

OpenAI

Leveraging ChatGPT for Constituent Services Directors

ChatGPT Enterprise

Introduction

Use ChatGPT Enterprise to turn supplied information into useful first drafts. These 30 chat prompts support official congressional office work. Replace bracketed placeholders and paste the relevant source text before you begin.

For Constituent Services Director: focus on casework processes, team guidance, agency coordination, and service quality. Adapt assignments to your office; House and Senate titles and responsibilities vary.

Goals

This guide is meant to help:

- Create practical drafts for your daily work.
- Make handoffs and review requirements clear.
- Keep claims traceable to supplied sources.

Guidelines & guardrails

Use ChatGPT in the ChatGPT Enterprise environment responsibly within your organization's approved guidelines. Before using it for work, keep in mind:

- Use only information permitted in your approved workspace; use fictional or de-identified examples for practice.
- Verify facts, dates, citations, and chamber-specific procedures with current sources.
- Keep official work separate from campaign activity. Staff review all outputs before use or release.

Effective prompting

You can use simple English language instructions (or “prompts” & “queries”) in ChatGPT, and the model responds based on those prompts. Better prompts - that are more thoughtful, clear, and articulate - will yield more useful responses. Keep in mind that every good prompt has:

- **Task** - What are you asking ChatGPT to do?
- **Context** - What additional information or documents should it be aware of?
- **Expectations** - How do you expect the final output to be formatted?

Take a simple example:

- Original prompt: "Help me prepare for work."
- Add in task: "Draft a casework operations brief."
- Add in context: "Draft a casework operations brief. For our [House/Senate] office, use [Approved notes] for [Audience]."
- Add in expectation: "Draft a casework operations brief. For our [House/Senate] office, use [Approved notes] for [Audience]. Keep it to one page, with next steps and facts to verify."

Sample prompts

Choose a prompt, replace its brackets, and paste the named notes or source excerpts. State the chamber, audience, deadline, and desired format. Review the draft, then ask for a focused revision. Prompts do not retrieve live information or take external actions.

Role grounding, reviewed September 21, 2026.
Original workflow prompts; office procedures govern actual work.

Senate position descriptions: role responsibilities
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CRS staff guide (2012): role and title background.

House Resume Bank: House role names.

House Green & Gold: casework and field duties.

OpenAI: using ChatGPT and reviewing results.

Casework Operations

Weekly service brief

Best used with: Chat.

Draft a one-page service-team brief from [Aggregate workload notes] and [Agency updates]. Cover process delays, upcoming deadlines, and questions needing leadership direction. Use no identifiable case records and do not decide case outcomes. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Intake workflow map

Best used with: Chat.

Map [Current casework intake process] into steps, responsible roles, required information, and handoffs. Flag unclear steps and duplicate requests. Preserve supplied procedures rather than inventing requirements. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Queue review structure

Best used with: Chat.

Design a staff-led queue review using [Office review criteria]. Include status, last action, next follow-up, and missing information. Do not autonomously rank people or determine who receives service. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Casework Operations

Coverage handoff standard

Best used with: Chat.

Draft a handoff standard for caseworkers using [Office practices]. Specify de-identified case summary, source record, next action, and supervisor questions. Include a check that unresolved issues remain visible. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Process exception review

Best used with: Chat.

Turn [De-identified exception notes] into a supervisory review table. State the issue, relevant supplied procedure, gap, and question for the director. Do not decide the constituent's substantive outcome. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Team Guidance

Case-note style guide

Best used with: Chat.

Build a concise writing guide from [Approved case-note examples]. Encourage factual chronology, attribution, and clear next actions. Flag speculative language and unnecessary personal detail without changing recorded facts. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Intake training exercise

Best used with: Chat.

Create a fictional casework-intake exercise using [Office procedure]. Include a short request, missing information, and supervisor discussion questions. Keep the exercise administrative and leave substantive agency decisions outside its scope. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Response coaching

Best used with: Chat.

Review [De-identified draft caseworker reply] for clarity, empathy, unsupported promises, and next-step accuracy. Provide a revised draft and coaching notes grounded in [Approved communications standard]. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Team Guidance

Agency-contact desk guide

Best used with: Chat.

Turn [Verified liaison instructions] into a desk guide organized by agency and request type. Preserve contact roles and dates; flag stale or missing instructions. Do not invent email addresses or processing timelines. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

New-caseworker orientation

Best used with: Chat.

Draft a first-month orientation checklist using [Office training materials]. Cover systems instruction, source verification, note quality, supervisor review, and agency coordination. Do not include credentials or authorize access. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Agency Coordination

Liaison meeting agenda

Best used with: Chat.

Create a 30-minute agenda for [Agency liaison meeting] from [Documented process concerns]. Include unresolved factual questions and de-identified examples. Avoid claims about agency motives or instructions to decide individual cases. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Response gap review

Best used with: Chat.

Compare [Agency response excerpts] with [Office's original administrative questions]. Identify answered and unanswered items and draft concise clarification questions. Do not infer a substantive determination from silence. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Agency update bulletin

Best used with: Chat.

Turn [Verified agency operating update] into a short internal bulletin. State what changed, effective date, affected office procedures, and unanswered questions. Preserve qualifications and cite the supplied passage. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Agency Coordination

Follow-up cadence guide

Best used with: Chat.

Draft a follow-up reference using [Agency-specific instructions] and [Office standards]. Distinguish required timing from internal preferences. Flag gaps for staff confirmation instead of creating deadlines. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Cross-agency handoff review

Best used with: Chat.

Map [De-identified case coordination notes] involving multiple agencies into roles, information requests, and unresolved handoffs. Do not decide jurisdiction from general knowledge or promise a resolution. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Service Quality

File-review checklist

Best used with: Chat.

Create an administrative case-file review checklist from [Office standards]. Cover consent-status documentation, chronology, source attribution, follow-up, and supervisory notes. Do not assess the merits of a constituent's request. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Communication quality audit

Best used with: Chat.

Review [De-identified service messages] for unclear instructions, contradictory dates, and unsupported assurances. Return examples by message ID and proposed corrections. Avoid judging individual staff performance. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Case chronology review

Best used with: Chat.

Examine [De-identified chronology] for missing dates, conflicting descriptions, and unsupported completion claims. Identify questions for the assigned caseworker. Do not alter original records or infer unrecorded contacts. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Service Quality

Handoff consistency check

Best used with: Chat.

Compare [Caseworker handoff] with [De-identified source notes]. Flag missing pending actions, inaccurate statuses, and ambiguous ownership. Preserve the source chronology and leave substantive decisions to staff. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Service feedback synthesis

Best used with: Chat.

Summarize [De-identified service feedback] into communication and process themes. Separate observations from proposed improvements and state sample limits. Do not infer protected characteristics or representative public opinion. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Leadership Reporting

Aggregate status narrative

Best used with: Chat.

Write a 300-word leadership narrative from [Staff-verified aggregate measures]. Explain workload changes and documented bottlenecks without generating new calculations. Distinguish cases closed administratively from problems resolved. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Resource discussion brief

Best used with: Chat.

Prepare a management discussion brief using [Aggregate workload observations] and [Known capacity constraints]. Describe task demands and process options. Do not evaluate employees or recommend personnel actions. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Recurring barrier memo

Best used with: Chat.

Summarize [De-identified examples of an administrative barrier] for the district/state director. Explain what is documented, what is uncertain, and questions for agency discussion. Avoid generalizing frequency beyond the evidence. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Leadership Reporting

Policy-team referral

Best used with: Chat.

Draft a memo for the legislative team about [Recurring service-process question]. Include de-identified examples and factual research questions. Keep individual case assistance separate from broader policy analysis. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Leadership escalation

Best used with: Chat.

Turn [Documented service-operation issue] into a concise escalation note. State facts, affected process, actions already taken, and direction needed. Do not infer urgency thresholds or make service-access decisions. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Process Improvement

Intake form review **Best used with:** Chat.

Review [Blank casework intake form] for confusing wording, duplicated fields, and unexplained requests. Suggest clearer text based on [Office requirements]. Do not remove required fields or add sensitive data collection. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

**Follow-up
template refresh** **Best used with:** Chat.

Revise [Approved status-update template] using [Current office guidance]. Preserve accurate expectations and include a clear contact step. Do not invent agency response dates or imply guaranteed resolution. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

**Service event
readiness** **Best used with:** Chat.

Build a casework-team readiness checklist for [Official service event]. Use [Approved plan] to cover private intake, materials, role coverage, and follow-up. Identify missing arrangements for human confirmation. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Process Improvement

Process pilot plan **Best used with:** Chat.

Design a small pilot to improve [Casework administrative handoff] using [Observed friction]. Specify steps, aggregate measures, and staff review points. Do not change service allocation or test on sensitive records without approval. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Quarterly lessons review **Best used with:** Chat.

Draft a quarterly team discussion guide from [De-identified process notes]. Cover what became clearer, where handoffs failed, and what instructions need updating. Keep the discussion focused on systems and documented experience. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.