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KATHY KOSSICK
Executive Director

925 Del Paso Blvd.
Sacramento, CA 95815

Main Office
(916) 263-3800

Head Start
(916) 263-3804

Website: <http://www.seta.net>

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**To: Program Managers, SETA-Funded WIA Service Providers
Site Supervisors, Sacramento Works Career Centers (SWCCs)**

From: Kathy Kossick, SETA Executive Director

**RE: Hurricane Katrina/Other Natural Disaster Evacuees
Customer Services Flow/Tracking/Right-to Work
Documentation**

WIA DIRECTIVE #05-03

THIS DIRECTIVE IS EFFECTIVE IMMEDIATELY

I. CORE SERVICES (UNIVERSAL ACCESS)

A. Customer Contact

The Sacramento Works Career Centers are the central intake locations for all Workforce Investment Act (WIA) funded Core, Intensive, and Training services. Customers in need of services due to the devastation caused by Hurricane Katrina can receive services through the SWCC system. All services provided must be tracked.

B. Reception

When a customer who is an evacuee of Hurricane Katrina or other natural disasters comes into the career center for services, the customer should be given a packet consisting of the Sacramento Works SMART Application, the WIA application and the Applicant Statement (For Evacuees of Hurricane Katrina/Other Natural Disasters).

SMART Application

In order to ensure that customers are provided with the most comprehensive services, completion of the entire Sacramento Works SMART Application (Exhibit A, pages 1, 2 & 3) is necessary. Individuals should be referred to a staff person who can assist them with this process in order to make certain that all information is complete and forms are signed. Staff should also assist customers with one-on-one core services and conduct an assessment of the customer's needs in order to provide the appropriate referrals or services.

“Preparing People for Success: in School, in Work, in Life”

WIA Application

Customers *only need to sign and date* this form. Information from the SMART Application will be used by staff to complete the other boxes.

Applicant Statement (Exhibit B)

All Hurricane Katrina-affected individuals must complete this form and staff should make sure that the form is signed and dated. The applicant statement will verify information for individuals who may lack identity and/or right-to-work documentation. This may also assist staff when conducting their initial needs assessment.

WIA Enrollment/Registration

Regardless of what additional assistance is provided, an initial Enrollment should be completed for the client. **The WIA Enrollment/Registration form has been revised to include an activity code for Hurricane Katrina. The Grant Code for all Hurricane Katrina evacuees should be 777 and initial entry on the revised form must be Activity Code 20.** Grant Code 777 is a participant only grant code with no funding attached. For this special customer group, California is requiring enrollment of all customers, regardless of level of service. **(refer to WIA directive # WIADO5-3 <http://www.edd.ca.gov/wiarep/wiad05-3.pdf>)**

Initial entry of the enrollment form must be completed by staff **at the same time as the initial application.**

Receipt of a SMART Card

All Core services are tracked by scanning SMARTware bar codes during customer visits. This group of customers should be bar coded with the **Hurricane Katrina** identifying bar code **one time only**. **This bar code is used for tracking purposes for the SWCC system and does not reflect any activities or services.**

When a customer comes into the Career Center for services and you are not sure if the customer has been bar coded with the Hurricane Katrina identifying bar code, you should ask the customer if he or she has previously received a SMARTware card. Staff can also check the customer's history by social security number or name to determine if they are already in the system.

If the customer is *already* in the system, then only scan the appropriate activity codes for the services they will be receiving during the visit. If the customer comes in again for services, you still only need to scan those activity codes appropriate to the services provided during the visit.

Customers should be encouraged to utilize Self-directed Core services.

1. Job Announcements/applications
2. Computers with résumé and vocational assessment software
3. Labor market information
4. Unemployment Insurance Claims filing information/Cal JOBS registration
5. Apprenticeship information
6. Telephones
7. Internet Access
8. Fax/Copy machine
9. Educational assistance funds application (i.e. Pell Grants)

Customers should also be encouraged to register with FEMA. The registration process may be completed on-line at <http://www.fema.gov/register.shtm> or by calling 1-800-621-3362 (or 1-800-462-7585-for the hearing impaired).

Customers should also be referred to apply for unemployment insurance. The following link will direct customers to the appropriate State Unemployment Insurance agency:

<http://workforcesecurity.doleta.gov/map.asp>

II. INTENSIVE SERVICES

If a customer is requesting employment services and is unable to obtain employment through core services, the customer can be referred to other non-WIA services/activities or to Intensive services.

Staff must conduct an in-depth assessment of the customer's needs and all assessment information must be thoroughly documented. After a customer is assessed and determined to be in need of intensive services, staff should forward the case to the Site Supervisor for review. The Site Supervisor should then forward the case information to the Regional Manager for further guidance.

III. TRAINING SERVICES

SETA has requested a waiver to the National Emergency Grant allowing survivors of Hurricane Katrina to utilize these funds for training services. Until the waiver is approved, Site Supervisors should forward a justification for training to the Regional Manager prior to enrolling a person in training. Note: Additional information and guidance will be shared as it becomes available.

IV. RIGHT-TO-WORK STATUS DOCUMENTATION

As a result of Hurricane Katrina, the workforce investment system is working with individuals who may not have the necessary identification documents that are presented to employers for completion of the DHS Form I-9. Employers and job seekers may not understand their options for getting new valid documents, as well as recent DHS guidance and flexibility.

Job Seekers:

Staff should make every effort to assist individuals in obtaining or replacing their identification documents. This may include obtaining copies of necessary documentation assistance with completing appropriate forms, or referring customers to key Web sites designed for applying for new or replacement documents. Attached to this directive is a list of Web sites containing contact information for Federal Identification replacement and listings of additional sites with disaster relief resources. Staff can refer job seekers and employers to these sites for further information. **(Exhibit C)**

Employers:

U.S. Employers are responsible for completing and retaining Employment Eligibility Verification (I-9) forms for individuals they hire. This form requires employers to verify employment eligibility and establish identity through original documentation presented by the potential employee. Hurricane Katrina impacted individuals may lack these documents due to loss or damage to personal items and records and ongoing displacement in shelters or temporary housing.

The Department of Homeland Security (DHS) will refrain from initiating employer sanctions for 45 days for civil violations. After 45 days, the federal agency will review the policy.

Employers still need to complete as much of the Employment and Eligibility Verification (I-9) form as possible, but should note that documentation normally required is not available due to events involving Hurricane Katrina.

For additional information regarding the Employment and Eligibility Verification (I-9) form, employers can visit the U.S. Department of Homeland Security Bureau of U.S. Citizenship and Immigration Services website at:

<http://uscis.gov/graphics/formsfee/forms/i-9.htm>

Exhibit C

The following is a list of Web sites with information regarding applying for new documentation:

Contact Information for Federal Identification Replacement (OMB Attachment B)

Federal Documents on I-94 List (Document number same as those on I-94, <i>List of Acceptable Documents</i>)	Replacement Information
A. 1. U.S. Passport (unexpired or expired)	http://travel.state.gov/passport/lost/us/us_848.html
2. Certificate of U.S. Citizenship (<i>Form N-560 or N-561</i>)	http://uscis.gov/graphics/howdoi/replace_cert.htm
3. Certificate of Naturalization (<i>Form N-550 or N-570</i>)	
4. I-551 stamp*; or 5. Form I-96* * To attach to an unexpired foreign passport	http://uscis.gov/graphics/howdoi/replace.htm ; or http://uscis.gov/graphics/formsfee/forms/e-i-90.htm
6. Permanent Resident Card (<i>Form I-151</i>); or Alien Registration Receipt Card with photograph (<i>Form I-551</i>)	
7. Temporary Resident Card (<i>Form I-688</i>)	http://uscis.gov/graphics/formsfee/forms/i-695.htm
8. Employment Authorization Card (<i>Form I-688A</i>)	
9. Reentry Permit (<i>Form I-327</i>)	http://uscis.gov/graphics/howdoi/replace.htm ; or http://uscis.gov/graphics/formsfee/forms/e-i-90.htm
10. Refugee Travel Document (<i>Form I-571</i>)	http://uscis.gov/graphics/howdoi/travdoc.htm - faq
11. Employment Authorization Card issued by DHS that contains a photograph (<i>Form I-688B</i>)	http://uscis.gov/graphics/howdoi/ead.htm

B.	<ol style="list-style-type: none"> 1. U.S. Military Card; or Draft Record 2. Military dependents ID card 3. U.S. Coast Guard Merchant Mariner Card 	<p>More specific information on available resources from the military services can be obtained from local military base officials. Relief information is also available for military members and their families via telephone. The following toll-free hotlines are available:</p> <ul style="list-style-type: none"> • Military One Support Number (All services): 1-800-342-9647 • U.S. Marines: 1-800-847-1597 • U.S. Army: 1-800-626-3317 • National Guard: 1-888-777-7731 • U.S. Air Force/Keesler Air Force Base: 1-800-435-9941 • U.S. Navy: 1-877-414-5358 • DFAS Customer Contact Center: 1-888-DFAS411 (332-7411) • Red Cross Armed Forces Emergency Service Center: 1-877-272-7337 <p>Discharged or Diseased Veterans: http://www.archives.gov/st-louis/military-personnel/</p>
C.	<ol style="list-style-type: none"> 1. U.S. Social Security Card issued by the Social Security Administration (other than a card stating it is not valid for employment) 2. Certificate of Birth Abroad (Form issued by the Department of State (<i>Form FS-545 or Form DS-1350</i>)) 3. U.S. Citizen ID Card (<i>Form I-197</i>) 4. ID Card for use of Resident Citizen in the United States (<i>Form I-179</i>) 5. Unexpired employment authorization document issued by DHS (other than those listed under List A) 	<p>http://www.ssa.gov/replace_sscard.html</p> <p>http://travel.state.gov/passport/get/first/first_825.html</p> <p>This card is not longer issued. Please call the toll-free Employer Business Investor and School Services Hotline (EBISS) at 1-800-357-2099 (TDD: (800) 767-1833), or fax them at (202) 272-1865 for information.</p> <p>http://uscis.gov/graphics/index.htm</p> <p>http://www.dhs.gov/dhspublic/index.jsp</p>

Additional Resources:

Katrina Recovery Resources

<http://www.katrinarecovery.disasterhelp.gov/index.shtm>

Firstgov.Gov Links to Relevant Hotlines

http://www.firstgov.gov/Citizen/Topics/PublicSafety/Hurricane_Katrina_Recovery/Telephone_Hotlines.shtml

GovBenefits Shares Benefits Available for All U.S.Citizens

<http://www.govbenefits.gov/govbenefits/index.jhtml>

Katrina Jobs.org

http://www.tia.org/express/job_intro.html

Job Corps (Katrina evacuees)

<http://jobcorps.doleta.gov/>

HUD has established a single toll-free housing hotline, 1-888-297-8685, to assist the victims of Hurricane Katrina. This nationwide telephone number will provide callers expanded services and hours and the opportunity to speak to someone for assistance.