


What is Casework?

One of my most important duties as your representative in Congress is to assist you when dealing with federal agencies – this assistance is referred to as "casework." My casework staff and I are ready to help you cut through "red tape" and secure the services and benefits paid for by our tax dollars.

Constituents most commonly approach my staff for casework when they do not receive a timely response from a federal agency, when they wish to appeal a decision, or if they have lost important documents.

Examples of federal agencies that we work with include the Citizenship and Immigration Service (USCIS), the Social Security Administration (SSA), and the Department of Veterans Affairs (VA), among others.

How to Open a Case

1. [Determine](#) that your question or problem is something my office can assist you with.
2. [Check this quick list of frequently asked questions](#) to determine if an answer to your question is there.
3. [Prepare](#) to open a case with my office and complete the  [Casework Authorization Form](#)
4. Mail, fax or drop off all of your documentation to:

Office of Rep. Xavier Becerra
Attn: Caseworker
1910 Sunset Boulevard
Suite 810
Los Angeles, CA 90026
Fax: 213-483-1429

Once my office receives your casework request and documentation, please allow 3 business days for a member of my casework team to contact you regarding your concern. If you have any

questions please do not hesitate to call my office at 213-483-1425.