

MEMO: Monthly Report from Constituent Servies  
TO: John and Dennis ✓  
FROM: Theresa  
DATE: September 1, 1982

This report is for the months of July and August. I know a request was made for more specific counts, however, during the summer months I covered for the vacationing members of our section and after a 10 day attempt, I had to stop taking brief notes on a daily basis which is the only way to count. During those ten days much time spent on responding to inquiries from newsletter (mostly brochures), planning the Western swing, compiling and writing a letter to all old solar inquiries regarding solar bank status(124 letters), charted data on petroleum stocks for home heating oil, and in the first two days Effie was out I did 7 immigration cases! The next working day I quit the note taking - too hectic a pace with all the new & simple INS cases and monitoring the Suarez and Brutus inquiries. (Over 200 individual requests for brochures!)

Everyone on the C.S. staff was great about sharing days off. Anyone who was asked not to be out on a particular day or week changed plans (Kay and Mona were specifically asked and complied.)

I refer to the July 7 report which asked for a delineation of issue lines. Although this has not yet taken place, Mona and I have discussed her work load in this area. She has agreed to refer any health grant requests and other health issue related correspondence to Theda. Mona will continue to handle all constituent requests in this area. However, some of those cases may develop into major issues as happens in most C.S. work. Mona will continue to do grant requests in the areas of elderly, alcohol, and education unless otherwise notified. This change is effective immediately including two (2) requests in her back log. (These have been given to Theda with a note.)

C.S. staffers will have regular meetings Tuesdays at 9 am. Theda will be invited to give a briefing on issues of interest and need. Any other members of the staff may attend. Next meeting Tuesday, Sept. 7.

Energy case load continues to decrease since no money for grants and not much activity in fuel assistance. One exception is hard fought case for Longmeadow family who fell through the cracks. With continued pressure, EOCD finally found a way to make a payment. We received full cooperation from the utility, CAP agency, and the State. Continued involvement in energy education. Will be interviewing for a replacement to Marilyn Lund so that we can take an active role in NEED.

Western MA trip progressing. We will be in the Springfield, Chicopee, Holyoke, Northampton, Amherst area Sept. 20 and 21. We will be making stops in Winchendon, Orange, Greenfield, North Adams, and Pittsfield Sept. 29 and 30. A full schedule will be included in the Sept. report.

Much of August doing special project on lists filled all spare time. Could not do much special outreach.

*Wine  
Fall River  
New Bedford  
Brewster*