

Help With a Federal Agency

One of the lesser known parts of Mac Thornberry's job in Washington is to help people cut through red tape when problems related to a federal agency occur.

In addition to helping people with problems in areas such as Social Security and the IRS, he can also help people who have questions or concerns relating to immigration, veterans benefits, Medicare, and a host of other federal issues.

"I can't tell a federal department or agency how they should rule on a particular case or inquiry," Thornberry says, "but I can make sure that a person's problem or concern gets the attention it's due and the consideration it deserves -- which from Washington at least, is often half the battle."

If you live in the 13th Congressional District of Texas and have a federal-related question or concern with which you think you might need some assistance, please contact Mac Thornberry at one of his two district offices, or via the [World Wide Web](#) . Please be ready to provide any relevant information about your case, such as copies of tax forms and Medicare statements. Also have your Social Security number.

In most cases, a [privacy release form](#) will be required. The Federal Privacy Act requires this form in order for Mac to pursue a federal inquiry on a person's behalf.

Below is some information that might be of help for the most common questions we are asked.

Veterans -- Problems with veterans benefits, eligibility determinations, VA home loans, and replacements of medals earned.

Social Security -- Social Security benefits and eligibility or missing checks are things we help with often.

Immigration -- We help with naturalization applications, immigrant petitions for relatives and adjustment of status applications that are delayed or lost.

Housing -- Problems with housing vouchers, federal loan programs and HUD.

Passports -- Getting passports in an emergency, lost passports and overseas travel restrictions.

Other helpful links:

Rural Information Center -- Information provided by the U.S. Department of Agriculture on resources and funding sources for rural areas.