

How communications changed during COVID-19 for Congress

Washington, D.C, Nov 20, 2020 ([IssueWire.com](https://www.issuewire.com)) - Much like others on the Hill, Covid-19 disrupted [Oklahoma Representative Frank Lucas'](#) office communications. The staff could no longer meet face to face with constituents or together to discuss issues. With teams working remotely, all communication, both internally and externally, was via phone, or email, or text. Collaboration was difficult, yet this new environment placed even higher demands on the office for increased speed of communication and transparency with constituents.

Operating during a global pandemic forced each office to face several unique challenges associated with working remotely and lacking traditional communication methods with their constituents. [iConstituent](#) has been delivering new, innovative software tools to help government offices overcome these challenges. As an example, Rep. Frank Lucas' office was able to improve teamwork and reduce constituent response time from 37 days down to 16 days.

iConstituent develops software to help elected officials and local governments communicate with their constituents. With the shift to digital communication, new methods to streamline interactions with constituents is critical. Organizations like iConstituent are working to bridge the digital gap.

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