



The residents of the 52 communities I represent in Berkshire, Hampshire, Franklin and Hampden Counties are affected by the policies and proposals considered by the Massachusetts Senate each day. When you share your position on the issues that make up our legislative agenda, you help me make critical decisions and better represent the best interests of our region.

My offices, located in downtown Pittsfield and in the Massachusetts State House, are open daily to offer assistance to you as you interact with state government agencies. While navigating through state government bureaucracy can be challenging and confusing, I hope to be able to clarify the process for you and point you in the right direction. Please let me know how I can best help you.

Senator Ben Downing

If you require assistance with a state government program, agency or issue, or if you wish to share your position on an item before the Massachusetts Senate, please contact me at one of the addresses below.

My policy staff is located in the State House office; casework and scheduling is managed in the district office.

Boston Office:

State House, Room 413F

Boston, MA 02133

Telephone: (617) 722-1625

District Office:

7 North Street, Suite 307

Pittsfield, MA 01201

Telephone: (413) 442-4008

My virtual office is always open and updated frequently. Log on to follow hot issues on Beacon Hill, sign up for my E-newsletter and connect with my social media pages at:

www.SenatorDowning.com

You can also email me at:

Benjamin.Downing@masenate.gov

*Senator Ben
Downing's*

**Guide
to
Constituent
Services**

**Berkshire, Hampshire, Franklin
& Hampden Senate District**





BERKSHIRE, HAMPSHIRE, FRANKLIN & HAMPDEN

How Can I Help You?

As your state Senator, one of my top concerns is ensuring that the expertise, programming and services available through state government are accessible to every resident of my district. My office staff is trained to work with officials from state agencies, and often has access to information quicker than the general public. We will work to make certain that your needs are responded to in a timely fashion.

Health Care Reform

The implementation of the federal Affordable Care Act, in conjunction with Massachusetts' own health care reforms, will greatly expand both access to and quality of health care for individuals and families. However, finding out if you are eligible for benefits and how to obtain them can still be a frustrating process. My health care policy staff is available to help you navigate this process.

Housing and Social Services

My office can be helpful in linking you with various family friendly programs that offer access to a number of state services, such as affordable housing, quality childcare, food and nutritional programs, emergency assistance for families, and employment and training opportunities.



Frustrated with Red Tape?

Sometimes a 1-800 number isn't helpful enough, or the lines at the local agency branch are just too long. Contact my office if you need assistance negotiating complicated state bureaucracy.

Veterans & Elder Affairs

There are a wide range of issues important to Massachusetts' veterans and senior citizens and I always strive to be helpful. If you need guidance with accessing state programs or with a policy matter, do not hesitate to call.



Energy and Environmental Concerns

Rising energy costs are a collective concern during our long winters. I can provide you with information on energy efficiency and refer you to various fuel assistance programs. My office can also act as a liaison between constituents and utility companies on specific issues. If you have an environmental concern that affects your property or community, my office can help contact the appropriate state agencies to address the situation.



Referrals

My office can be a resource if you aren't sure where to turn for help. I often receive inquiries about federal or local matters which are outside of my jurisdiction as a state official. In these situations I will provide the correct contact information so you can get the help you are looking for as soon as possible.

Special Occasions

It is a pleasure to mark your special occasions by providing an Official Senate Citation to acknowledge significant achievements, birthdays or anniversaries, Eagle Scout and Girl Scout Gold Award Ceremonies and other special events and occasions. Contact my office to request a Citation.



Local Events

There is a lot of ground to cover throughout the 52 communities of my Senate District, but I try to attend as many local events as my schedule allows. Contact my Pittsfield office for all scheduling requests.



State House Visits

If you plan to visit the Massachusetts State House, please let me know! My office would be happy to arrange logistics for student field trips or special group tours of "The People's House." I am always happy welcome friends and neighbors from western Massachusetts to Boston. If I am unavailable my staff would be happy to provide a State House tour.