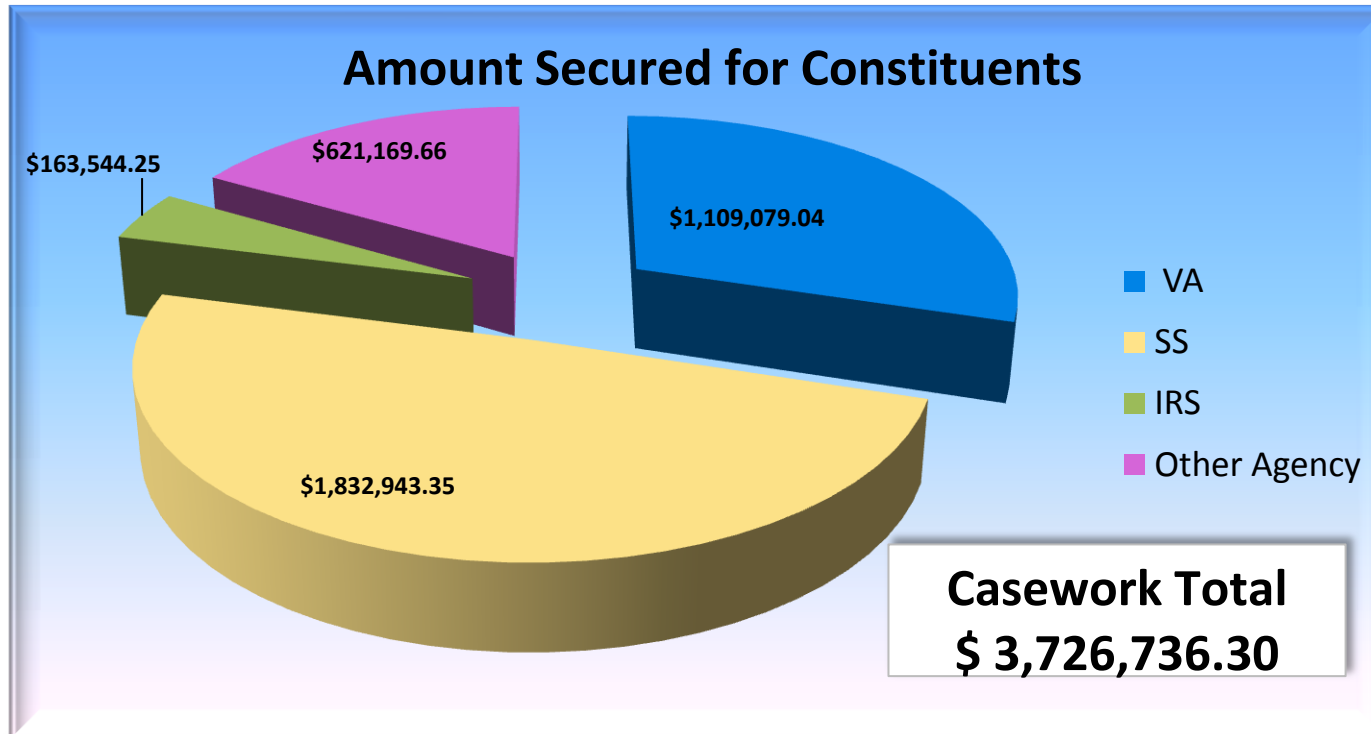


Harry Teague Working For His Constituents



Constituent Services Report for the 111th Congress, January 2009 - October 2010

Harry Teague's Constituent Services Impact on the District



- **6 District Offices**
- **28 Mobile Office Hour Locations**
- **112 Harry In Your Hometowns in 38 Communities**
- **2149 Constituent Cases Processed**
- **90,308 Constituent Letters Responded To**
- **\$3,726,736.30 secured or returned to constituents**

From day one, Harry Teague made staying in touch and being responsive to his constituents his top priority.

Since being sworn into Congress in January 2009, Harry has returned to New Mexico all but four weekends to host public forums, to meet one-on-one with constituents, and to visit with and listen to the concerns and needs of residents across southern New Mexico. From veteran and city halls, to coffee shops and restaurants, to libraries and local businesses, Harry has gone everywhere to help folks cut through the red tape at federal agencies.

Harry Teague believes that his office exists to help people and that is why he made it his mission to have his office deliver the highest level of constituent services for New Mexico's 2nd Congressional District. In addition to constantly traveling throughout the district, Teague has made it a point to stay connected to his constituents through six Congressional District Offices, the Harry in Your Hometown outreach program, the Staff Mobile Office Hours initiative, Telephone Town Halls, his job resources fairs and guidebook, small business workshops, the Harry Hotline – a weekly e-newsletter, and by responding to over 90,000 letters from constituents.

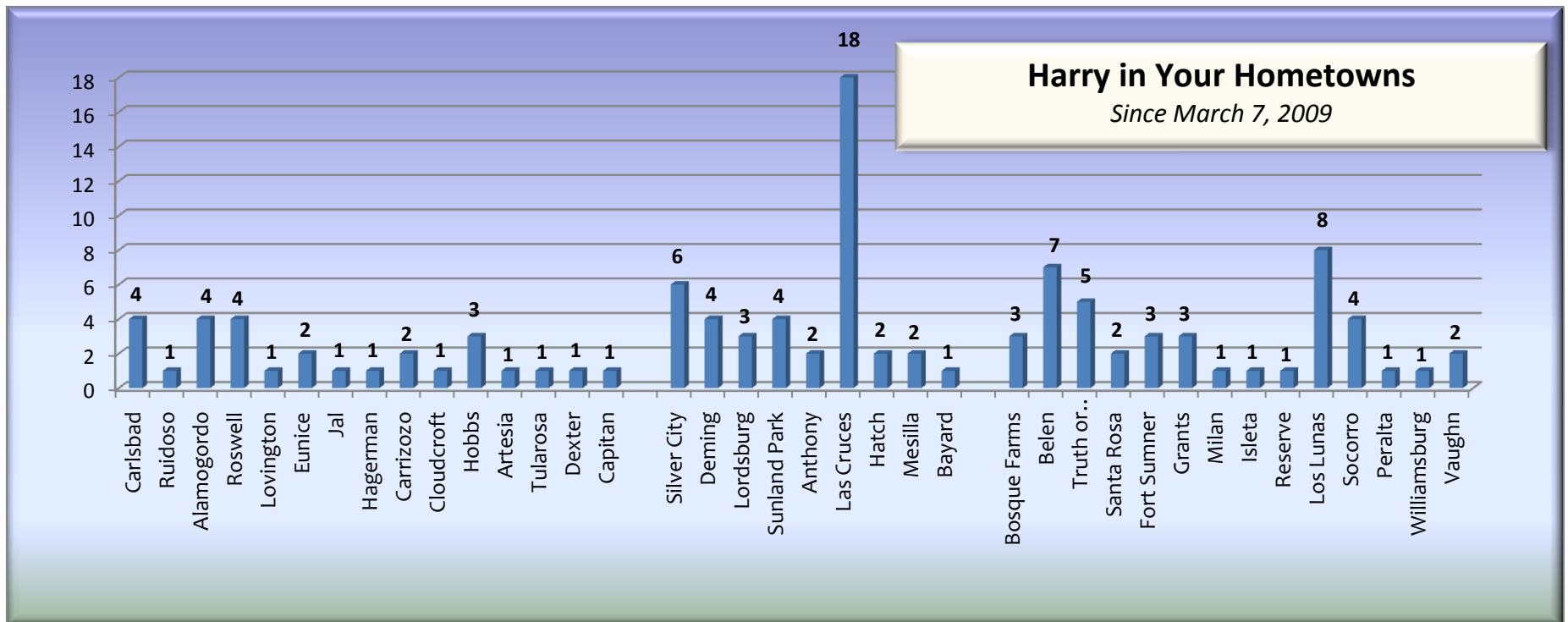
Whether it is securing veterans' benefits or overdue medals, tracking down military service records, helping with social security benefits, expediting passport requests, working to fix a mistake the IRS made in a family's tax return, nominating men and women to one of our Nation's Service Academies, helping a small business get information about critical loans or grants available to them, Harry Teague has worked to get constituents the help they need and to give them the representation they deserve.

In just 21 months, Harry Teague and his staff worked on over 2,100 individual constituent cases and secured or recovered over \$3.7 million owed to his constituents!

Harry in Your Hometown

Shortly after being elected, Harry Teague launched his “Harry in Your Hometown” constituent outreach program and has since hosted an unprecedented number of these public, constituent-focused events across southern New Mexico. The events are designed to encourage members of the public to meet with Harry Teague and share their thoughts and questions with him, as well as learn more about how his office can help them. Harry in Your Hometowns have been held all across the district at locations including veterans organizations, libraries, tribal elderly centers, city halls, and coffee shops. A full schedule of past Harry in Your Hometown’s is available on Harry’s congressional website -- www.teague.house.gov.

Since being sworn into office, Congressman Teague has hosted 112 Harry in Your Hometown events in 38 communities across the district!

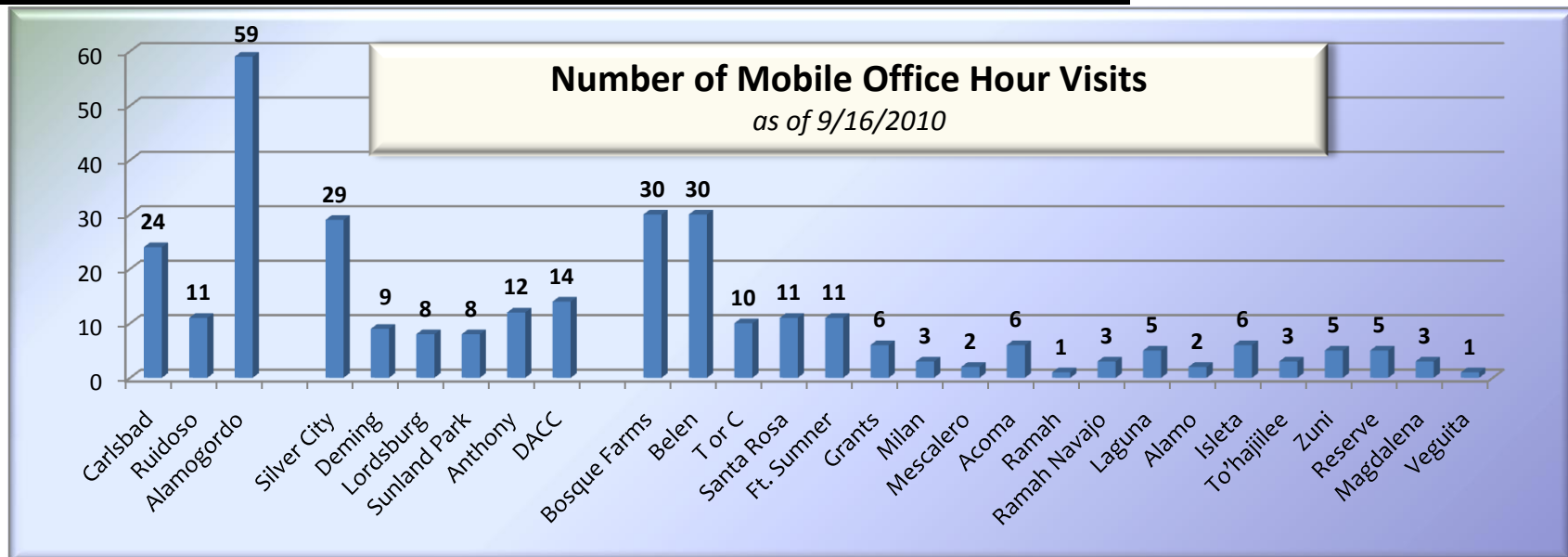


Mobile Office Hours

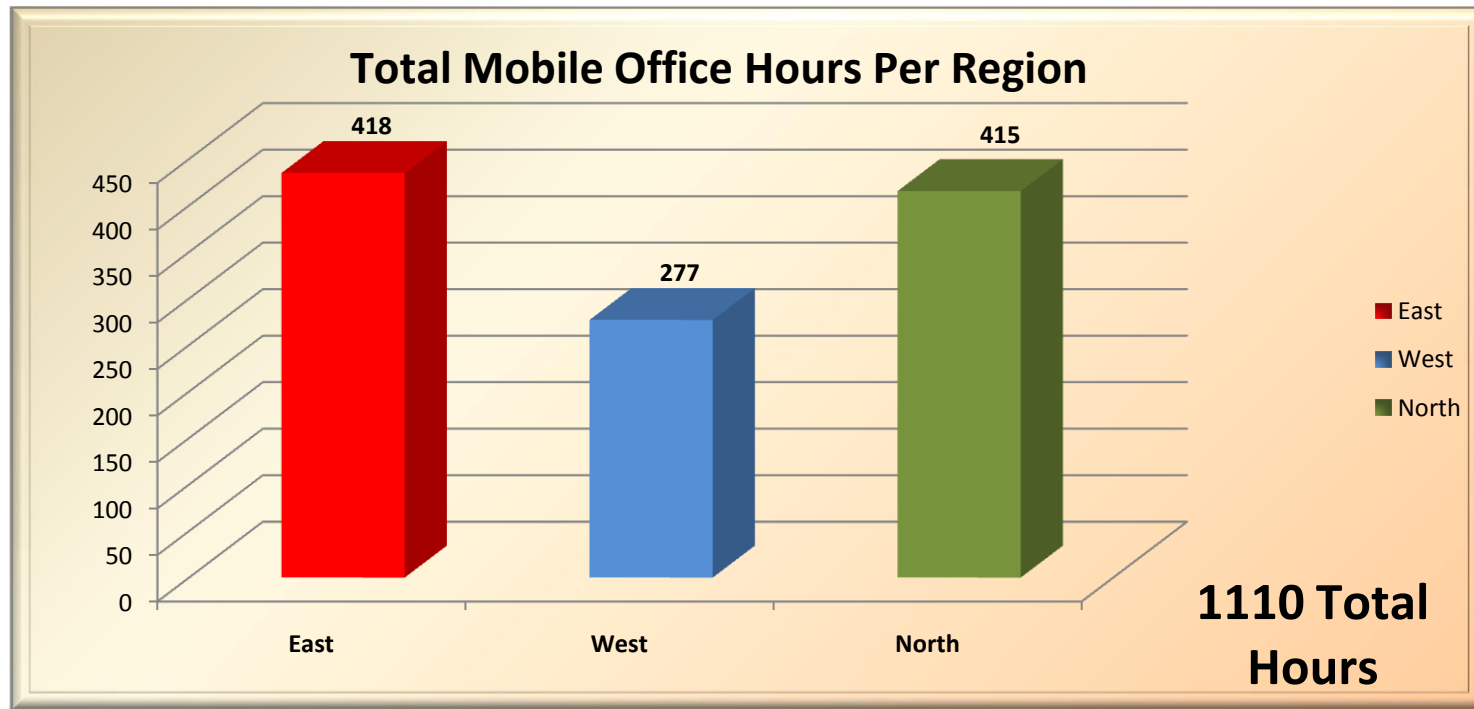
Since New Mexico's 2nd Congressional District is so vast (larger than the state of Pennsylvania!), Harry Teague opened an unprecedented six district offices across southern New Mexico to better serve his constituents. But even with these additional offices, many constituents would still have to travel long distances to get the assistance they needed. This was the driving force behind Harry Teague's Mobile Office Hours program, to reach people who need assistance but aren't able to make it to one his district offices due to long distances, lack of transportation, or busy schedules. These events allow staff members to travel to communities outside of his office locations to assist people who otherwise wouldn't be able to get help.

Currently, Teague's staff hosts regular Mobile Office Hours in Alamogordo, Anthony, Belen, Bosque Farms, Carlsbad, Fort Sumner, Las Cruces, Ruidoso, Santa Rosa, Silver City, Socorro County, Sunland Park and Truth or Consequences, in addition to specially scheduled events in additional communities. The full schedule is available on Harry Teague's website at www.teague.house.gov.

Over his first term, Harry's office has held 317 mobile office hour events in 28 communities across the district. In total, Harry's staff has been available to assist constituents outside of the office for more than 1,100 hours!



Mobile Office Hours



East Region Counties:

Lea, Eddy, Chaves, Otero, Lincoln

West Region Counties:

Dona Ana, Luna, Grant, Hidalgo

North Region Counties:

Sierra, Catron, Socorro, Cibola, McKinley, Valencia, Bernalillo, DeBaca, Guadalupe

Casework Success Stories

The McCloskey's were wrongly accused by the IRS of not filing their taxes for several years and the IRS put a levy on Michael's paycheck to recover the debt. Harry and his office worked with the IRS to correct the mistake, and the McCloskey's were refunded the money owed to them. --Michael and Annette McCloskey, Chaparral

An accounting error resulted in the Social Security Administration mistakenly taking thousands of dollars from the Bauernfeind family's bank account. For over 10 months, Mr. Lonnie Bauernfeind went through the normal Social Security appeals procedures, but was unsuccessful. Harry's office got involved and Mr. Bauernfeind was refunded the money that the SSA had incorrectly taken from him. --Lonnie Bauernfeind, Hanover

Thomas Eiden is a Vietnam Veteran from Silver City, who for years had suffered from PTSD and hairline fractures in his teeth caused by helicopter landings from his service in Vietnam. After struggling for years to get assistance from the VA, he went to Harry for help. Harry's office got involved and was able to expedite the process and Mr. Eiden was awarded an increase in service connected disability benefits and was finally able to obtain dental coverage. --Thomas Eiden, Silver City

Mr. Jess Bethany struggled to get his Social Security benefits unsuccessfully for several years. Despite having all of the medical documents necessary to prove his eligibility, Mr. Bethany was unable to get through the bureaucratic mess. After contacting Congressman Teague's office, he was able to cut through the red tape and eventually was awarded the benefits he deserved. --Jess Bethany, Las Cruces

Aaron Easley was planning to take a trip out of the country and applied for a passport several months before the departure date. However as the departure date neared, the passport agency still had not processed the application. Aaron came to Congressman Teague's office and after working with a staff member was able to have the passport application expedited and mailed to him in time for his vacation. --Aaron Easley, Carlsbad

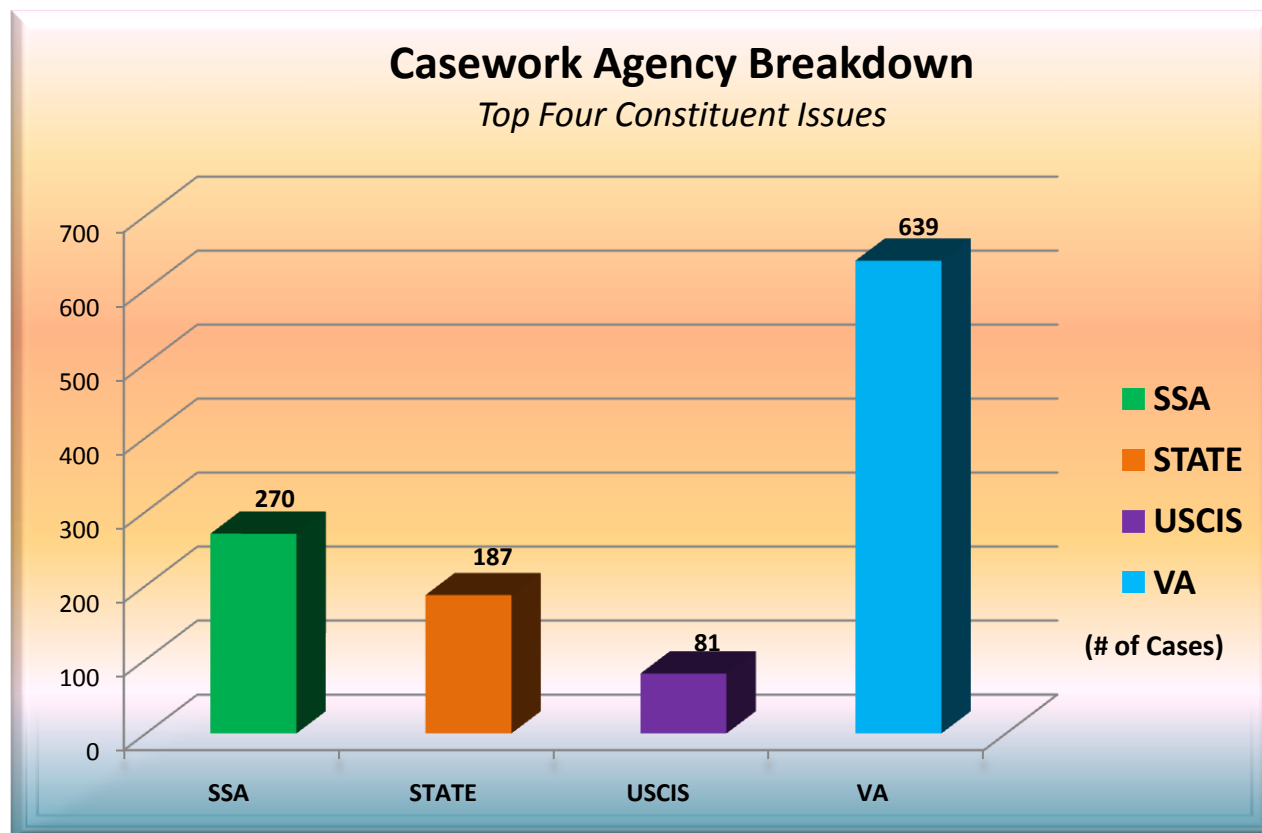
For over 6 months, Dr. Joe Alexander fought with Medicare over an unpaid reimbursement. During those months, the time he spent dealing with the Medicare bureaucracy took time away from caring for patients. Frustrated, Dr. Alexander came to Congressman Teague's office. After a few days, the issue was completely resolved, and Dr. Alexander was properly reimbursed for the patients he had cared for. --Dr. Joe Alexander, Mesilla

Sgt. Willie Estrada was awarded the Distinguished Service Cross for courage and heroism displayed during a battle in the Korean War in which he was Killed in Action. The Distinguished Service Cross was awarded posthumously by President Truman. However, when Sgt. Estrada was laid to rest, the VA failed to acknowledge his award on his headstone. The family of Sgt. Estrada had been trying for 60 years to have the headstone replaced to acknowledge that he had received the Distinguished Service Cross. The family worked through several Congressional and Senate offices to try to get the headstone replaced, but no one was able to help them. Congressman Teague worked with the VA through his own testimony, that of the family, and photographs taken of the incorrect headstone. By doing so, Congressman Teague was able to get the VA to replace the headstone with one that recognizes that Sgt. Estrada was awarded the Distinguished Service Cross. Harry joined the family for the headstone's public unveiling ceremony on Memorial Day 2010. --Estrada Family, Alamogordo

Donald Scheuerman suffered a heart attack and was airlifted to the Albuquerque VA Hospital. After recovering, Donald received a bill from the VA for over \$12,000 to cover the expenses of the helicopter ride because the VA claimed that he should have scheduled an appointment first. Donald was unable to work through the normal VA channels to have the obvious mistake corrected, and since 2001 he had been forced to make a monthly payment on this debt. Harry met Donald at a veterans' roundtable and after hearing his story got to work to fix the problem. As a result, the VA settled the debt with air medical transport company and refunded Donald his money. --Donald Scheuerman, Carlsbad

Karen Willis was awarded Social Security benefits in September of 2009, but had been unable to get Social Security to pay her the back pay she was owed for over 5 months. Mrs. Willis contacted Harry's office and they worked with Social Security to highlight their obvious mistake and the back pay was soon refunded to Mrs. Willis. --Karen Willis, Capitan

Larry Burt served in Vietnam earning two purple hearts. Upon discharge from the Army, he qualified for disability and eventually was determined to be 100% disabled. His disability payments were he and his wife's primary source of income, but in 2009, the VA began withholding his veterans' benefits. The Burt's lived in an extremely remote and rural part of the state. After having their income cut off, the couple drove 150 miles to one of Congressman Teague's district offices. Harry's office was able to work with the VA, cut through red tape, and have the payments restarted. --Larry Burt, Buckhorn





Harry Teague presented Korean War Veteran J. Malcolm Yox, of Alamogordo, with medals he never received for his courageous service. Mr. Yox received the Navy Good Conduct Medal, Navy Occupation Service Medal, Korean Service Medal (with 3 Bronze Stars), United Nations Service Medal, Republic of Korea War Service Medal and Discharge Button. Enlisting in service to his country at 17 years of age, Mr. Yox served four years in the Navy during the Korean War aboard the U.S.S. Missouri, then the Capital Ship in the U.S. Fleet, and assisted the Marines at the Battle of Inchon. Mel Yox, Alamogordo