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Director's Message

Since the founding of RefugeeWorks in October 1997, we have grappled with the increasingly critical—in fact, pivotal—role that transportation plays in refugee employment. In many parts of the country transportation, not English proficiency, has become the refugee's biggest barrier to self-sufficiency. More and more jobs are located in the suburbs, yet most newly arrived refugees live inside city limits. Public transportation systems were not designed for reverse commutes. Many refugees work second or third shifts, off-hours with no schedules in operation. Car pools can be unreliable—when the driver gets sick, all the passengers are stranded. The need for refugees to access child care facilities before and after work adds further complexity. And private car ownership brings its own set of issues—driving lessons, insurance, financing, licensing and ongoing maintenance.

Thus we have dedicated this third edition of our RefugeeWorks newsletter to **Employment Transportation**. Representatives from every sector of our network—state coordinator offices, voluntary agencies, mutual aid associations, service providers and employers—have generously shared their exciting ideas, strategies, and solutions in the preparation of this transportation issue. Other information contained herein was gathered at the recent Community Transportation Association of America's (CTAA) "People, Jobs, and Transportation" conference. As a member of CTAA's National Leadership Council I have had the privilege of becoming part of their enthusiastic, responsive network. They have been an endless source of support, peer experts and leads on best practices. Their toll-free hotline, 800/527-8279, is a terrific resource for answers to transit questions, referrals to experts, and materials such as their publication "Access to Jobs: Innovative Practices in Welfare-to-Work Transportation." I hope this issue will mark the start of a concerted and long-overdue effort to work on the transportation roadblocks faced by so many refugees.

From the Field

A TRANSIT MATCH MADE IN TAMPA BAY

The World Relief affiliate in Tampa Bay, Fla., has created a remarkable program that enables refugees to purchase their first cars, helps other refugees get to work and encourages more than one family member to get a driver's license. In the process it also builds community, encourages refugees to provide services to each other and allows refugees to own a car debt-free.

Here's how it works:

- A refugee who is part of the Matching Grant program can borrow \$1,200 to \$1,500 to buy a used car. The money to fund the loans comes out of the Match Grant program.
- The refugee pays back the loan by providing services to other refugees. Borrowers are credited with \$10 an hour and 31 cents a mile for services provided to other refugees. Many choose to provide transportation to other refugees who don't have cars.
- To encourage several people in the family to get drivers' licenses, World Relief credits \$100 toward the loan when the spouse of a primary wage earner receives a driver's license. This greatly facilitates working different shifts, coordinating childcare or providing transportation to other refugees.

- Within a very short time, the refugee owns a car free and clear.

The agency files a lien on the title to secure the loan. It has been working with car dealerships to encourage them to make additional concessions to refugee buyers. One dealer now has created a revolving loan guarantee fund for refugees by crediting \$100 as a "finder's fee" for every used car purchased by refugees. That pool has been used to provide loans to non-matching grant clients.

According to the affiliate's director, David Gray, "the most exciting aspect of this program is that it is building community among refugees at a pace I haven't witnessed in over twenty years of refugee involvement. We have Bosnians taking Sudanese to work and to the store, Orthodox driving Muslims and vice-versa." Over 50 cars have been purchased by refugees under the program in the last year. David also notes that rather than hiring a van driver or additional staff members to solve transportation problems, the program allows refugees to provide services to others thereby building their self-confidence. For more information, contact David Gray at 727/849-7900 or davgray7@aol.com.

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From the Field, continued

United Way's Job Express Tailors Transit Services

In response to the many and varied challenges to self-sufficiency faced by welfare-to-work clients spread across an area nearly the size of Maine, the United Way of Tucson and Southern Arizona in 1997 developed an initiative known as Job Express.

This nonprofit program offers a variety of transportation supports, such as automobile expense subsidies, gas vouchers, bus passes, and cab or van rides. Funded by a grant from Arizona's Department of Economic Security (DES), Job Express helps more than 1,000 customers per year obtain transportation to and from pre-employment activities, work locations, child care centers and schools.

"Much of the area we serve is very rural. In the desert heat, buses are not always an option," says Wendy Coulter, an information specialist for United Way. Furthermore, large parts of the area served by Job Express have no or extremely limited public transportation. Additional options had to be considered to make the program viable, and the multifaceted approach that resulted helped to make the program a success.

Although originally contracted to work solely in Pima County, Job Express has now expanded into three additional counties. The program has also added a new component—training

workshops held in English and Spanish on how to access Job Express services, purchase a used car, maintain one's own vehicle and deal with mechanics.



"Job Express paid for insurance, repairs, registration. That was what I needed. My child care was taken care of, and I have lots of work experience and knowledge in computers. When I feel as if I'm not completely alone, it's a big help," says Catherine Cortez, a Job Express client (pictured above, with her car). **"Do you know how different it is to be able to say, 'I'm going to work'? It's like, 'Oooh, I'm going to work; I'm part of society now.'"**

Vermont Project Casts Wide Transportation Net

Vermont Project PROGRESS, a self-sufficiency initiative of the Immigration and Refugee Services of America (IRSA) and an Office of Refugee Resettlement (ORR) Alternative Project, focuses largely on transportation as an important component of employment promotion. To address the many transportation challenges encountered across the state of Vermont, IRSA has developed a multifaceted approach. Its transportation offerings run the gamut from getting a driver's license to owning a car to partnering with transportation providers.

IRSA responds to the immediate needs of its clients by providing a one-time payment for transportation expenses prior to their first paycheck. In order to help their clients obtain licenses, case managers distribute translated copies of the Vermont Driver's Manual and offer clients up to eighteen hours of driving lessons including six mandatory hours in class with an interpreter. Clients also may be reimbursed for the expense of obtaining their driver's license.

Funds are available to employed clients for the purchase or repair of a car. For clients in Vermont's Chittenden County, IRSA's collaboration with the Good News Garage assists in making vehicle ownership even more available to its employed clients. The Good News Garage, a nonprofit organization

affiliated with Lutheran Social Services of New England, repairs donated vehicles and gives them to needy, employed individuals. Funding from a Federal Transportation Administration Job Access grant has allowed Good News Garage to provide vehicles, owned and maintained by the garage, for carpools at little cost to the carpool participants.

In areas with little or no public transportation, IRSA has worked out a system by which refugees volunteer to drive those without cars. Additionally, the agency has partnered with Wheels Transportation, a nonprofit community transportation brokerage, to receive bus and van passes for transport to first- and second-shift jobs. The state's Social Services Transportation Agency provides IRSA clients with transportation to child care facilities.

IRSA's Vermont transportation initiative has allowed its clients to achieve a 95 percent work placement rate. According to Khady Ndao-Brumblay, support services coordinator at IRSA, transportation assistance affects more than just employment status. "Our efforts are proving to be effective in helping our clients to attain social self-sufficiency as well," Ndao-Brumblay notes, as clients gain access to the community at large.

Employers Take Transit Lead

Some employers are finding their own solutions when it comes to meeting employee transportation needs, with excellent results for refugee workers as reported by three local voluntary agency affiliates.

Philadelphia's United Parcel Service (UPS)

In 1996 United Parcel Service (UPS) recruited low income workers from the Camden, New Jersey area; however, there was no public transportation between the company's Philadelphia air hub and the Camden area. After unsuccessful attempts to get the public transit authorities to expand service to the area, UPS chartered its own buses. Once New Jersey Transit saw that ridership on the UPS chartered buses was high it agreed to the expanded service.

UPS was also the moving force behind expansion of service to the Philadelphia air hub by the Southeastern Pennsylvania Transit Authority (SEPTA). SEPTA now serves the UPS facility 24 hours a day, enabling the shipping company to hire transit-dependent workers from the Philadelphia metro area, including refugee clients of Lutheran Children and Family Service of Eastern Pennsylvania (LCFS/EPA).

"We might not have had any clients [at UPS] if there had not been this bus service. A lot of our clients do not have cars," says Yvonne Togdah, a Job Developer for LCFS/EPA. The agency currently has four clients placed at UPS, all of whom utilize the bus service after transferring from a train from Western Philadelphia.

Patetti's Egg Products of New Jersey

In 1997, an International Rescue Committee (IRC) employment specialist, Sead Suvalic, developed a profitable partnership with Patetti's Egg Products, a company of about 700 employees in Elizabeth, N.J. Patetti's offered positions that started above minimum wage and included such benefits as overtime at time and a half, ESL classes, higher salaries for fluent English, health insurance after two months, vacation after six months, rent subsidies, and loan

assistance for auto and home purchases. Patetti's also offered to help its new employees get to work by providing free company transportation from their homes.

Initially, Patetti's had one full-size van available to transport employees from various shifts between the company and their homes. As employment of IRC clients began to rise towards its current level of 80 employees, a second and third van were purchased by the company. "I worked previously with Catholic Charities in the Midwest, where I identified the two biggest hurdles to refugees—housing and transportation," says Jack Novak, director of Patetti's human resources department. "Here we've tried to break [these barriers] down."



Maryland's Canam Steel

Canam Steel in Point of Rocks, Md., draws its more than 300 employees from a large area, much of it inaccessible via public transportation. As a solution the company contracted in 1999 with a van rental company to provide low-cost rental services. Since service inception, both of the 15-person vans contracted by Canam have accommodated a steady stream of employees, including 40 clients of Lutheran Social

Services of the National Capital Area (LSS/NCA).

Payment for the rental vehicles is deducted directly from the riders' paychecks. Aden Abdibudul, an employment team leader with LSS/NCA, explains that the arrangement provides an inexpensive transportation alternative. "Sometimes it is even lower than bus fare once you divide [the rental cost] individually," says Abdibudul. According to Denise Smoot, Canam's human resources generalist, the arrangement has the added advantage that the vehicle driver commutes for free.

The option to use rented vehicles for commuting is available to employees as long as they need it. According to Abdibudul, however, most LSS/NCA clients buy cars after a few paychecks. "Canam Steel's starting wage with our clients is above \$9.00 per hour, and they have an increase within three months. This has allowed our clients to work for Canam Steel, buy cars and become independent." For more information, contact Abdibudul at 703/ 698-5026.

Creating Transportation Partnerships that Work

Oftentimes, the resources available to a single agency are insufficient to address the employment transportation challenges it faces. Creating partnerships with other agencies or employers can be an effective way to leverage the resources you need. Two models for such partnerships follow.

The San Diego Partnership

The Alliance for African Assistance (AFAA), San Diego, has handled transportation problems by forming a partnership with the San Diego and Imperial County chapter of the American Red Cross. In response to refugee clients' need for improved transportation services the AFAA applied to the San Diego Workforce Partnership, which brought the AFAA into collaboration with the Red Cross. The two agencies drafted a proposal and submitted it to the U.S. Department of Labor, which approved funding for the innovative venture. The result of the efforts was a formal contract for the provision of mutually beneficial services.

Four or more Red Cross vans usually used to deliver food to shut-ins and provide transportation to hospital appointments make eight pickups a day from the AFAA office in San Diego. Workers congregate at the office to be taken to their individual job sites throughout San Diego County. At least one rider in each van must qualify for Red Cross transport by participating in a special welfare-to-work program, having a disability or meeting some other standard of need. The vans are also used after work to return the refugees to the AFAA office or, at night, to their homes. This arrangement has been particularly useful in encouraging women to go to work because they can be picked up from a single location and returned to their homes at night.

"All of our transportation problems have been taken care of," remarks Mr. Walter Lam, AFAA Director. The only period during which transportation remains a concern is during the first week of a refugee's employment, before transportation arrangements are finalized. The program has been so successful that it has been implemented in the AFAA's office in El Cajon, 20 miles away. No worksite has yet been too distant for the vans to accommodate refugees' needs.

The Utica Partnership

In October 1999 the LIRS affiliate Mohawk Valley Resource Center for Refugees (MVRRCR) in upstate New York began a profitable partnership with Keymark Corporation, an aluminum extruding company located 50 miles east of Utica.

The New York State Department of Labor in Utica referred Keymark to MVRRCR. Richard Sessler, MVRRCR's executive director, recalls, "We went to their facility to discuss their needs and toured the operation. We were impressed with the company, their concern for their employees, and the proposal to attract workers from Utica." Keymark offered to provide a bus to transport workers from the refugee center to the job site. It also proposed to pay each worker for commute time on the bus during the first three months of employment. Keymark's manager of human resources, Bob Rivenburgh, explains, "We knew up front that we would have to provide transportation if we wanted to hire people from Utica. We offered to pay for the first 90 days' commute as an incentive for the refugees to take the one hour bus ride." Keymark also offered salaries beginning at \$8.00 to \$8.50 per hour as well as benefits and ample overtime available. Mohawk Valley agreed to Keymark's offer, placing 35 clients in the company and creating a waiting list of clients interested in future Keymark openings.

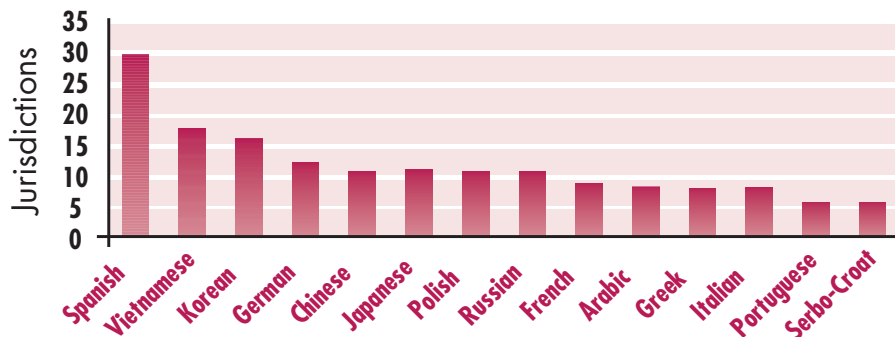
The recent growth of Keymark's subsidiary business, a vinyl window manufacturer, has allowed for the purchase of a second bus and created 10 additional job openings for MVRRCR clients. Furthermore, Keymark is looking to add another bus to provide service to other work shifts. Reflecting on the success of the program, Rivenburgh notes, "We wouldn't have had a chance without the refugee center. But otherwise, the challenge is only in trying something different."

DMVs May Pose Roadblocks to Driver Licensing

The departments of motor vehicles (DMVs) in a number of states have policies restricting the use of foreign language interpreters or test translations. As a result, refugees with limited English proficiency (LEP) are often unable to obtain a driver's license, narrowing their transportation options.

According to a 1998 survey by the American Association of Motor Vehicle Administrations (AAMVA), eight states—Connecticut, Georgia, Kansas, Nebraska, North Dakota, Oklahoma, Tennessee, and Utah—do not allow interpreters to be used in motor vehicle testing.* Of those jurisdictions that do allow interpreters, there are a variety of restrictions in place to guarantee the reliability of test results. For example, some DMVs require use of an in-house interpreter, but they may

KNOWLEDGE AND SIGNS TESTS OFFERED IN FOREIGN LANGUAGES



* Jurisdictions include the 50 states, the District of Columbia and Puerto Rico. Only languages offered by more than two jurisdictions are represented.

lack language-appropriate capacity on staff to provide such interpretation.

A second option for LEP persons is a written test in the applicant's native tongue. Twenty-nine states have knowledge and signs tests in languages other than English, as shown in the chart on page 4. Of these, eight offer Spanish as the only alternative language. Eight other states—California, Connecticut, Kentucky, Michigan, New Jersey, Rhode Island, South Carolina, and Wisconsin—offer the tests in more than 10 languages. However, even if a knowledge and signs test is available in a given language, the refugee's literacy level may make foreign language oral testing necessary.

If the DMV office has a staff person who speaks a foreign language, it may offer oral knowledge and skills testing for functional illiterates in that language. Alternatively, the oral test may involve pre-recorded test questions and multiple choice answers rather than live, bilingual staff. Twenty-eight states do make oral testing available, if only in Spanish. Of the 20 states that do not offer oral testing, four also do not allow interpreters.

Functionally illiterate foreign language speakers in these areas have no motor vehicle testing options available to them.

Causing further complication, Maryland, Nebraska, and Wyoming expect driver's license applicants to "read and speak English"—a subjective requirement meant to insure that drivers are able to read road signs and converse with law enforcement officials. Nathan Root, program director of driver services with the American Association of Motor Vehicle Administrators, explains, "A motorist may be required to 'read and speak English' to the extent necessary to respond to basic direction, read road signs, etc., but he or she may not have the reading level necessary to take a knowledge test written in English." Thus, while not requiring English fluency, this restriction inhibits a foreign language speaker's ability to acquire a driver's license.

** The District of Columbia, Massachusetts and West Virginia did not respond to questions on the survey regarding allowability of interpreters and written and spoken English requirements. Minnesota did not note whether it allows interpreters and Montana and West Virginia did not state whether they have oral tests available in foreign languages.*

Refugees are Driven to Succeed: ACCESSING JOBS IN THE TRANSPORT INDUSTRY

The Iowa Bureau of Refugee Services, in response to more than 80 truck driver openings in two local construction companies, devised a program that fostered refugee access to these positions. A combination of classes and interpreters has helped many refugee candidates successfully prepare for commercial driver's license (CDL) tests. The construction companies, Cedar Falls and Cedar Valley Construction Companies, each approached the local CDL examiner for assistance in licensing refugees. Seeking the services of a translator, the examiner contacted the Iowa Bureau of Refugee Services. The agency decided to become actively involved in the project.

"We paid a local community college to put together a curriculum that would prepare refugees to pass their CDL," recalls Wayne Johnson, bureau chief, Iowa Bureau of Refugee Services. An interpreter was hired to facilitate the CDL preparation classes. The Bureau hoped these classes would help its clients pass written and safety equipment, or "walk-around," tests. The client could then be placed in a construction company job opening, such as gravel pit truck driver, and subsequently pass the driving test.

The flexibility of the Iowa Department of Transportation helped to make the initiative a success. The department agreed to allow the written CDL exams to be translated. Additionally, the bureau's interpreter is authorized to translate for clients as they take their driving tests.

Of the nearly 200 people who have participated in this program, about 80 have received their CDL and are now driving trucks. A few clients have gone on to pay for "big rig" classes at the community college and 12 have purchased trucks of their own. According to Johnson, the entire program has been relatively inexpensive and "the benefits have been great." Future plans of the bureau include funding a big rig training class of their own to offer to licensed clients looking to upgrade their job skills.



WASHINGTON UPDATE

New ORR Policy Improves Asylees' Access to Services

On June 15, the U.S. Office of Refugee Resettlement (ORR) announced that, effective immediately, persons granted asylum, “asylees,” will be eligible for refugee assistance and services—including employment services—beginning on the date they receive a final administrative order granting asylum. In the past, the time period for eligibility began to run when the individual entered the United States. As a result, many asylees did not receive assistance because the enrollment period for benefits ended before their application for asylum was finally approved.

The new policy may significantly increase the number of asylees that receive assistance and services through ORR. The agency expects about 19,000 individuals to be granted asylum each year. The eligibility period of those who need refugee cash and medical assistance will be eight months. Asylees are now eligible for all ORR assistance and services, including matching grant programs, Wilson-Fish programs, and all employment and other social services.

For employment services providers the new policy may increase requests for services from asylees, whose needs often differ from those of newly arrived refugees. Their circumstances vary widely—some asylees are fully self-sufficient when granted

asylum, others are in desperate need of employment, and many are underemployed and would benefit from job upgrade support. In border states such as Texas, asylees are often in areas where there are no refugee service providers. In such cases, partnerships with nontraditional or mainstream employers will be promoted to meet asylees' needs.

In addition to proof of status, entry date and identity, ORR recommends that asylees bring their Social Security cards (or proof that they have applied for a social security number) when they go to a benefits office to apply for assistance. Providers and employers should be aware that asylees may face difficulty in obtaining work authorization. Although they have a right to work, asylees without social security cards have insufficient employment authorization documentation (EAD). Unlike refugees who can obtain work authorization without Social Security cards, asylees will not be able to do so unless the Immigration and Naturalization Service (INS) indicates in writing that they may work. ORR is currently working with INS to resolve this problem. If you have questions concerning the new policy, contact Anna Marie Bena (ORR) at 202/260-5186 or abena@acf.dhhs.gov.

Joint Guidance Focuses on Resources for Transportation Services

On May 26, the Departments of Health and Human Services (HHS), Labor (DoL), and Transportation (DOT) released a joint guidance encouraging states and communities to take full advantage of resources for developing services that address employee transportation challenges.

Historically, HHS and DoL have defined transportation in terms of the individual client. As a result, funds were used to directly reimburse clients for transportation costs rather than to develop and support transportation services necessary to meet their needs. This joint guidance calls for a more systemic approach to breaking down the transportation barriers. It aims to support and develop such services as “connector” services to mass transit, vanpools, employer-provider transportation and guaranteed ride home programs. It also encourages sharing buses with programs for youth and the elderly and coordinating resources with other human service agencies.

Specific transportation resource opportunities identified are the Temporary Assistance for Needy Families (TANF) block grant program, the Labor Department's Welfare-to-Work (WtW) formula and competitive grant programs, and DOT's Job Access and Reverse Commute programs. The guidance is particularly helpful in providing examples of the creative and broad ways in which TANF, WtW, and Job Access funds can be used and in broadly defining the groups eligible to receive such services.

The ways in which TANF funds can be utilized to provide necessary transportation services include the following:

- Purchase of vehicles or services to transport needy families to work
- Purchase of rider passes or vouchers for public or private transit systems
- Funding for car loans and repairs
- Establishment of Individual Development Accounts (IDAs) to launch programs such as a van or shuttle services
- Establishment of other types of IDAs that permit car purchases in certain states

Although the activities allowed under WtW are similar to those permitted under TANF, with regard to transportation services, WtW funds can only be spent for individuals participating in an allowable WtW activity.

The Job Access and Reverse Commute grant program, established in 1998 by the Transportation Equity Act for the 21st Century, focuses on development of flexible transportation services to connect low-income workers to jobs and employment services. Job Access funds are available for developing or expanding transportation services such as connector services or guaranteed ride home programs. Both WtW and federal TANF dollars may be expended to help meet the Job Access cost-sharing requirement.

Getting a Break: Commuter Tax Benefits

The Commuter Tax Benefit, also known as “Commuter Choice” or as “qualified transportation fringes,” helps employees and employers save money. Workers cut down on their transportation expenses. Employers save on their payroll taxes and can use the benefit to reward employees, reduce parking costs and promote smart commuting patterns. It is a tax break for employees and the employers who assist them with transportation to and from work. The employers have the option of paying for the Commuter Benefit and receiving an equivalent deduction on their corporate income taxes or allowing their employees to exchange a portion of their gross wages for a tax free benefit and still save on federal taxes. Employees receive the benefit without paying federal payroll and income taxes on the amount.

The Commuter Tax Benefit program covers two types of commuting expenses:

- Employees may receive up to \$65 per month tax free from the employer for transit or vanpools. The amount will increase to \$100 per month in 2002.

- Employees may receive up to \$175 per month tax-free for qualified parking expenses.

On a limited basis both vanpool and parking benefits can be accrued by a single employee. Employers can also opt to offer walkers, bikers and carpool members a “Parking Cash Out” program, to provide the cash equivalent of the parking benefit as taxable income.

The Commuter Tax Benefit program can be flexibly implemented. Employers can choose to make the benefit available to some or all employees at their discretion and need not offer the benefit on a regular basis. Alternatively, employers can choose to share the cost of commuting with their employees. This allows the employer to utilize the benefits as bonuses or as a means of addressing parking problems. For more information, call the Rural Transportation Assistance Program transit hotline at 800/527-3279 and request InfoBrief number six.

REMINDER:

Youth Employment

As announced in Issue 2, RefugeeWorks is preparing a youth employment manual for publication this fall. Before we go to press, we want to make certain we have heard from all readers who provide employment services to refugee youth – part-time, full-time, paid, unpaid, after school, summer, or permanent positions. Also, if you refer youth to such mainstream programs as Job Corps or YouthBuild, please share with us your experiences. Contact Program Coordinator Lorraine Cordeiro at 978/430-5787 or lc_refugeeworks@hotmail.com.

Comings and Goings

No lazy summer days for RefugeeWorks! In June, Director Jane Bloom attended the Community Transportation Association of America Conference. From there, she went to the first statewide New York Refugee Conference in Albany for a session called Employers as Customers and then on to the Northeast Regional Convening of the United States Catholic Conference.

July’s highlight was a weeklong site visit in Wisconsin that included a tour of a pizza-making factory. The company is a long time employer of many Hmong refugees and, with Community Service Employment funding, is working to upgrade assembly line workers to machinists.

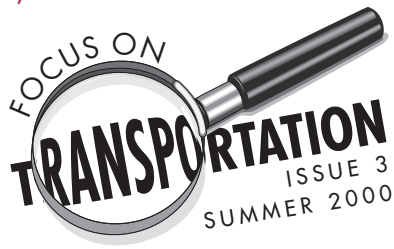
The RefugeeWorks staff was well-represented at the National ORR Symposium August 7-8 in Washington, D.C. Jane was joined by Assistant Director Jo Ann Soker, Project Manager Jamie McLeod and Program Assistant Karen Willard. Next on the travel schedule was the 11th Annual California Refugee Information Exchange Conference, August 28-30, where RefugeeWorks conducted three workshops. From there, on to the Refugee Women’s Network Conference

in Atlanta September 8-9, and an all-day consultation with Georgia’s refugee employment service providers September 12.

RefugeeWorks Program Assistant Karen Willard had the most productive summer of all. She gave birth to her son, Colin Alexander, on August 13. Congratulations!



Decked out for a factory tour of Chef Fresh Frozen are, from left to right, Director of RefugeeWorks Jane Bloom, Wisconsin Refugee Services Program Manager Hoa Luu, Mary Cayford of Steven’s Point CAP Services, Sue King of Forward Service Corporation and Mary Patoka of CAP Services.



ONLINE CONNECTION

This feature is designed as your online connection to additional information concerning the articles contained in this edition. Each website listed below is followed by the name of the organization that owns it and a brief description of its contents.

www.ctaa.org/ntrc—*The Community Transportation Association (CTAA)*. National Transit Resource Center. The CTAA highlights the National Transportation Resource Center at this link, providing transportation news, best practices information and resources. A page dedicated to employment transportation resources is included. Be sure to check out the Linking People to the Workplace toolkit, a downloadable CTAA publication.

www.fta.dot.gov/library/policy/cc/cc.htm—*U.S. Department of Transportation*. This page provides links to information on Commuter Choice and gives detailed information on the Commuter Tax Benefit including a guide to implementation and a glossary of Commuter Choice terms.

www.sdarc.org/trans/Trans.html—*San Diego and Imperial County Chapter of the American Red Cross*. This page highlights the chapter's transportation initiatives. Their welfare-to-work program is described at <http://www.sdarc.org/trans/WtW.html>.

www.goodnewsgarage.com—*The Good News Garage*. The site provides additional information on this model transportation program.

www.doleta.gov/13-99.htm—*Employment and Training Administration, U.S. Department of Labor*. A letter concerning the new joint guidance issued by the departments of Health and Human Services, Labor and Transportation appears here along with links to online versions of the guidance itself.

www.acf.dhhs.gov/programs/orr/sl00-12.htm—*Office of Refugee Resettlement (ORR)*. ORR's state letter announcing its new policy on asylee eligibility for refugee assistance and services is posted here.

immigration.about.com/newsissues/immigration/msubaref.htm—*About.com*. This link lists a fairly comprehensive list of immigration-related resources concerning asylees and refugees. The information highlighted ranges from asylum eligibility to global refugee trends to articles about specific ethnic groups.

REFUGEEWORKS

IS PRINTED BIMONTHLY PURSUANT TO GRANT NUMBER 90RB0003 FROM THE U.S. OFFICE OF REFUGEE RESETTLEMENT (ORR).

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