

OpenAI

Leveraging ChatGPT for State Constituent Services Director

ChatGPT Enterprise

Introduction

Use ChatGPT Enterprise to turn supplied notes into practical first drafts. These 30 prompts support U.S. state government work. Replace bracketed placeholders and paste the named source excerpts before starting.

For the State Constituent Services Director: support agency referrals, statewide request coordination, and service-team support. Titles and responsibilities vary. Use your jurisdiction's current assignments and procedures.

Goals

This guide is meant to help:

- Prepare useful drafts for recurring work.
- Make open questions and handoffs visible.
- 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 ChatGPT Enterprise workspace. Remove personal details that are not needed for the task.
- Verify facts, dates, figures, and office procedures. These prompts use pasted context; they do not check live records.
- Staff review every output. Keep official work separate from campaign activity; retain human authority over decisions and public 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?

Before you begin

Name the task and intended audience.

Paste the relevant source material.

Specify the format, length, and deadline.

State what staff must verify before use.

Using this pack

Choose a workflow, replace the brackets, and paste short source excerpts. Name your jurisdiction, audience, and deadline. Review the draft against those sources, then request a focused revision. Follow your organization’s information-handling and records procedures.

Sources and scope

National role context and product guidance. Your current assignments and procedures govern actual work.

BLS — Top Executives

USAGov — State and local governments

OpenAI — Use ChatGPT

State request intake

Acknowledgment draft

Best used with: Chat.

Prepare a acknowledgment draft for the State Constituent Services Director in [Jurisdiction], focused on state request intake. Use the pasted [De-identified resident request summaries and approved office intake guide] and [Local office instructions]. Write a draft of no more than 200 words for [Audience]. Use the supplied tone and approved facts. Leave dates, contacts, and unconfirmed details as placeholders. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Intake question guide

Best used with: Chat.

Prepare a intake question guide for the State Constituent Services Director in [Jurisdiction], focused on state request intake. Use the pasted [De-identified resident request summaries and approved office intake guide] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Missing information request

Best used with: Chat.

Prepare a missing information request for the State Constituent Services Director in [Jurisdiction], focused on state request intake. Use the pasted [De-identified resident request summaries and approved office intake guide] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

State request intake

Contact summary template

Best used with: Chat.

Prepare a contact summary template for the State Constituent Services Director in [Jurisdiction], focused on state request intake. Use the pasted [De-identified resident request summaries and approved office intake guide] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Intake completeness checklist

Best used with: Chat.

Prepare a intake completeness checklist for the State Constituent Services Director in [Jurisdiction], focused on state request intake. Use the pasted [De-identified resident request summaries and approved office intake guide] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Agency referrals

Agency referral draft

Best used with: Chat.

Prepare a agency referral draft for the State Constituent Services Director in [Jurisdiction], focused on agency referrals. Use the pasted [Current state agency directory and approved referral procedures] and [Local office instructions]. Write a draft of no more than 200 words for [Audience]. Use the supplied tone and approved facts. Leave dates, contacts, and unconfirmed details as placeholders. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Jurisdiction clarification questions

Best used with: Chat.

Prepare a jurisdiction clarification questions for the State Constituent Services Director in [Jurisdiction], focused on agency referrals. Use the pasted [Current state agency directory and approved referral procedures] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Resident handoff explanation

Best used with: Chat.

Prepare a resident handoff explanation for the State Constituent Services Director in [Jurisdiction], focused on agency referrals. Use the pasted [Current state agency directory and approved referral procedures] and [Local office instructions]. Return a one-page working outline with purpose, ordered sections, preparation needed, and follow-up. Label suggested timing and assignments as proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Agency referrals

Agency contact verification

Best used with: Chat.

Prepare a agency contact verification for the State Constituent Services Director in [Jurisdiction], focused on agency referrals. Use the pasted [Current state agency directory and approved referral procedures] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Referral coordination memo

Best used with: Chat.

Prepare a referral coordination memo for the State Constituent Services Director in [Jurisdiction], focused on agency referrals. Use the pasted [Current state agency directory and approved referral procedures] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Request status communication

Resident status update

Best used with: Chat.

Prepare a resident status update for the State Constituent Services Director in [Jurisdiction], focused on request status communication. Use the pasted [De-identified agency status notes and office service standards] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Agency follow-up request

Best used with: Chat.

Prepare a agency follow-up request for the State Constituent Services Director in [Jurisdiction], focused on request status communication. Use the pasted [De-identified agency status notes and office service standards] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Pending request review

Best used with: Chat.

Prepare a pending request review for the State Constituent Services Director in [Jurisdiction], focused on request status communication. Use the pasted [De-identified agency status notes and office service standards] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Request status communication

Closure message draft

Best used with: Chat.

Prepare a closure message draft for the State Constituent Services Director in [Jurisdiction], focused on request status communication. Use the pasted [De-identified agency status notes and office service standards] and [Local office instructions]. Write a draft of no more than 200 words for [Audience]. Use the supplied tone and approved facts. Leave dates, contacts, and unconfirmed details as placeholders. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Missing status information log

Best used with: Chat.

Prepare a missing status information log for the State Constituent Services Director in [Jurisdiction], focused on request status communication. Use the pasted [De-identified agency status notes and office service standards] and [Local office instructions]. Return a concise table with item, source, documented status, owner if supplied, and next check. Keep proposed assignments separate from confirmed ones. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Regional coordination

Regional service brief

Best used with: Chat.

Prepare a regional service brief for the State Constituent Services Director in [Jurisdiction], focused on regional coordination. Use the pasted [Regional office notes and approved service descriptions] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Local office meeting agenda

Best used with: Chat.

Prepare a local office meeting agenda for the State Constituent Services Director in [Jurisdiction], focused on regional coordination. Use the pasted [Regional office notes and approved service descriptions] and [Local office instructions]. Return a one-page working outline with purpose, ordered sections, preparation needed, and follow-up. Label suggested timing and assignments as proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Regional issue themes

Best used with: Chat.

Prepare a regional issue themes for the State Constituent Services Director in [Jurisdiction], focused on regional coordination. Use the pasted [Regional office notes and approved service descriptions] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Regional coordination

Field-to-state handoff	Best used with: Chat. Prepare a field-to-state handoff for the State Constituent Services Director in [Jurisdiction], focused on regional coordination. Use the pasted [Regional office notes and approved service descriptions] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.
Regional follow-up tracker	Best used with: Chat. Prepare a regional follow-up tracker for the State Constituent Services Director in [Jurisdiction], focused on regional coordination. Use the pasted [Regional office notes and approved service descriptions] and [Local office instructions]. Return a concise table with item, source, documented status, owner if supplied, and next check. Keep proposed assignments separate from confirmed ones. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Team management

Daily service huddle

Best used with: Chat.

Prepare a daily service huddle for the State Constituent Services Director in [Jurisdiction], focused on team management. Use the pasted [Team procedures and aggregate service workload notes] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Coverage handoff

Best used with: Chat.

Prepare a coverage handoff for the State Constituent Services Director in [Jurisdiction], focused on team management. Use the pasted [Team procedures and aggregate service workload notes] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

New staff orientation

Best used with: Chat.

Prepare a new staff orientation for the State Constituent Services Director in [Jurisdiction], focused on team management. Use the pasted [Team procedures and aggregate service workload notes] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Team management

Response quality checklist

Best used with: Chat.

Prepare a response quality checklist for the State Constituent Services Director in [Jurisdiction], focused on team management. Use the pasted [Team procedures and aggregate service workload notes] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Weekly service narrative

Best used with: Chat.

Prepare a weekly service narrative for the State Constituent Services Director in [Jurisdiction], focused on team management. Use the pasted [Team procedures and aggregate service workload notes] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Service improvement

Recurring issue summary

Best used with: Chat.

Prepare a recurring issue summary for the State Constituent Services Director in [Jurisdiction], focused on service improvement. Use the pasted [De-identified feedback and verified aggregate referral measures] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Agency improvement questions

Best used with: Chat.

Prepare a agency improvement questions for the State Constituent Services Director in [Jurisdiction], focused on service improvement. Use the pasted [De-identified feedback and verified aggregate referral measures] and [Local office instructions]. Return up to eight specific review points, each tied to the supplied text and explaining what staff should confirm. Do not imply that a review point proves an error. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Process bottleneck memo

Best used with: Chat.

Prepare a process bottleneck memo for the State Constituent Services Director in [Jurisdiction], focused on service improvement. Use the pasted [De-identified feedback and verified aggregate referral measures] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Service improvement

Service FAQ update

Best used with: Chat.

Prepare a service faq update for the State Constituent Services Director in [Jurisdiction], focused on service improvement. Use the pasted [De-identified feedback and verified aggregate referral measures] and [Local office instructions]. Write up to six short entries in plain language for [Audience]. Preserve conditions and exceptions in the source; leave unanswered questions visible. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.

Quarterly service report

Best used with: Chat.

Prepare a quarterly service report for the State Constituent Services Director in [Jurisdiction], focused on service improvement. Use the pasted [De-identified feedback and verified aggregate referral measures] and [Local office instructions]. Return a one-page draft with key points, supporting source references, unresolved questions, and suggested follow-up. Distinguish documented facts from proposals. Use only supplied facts, flag missing information, and list what the responsible staff reviewer must verify before use.