



The residents of the 48 communities I represent in Berkshire, Hampshire and Franklin 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 allowing me to serve 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. Finding your way 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.

**Benjamin B. Downing**

If you need help with a state issue or would like to register your thoughts on an item before the Massachusetts Senate contact me at the addresses below.

For assistance with policy, legislative and budget matters contact the State House office. For constituent services and scheduling requests, call the Pittsfield office.

#### **Pittsfield**

20 Bank Row, Suite 202  
Pittsfield, MA 01201  
Telephone: (413) 442-4008  
Fax: (413) 442-4077

#### **Boston**

State House, Room 413-F  
Boston, MA 02133  
Telephone: (617) 722-1625  
Fax: (617) 722-1523

#### **On The Web**

My virtual office is always open and updated frequently. Log on see what issues are Hot on Beacon Hill, sign up for weekly media alerts or link to my email by visiting me at

[www.bendowning.org](http://www.bendowning.org)

# *Senator Benjamin Downing's*

# Guide to Constituent Services

Berkshire, Hampshire & Franklin  
Senate District





**BERKSHIRE, HAMPSHIRE & FRANKLIN**

### 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 ensure that your needs are responded to in a timely fashion.

### Health Care Reform

Implementation of Massachusetts' historic Health Care Reform is underway. My office can provide you with guidance and contact information for the agencies that can assist you with obtaining affordable coverage, and inquire about coverage issues on your behalf.



### 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 through 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 Concerns

Rising energy costs are a collective concern during our long winters. I can provide you with information about being energy efficient and refer you to various fuel assistance programs.



### Referrals

Don't be afraid to call if you aren't sure where to go 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 Recognitions

It's a pleasure to mark your special occasions by providing Official Senate Citations to acknowledge significant achievements, birthdays or anniversaries, Eagle Scout and Girl Scout Gold Award Ceremonies and other special events and occasions.



### Local Events

There is a lot of ground to cover in the 48 communities that comprise my Senate District but I try to attend as many events as my schedule allows. Contact my Pittsfield office to schedule local events throughout Berkshire, Hampshire and Franklin Counties.



### State House Visits

If you are coming to the State House, 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 to host neighbors from western Massachusetts in Boston. If I am unavailable my staff would be happy to provide a State House tour.

