot undo an agency decision or force an agency to make a favorable determination, we can:

- request information or a status report;
- urge prompt consideration;
- arrange for interviews or appointments; and
- explain administrative processes, including the right to appeal an unfavorable decision.

What is a federal agency?

A federal agency (or agency) is a government body responsible for implementing laws enacted by Congress. There are dozens of federal agencies, and you may already be familiar with some, including the U.S. Postal Service, the Social Security Administration, the IRS, Veteran's Affairs, or Centers for Medicare & Medicaid Services.

When should I contact your office to request assistance?

When to contact my office depends on the agency involved and the issue or the difficulty you are experiencing. If you are unsure whether my office can help, give my staff a call at 425-657-1001. My Issaquah office is open Monday through Friday 8 AM to 5 PM. You can always leave a voicemail or send an email to Schrier.Casework@mail.house.gov and my staff will follow up with you.

Introduction to Casework

Frequently Asked Questions

What is a Casework Authorization Form and why do I have to fill it out?

When you contact my office for assistance with a federal agency, my staff will walk you through the casework process, which begins with signing a Casework Authorization Form (CAF). This form is also called a Privacy Act Waiver (PAW) or Privacy Release Form (PRF).

By law, federal agencies are prohibited from disclosing information about you to third parties unless they have your permission. When you sign the Casework Authorization Form, you authorize the agency to communicate with my office on your behalf.

After you sign the Casework Authorization Form, your case will be assigned to one of my caseworkers who will contact the agency to request assistance on your behalf. The caseworker will touch base with you periodically and forward any updates they receive until the agency provides a final response.

How long will it take the agency to respond?

Because each case is unique, it is difficult to say how long it may take an agency to respond. Some cases may require an agency to conduct research or gather records. For other cases, an agency response may be delayed due to the high volume of similar inquiries the agency received from other congressional offices. The caseworker assigned to your case will be able to give you a general time frame so you know what to expect.

How to Request Assistance

There are three ways to request assistance from my office:

- Call my Issaquah District Office at 425-657-1001;
- Submit your request through my website at <https://schrier.house.gov>;
- Email my office at Schrier.Casework@mail.house.gov.

Casework in the 8th District

Since January 3, 2019



\$22,689,847 RETURNED



3390 CLOSED CASES

Small Business

- 93 small businesses assisted
- SBA funding (SVOG, EIDL, delayed grant payments): \$15,453,664
- IRS refunds and savings: \$758,583.88
- Common issues: IRS records updates and corrections, business filing issues, small business grants and loans processing issues, SAM.gov registration issues

Success Stories

“Kim's office assisted me with an IRS issue for my consulting business. The IRS was confusing a prior business with my current one, and I could not find anyone at the IRS who could help me sort things out. I contacted Kim's office, and they put me in touch with a Taxpayer Advocate who worked on my case from November 2021 until the end of April 2022. I doubt I could've obtained closure without their help. Small businesses have enough on their hands without trying to set the IRS' records straight, especially when the mistake is entirely on the side of the IRS. I am grateful for the assistance Kim's office provided!”

-Dennis, Renton

“I was having difficulty getting a new joint venture registered in the SAM.gov website, which is required to receive contract awards from federal government agencies. The Federal Service Desk that GSA operates was of no help. After almost four months of trying every avenue possible, we got our entity registered in the SAM.gov system. We were within days of losing out on \$6 million dollars' worth of contracts. I believe that the inquiry from your office to GSA and the help of our local Procurement Technical Assistance Center, were the reasons that we finally got resolution. Thank you!”

-Karen, Black Diamond

Casework in the 8th District

Since January 3, 2019

Active-Duty Military and Veterans

- 259 active-duty military and veterans assisted
- \$654,045 returned
- Common issues: Service records requests, billing questions, status updates on pending disability applications

Success Stories

“The predicament that led me to contact Congresswoman Schrier’s office was a security clearance delayed by years. The service from her office was incredible. It was prompt, understanding, and I felt better about my circumstances by knowing that someone was doing something.” -C.B. in Central Washington

“Many thanks for your help with my Department of Defense case! Your staff quickly reached out and kept me posted throughout the process. After almost a year of struggling to resolve the issues on my own, your support brought the appropriate visibility to my case, and it was resolved quickly! My family and I are deeply grateful for your support!” -Brett, Covington

“The VA would not release payment on a VRRAP program that I had applied to and had been awarded since September 2021. Just as I completed the training, they informed the VA representative at the school that I was not eligible to receive concurrent benefits. I enlisted the help of Congresswoman Schrier in resolving this issue because I knew what a bureaucratic nightmare I would face had I tried pursuing this myself. I got a reply within a week thanks to Congresswoman Schrier. I highly encourage you to contact your representative for help in navigating the nightmare which is our government. The representatives are an amazing asset.” -Juan, Peshastin

Casework in the 8th District

Since January 3, 2019

Tax refunds and stimulus payments

- 524 individuals, families, and businesses served
- \$2,796,658 in delayed refunds and stimulus payments returned
- Common issues: delayed tax return, identity verification, wage verification, help understanding how to respond to a letter from the IRS

Success stories

"I contacted Congresswoman Schrier's office to resolve issue with my stimulus payment. Her staff contacted the IRS and confirmed I was entitled to the funds. Without a doubt they kept me updated every week on the status of my complaint and resolved it within a very short time." -Cathie, Bonney Lake

"After my tax refund was delayed, I contacted Congresswoman Schrier's office for help. They contacted the IRS and a few weeks later I received my refund check. I appreciate their assistance with this matter." - Senior Widow, Enumclaw

"I contacted congresswoman Schrier's office when it was evident that the IRS had put our tax return on hold. We were told by the IRS that the hold was due to identity theft flags, and that we would need to provide additional verification of our identity. A letter was supposed to come from the IRS explaining the process, but no letter ever came. Dr. Schrier's office was able to contact the Taxpayer Advocate on our behalf and the tax return was quickly processed. Many thanks to Dr. Schrier." -Craig, Maple Valley

"I contacted the Congresswoman after waiting over a year for my tax return to be processed. I received a quick response from her team, after I reached out and miraculously, within a couple of weeks, I finally received my refund! I greatly appreciate Kim Schrier and her team for taking the time, advocating for me, and helping get my long overdue refund." -Sarah, Auburn

"After filing my 2021 Federal Income Tax Return on March 14,2022, I was unable to get any information on the status of my refund via on-line or through phone calls. I felt I had nowhere to turn until I learned that our Congresswoman Kim Schrier, MD provides her constituents with help dealing with Government Agencies such as the IRS to help solve problems such as mine. I am so very grateful to Dr. Schrier and her staff for enabling me to receive my 2021 Federal Tax Return Refund! Thanks to all involved." -Marlys, Maple Valley

Casework in the 8th District

Since January 3, 2019

Social Security, Medicare, and Federal Retirement Benefits

- 317 residents assisted
- \$1,117,759 returned
- Common issues: Medicare Part B enrollment, Social Security Disability Insurance (SSDI) claims processing, Medicare billing issues, federal employee retirement issues

Success stories

“The Federal Retirement Thrift Investment Board (FRTIB) messed up my online 401K account in June of 2021. I contacted them repeatedly to get it fixed. Each time I would be given a ticket number and told “will be fixed in 10 business days.” By February 2022 (8 months later) it was not fixed and it appeared they were making no effort. So I contacted Congresswoman Kim Schrier’s office in February 2022. Two weeks [after contacting her office for help] I received a call from FRTIB, where the representative was sheepishly apologizing and promising to keep me informed of all the attempts to update and fix. It was finally fixed by the end of March 2022.” -J.J., Wenatchee

“I’m writing to express my relief and gratitude for your office’s assistance in helping me finally get registered for Medicare through the Social Security Administration (SSA) office in Yakima. They got right on the case and all of a sudden what took me over four months to resolve was immediately taken care of. Thank you again!! I am so appreciative for your assistance in dealing with this matter. Your prompt, personal attention to my case is so refreshing, especially since we live in a world so automated. It is so pleasant to hear a real person’s voice on the other side of the telephone and not a recorded message. Please extend my gratitude to Congresswoman Kim Schrier and other members of your staff.” -Delia, Chelan

“Thank you so very much for intervening in my case with the Office of Personnel Management and Social Security Administration. My husband passed away from cancer at age 67. As his widow, I do feel that if Dr. Kim Schrier’s team/caseworker did not intervene, I would still be waiting on a paycheck. I appreciate you Representative Schrier and your amazing team! Thank you so very much!!” Sharon, Sammamish

“I turned to Congresswoman Kim Schrier’s office for help getting my Disability paperwork through. This was my first time reaching out to a representative for anything. I was blown away by the heart and determination of her and her staff. I will not hesitate to reach out again, if needed. I would encourage others to do the same.” -Katie, Wenatchee

Casework in the 8th District

Since January 3, 2019

Visas, Passports, and International Issues

- 574 residents assisted
- Common issues: passport processing delays, non-immigrant visa appointments, Afghanistan SIV processing delays, repatriation due to the COVID-19 pandemic, emergencies while traveling abroad

Success stories

"I cannot praise this office highly enough. I had a problem with getting my passport renewed in time for travel, and they moved a mountain to get me an appointment with the passport office. Within 24 hours, my problems were solved. I was treated respectfully and professionally with utmost competence. This a sterling example of government working for the people. Thank you!" -Debbie, Auburn

"We were trying to obtain passports for our foster daughters. I had tried multiple times through writing and phone calls to reach someone at the passport agency to help us with no response. When it was just two weeks from our trip Kim Schrier's office was able to get us the passports within a week and our foster daughters were able to join our family on our vacation." -Seana, Issaquah

"I am so grateful for Dr. Kim Schrier's office! Our journey to renew our passports was a nightmare and they came in in the clutch for us. It's so nice to have a congressional rep who really cares and takes care of their constituents. I know there is a lot going on right now, but I'm very grateful to have someone who had our back in this. We can now see my husband's 95 year old Safta for what may be our last time, and I'm just so thankful." -Lorette, Sammamish

"I would really like to thank you and your staff for assisting me, non-stop, until I received my passport. As a result of his utter tenacity, I am now able to go on my international Viking Ship Cruise down the Danube River. I have a brain tumor and probably don't have much time and this is the dream trip of my husband's life. Without your help, this trip would have never come into fruition. Again, a HUGE THANK YOU. Thank you for all the good things you do for our district/state!!" -Christy, Sammamish

Casework in the 8th District

Since January 3, 2019

Immigration

- 923 individuals assisted
- Common issues: processing delays, correcting administrative errors, requests to expedite

Success stories

“Thanks a lot to you and your office for help with my Immigration case with USCIS. I have been waiting for more than 10 years to get through my permanent residence case. My case was put on hold due to a processing error and your office stepped in and was able to unblock it. I am grateful for your help in getting through the challenge and being sympathetic to my cause.” -Anjani, Sammamish

“Thank you and your office for expediting my travel & work authorization with USCIS. USCIS spelled my name wrong after the initial expedite but Congresswoman Schrier’s caseworker was relentless in helping me correct it. He followed up multiple times and explained to me what the best course of action is. I was able to get my EAD card with your help.” -Biu, Issaquah

“The office of Congresswoman Kim Schrier was very diligent and kind with our case before the USCIS, since we had been waiting for TPS approval for more than a year, and they kept us up to date on the situation and informed us in record time, from when our case was approved. Thank you!” -Dennis, East Wenatchee

“I contacted Congresswoman Kim Schrier and her office to help me expedite an immigration process with USCIS so I can help relatives affected by war. They were swift in collecting information from me and passing it on to the federal agency. I just received a message about a positive outcome. I'm grateful to Congresswoman Kim and her team. Thanks for representing me and my district.” -Oleksandr, Snoqualmie

“The Office of Congresswoman Kim Schrier completely changed my perspective about a common citizen's ability to get needed help from representatives! Her caseworker took outmost care of my case and promptly reached out to USCIS to expedite my severely backlogged employment authorization. I would otherwise have lost my job. As a woman and mother, it's hard to get the job that work best with my schedule that allows me to balance work and family responsibilities, and you saved that job for me by your prompt actions!! Thanks so much Kim and staff!” -Gunjan, Sammamish