



*Strategies to Help
Move Ex-Offenders
from Welfare to Work*

U.S. DEPARTMENT OF LABOR

Elaine L. Chao, Secretary

EMPLOYMENT AND TRAINING ADMINISTRATION

Office of Adult Services

DIVISION OF WELFARE-TO-WORK

Dennis Lieberman, Director

JUNE 2001

This monograph was prepared under the direction of the Division of Welfare-to-Work of the Department of Labor's Employment and Training Administration (DOL/ETA) by the Legal Action Center. The author is Debbie Mukamal of the Legal Action Center. This monograph was prepared under the Department of Labor Contract No. AS-10868-00-40.

The views expressed herein are those of the author and do not necessarily reflect the official position of the U. S. Department of Labor

Contents

I. Why should You Care?

- A. A Growing Number of People Have Arrest and Conviction Records and Are Returning to the Community.*
- B. Individuals with, Criminal Records Face Multiple Barriers to Employment.*
- C. States Must Address the Needs of this Population to Comply with the Work Requirements and Time Limits Mandated in Welfare Laws.*
- D. Obtaining Employment Can Reduce the Likelihood of an Ex-Offender Being Rearrested, Reconvicted, and Reincarcerated.*
- E. Businesses Are Willing to Hire from any Qualified Resource to Meet Their Workforce Needs.*

II. What Types of Criminal Records Do Most Ex-offenders Have?

III. What Types of Barriers Do Ex-offenders Face in Getting Jobs?

- A. Legal Barriers Faced by People with Criminal Records.*
 - 1. Welfare Laws that Affect Ex-offenders.
 - 2. Employment Laws that Affect Ex-offenders.
 - a. Can an Employer Consider an Applicant's Criminal Record?
 - b. What Occupations May Exclude People with Criminal Records?
 - c. How Do Employers Learn About a Person's Criminal Record?
- B. Practical Barriers Faced by People with Criminal Records.*

IV. How Can You Help Participants with Criminal Records Become Employed?

- A. Serving the Employer. Meeting the Demand for Qualified Labor.*
 - 1. Become Familiar with the Laws that Affect the Employment of People with Criminal Records.
 - 2. Recognize and Respond to the Legitimate Concerns of Employers.
 - 3. Identify Employers that Will Hire Ex-offenders.
 - 4. Reduce the Transaction Costs Associated with Hiring New Employees.
 - a. Become an Indispensable Provider of Qualified Labor.
 - b. Emphasize Financial Incentives to Hiring Your Participants.
 - c. Comprehensively Address the Range of Issues Faced by Your Participants.
- B. Serving the Participant. Preparing Ex-offenders for the Labor Market.*
 - 1. Ensure Ex-offenders Know Their Legal Rights.
 - a. State Laws that Protect Ex-offenders from Employment Discrimination.

- b. Federal Laws that Protect Ex-offenders from Employment Discrimination.
2. Help Participants "Clean Up" Their Rap Sheets.
3. Counsel Participants on Addressing Their Criminal Records.
4. Help Your Participants Get Necessary Documentation.
5. Link Clients to the Support Services They Need.

V. Conclusion

Endnotes

Appendices

Appendix A: State Responses to the Drug Felon Ban

Appendix B: State Repositories of Criminal Records

Appendix C: State Departments of Labor

Appendix D: State Attorneys General

Appendix E: Other Government Agencies and Non-Profit Organizations

Notes

FROM HARD TIME TO FULL TIME

Those who work for a welfare office, a workforce development organization, or are involved in getting recipients of Temporary Assistance for Needy Families (TANF) into the workforce know the challenge of finding employment for ex-offenders or individuals with a criminal record. This guide offers several helpful strategies that will improve the employment opportunities for your participants who have criminal histories.

This guide identifies general legal standards that may apply to hiring decisions involving ex-offenders. These standards may vary from state to state and from case to case. You must consult with your legal advisor and/or state Attorney General for specific information about the standards that apply in your state. (See Appendix D for a list of state Attorneys General.)

I. Why Should You Care?

With all the different populations receiving welfare benefits who require special services to achieve self-sufficiency, why should you pay extra attention to assisting individuals with criminal records move from welfare to work? There are a number of very good reasons for doing so.

A. A growing number of people have arrest and conviction records and are returning to the community.

The number of individuals in the criminal justice system in the United States continues to grow each year. The Department of Justice estimates that in 1999 a record number of people - more than six million - were under criminal justice supervision: 1.85 million incarcerated in state and federal prisons and local jails; 3.8 million on probation; and 700,000 on parole.ⁱ Of those incarcerated, most will be released. The

latest available figures indicate that in 1999, more than 500,000 offenders were released from state and federal prisons and returned to communities.ⁱⁱ

The number of people who have a record of arrest or conviction is much larger, though. Over 47 million Americans - and probably many moreⁱⁱⁱ have a criminal history on file with state or federal governments. That means that about 25 percent of the nation's adult population live a substantial portion of their lives having a criminal record.^{iv}

B. Individuals with criminal records face multiple barriers to employment

Ex-offenders face many barriers to getting a job, including substance abuse problems, spotty work histories, poor educational backgrounds, physical and mental health problems, and bias against them. Any one of these barriers can impede an ex-offender's ability to become employed, and taken together, they create formidable obstacles to getting, maintaining, and advancing on a job.

C. States must address the needs of this population to comply with the work requirements and time limits mandated in welfare laws.

Under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA), states are required to establish lifetime limits for the receipt of public assistance and enforce work requirements on welfare recipients. By learning how to better serve ex-offenders, states may be able to more easily comply with TANF requirements and avoid TANF penalties.

D. Obtaining employment can reduce the likelihood of an ex-offender being rearrested, reconvicted, and reincarcerated.

Helping ex-offenders get jobs will significantly decrease the likelihood that they will commit other crimes. Most experts, academics, and practitioners, as well as people with criminal records themselves, believe that obtaining employment is absolutely

crucial to successful re-integration of offenders and to the promotion of public safety through a reduction in crime.

E. Businesses are willing to hire from any qualified resource to meet their workforce needs.

America's strong economy has created new opportunities for growth, as well as new labor shortages. Employers around the country are in need of qualified, reliable employees. The tighter the labor market gets, the more difficult it becomes for employers to attract and retain good, entry-level workers. We cannot overlook ex-offenders as a resource to meet this demand.

II. WHAT TYPES OF CRIMINAL RECORDS DO MOST EX-OFFENDERS HAVE?

It may surprise you to know that most ex-offenders have convictions for drug related or property crimes as opposed to violent ones, and a majority of people with criminal records do not have long conviction records. In fact, 71 percent of state prisoners were convicted of non-violent offenses.^v Among female offenders, the most common types of property crimes are forgery, fraud, and embezzlement. Fifty-six percent of male state prison inmates and 68 percent of women inmates had two or fewer prior convictions.^{vi} Twenty-three percent of male and 35 percent of female inmates had never been previously convicted.^{vii}

For a number of reasons, it is important to be familiar with the types and number of crimes ex-offender participants in your program have on their records. Depending on the laws in your state, certain crimes can make someone ineligible to become employed in certain occupations. Being knowledgeable of your participants' backgrounds will enable you to make appropriate employment referrals. More importantly, many employers are more willing to hire an applicant with a non-violent criminal background, rather than someone who has committed a violent crime. (See sections below on "Employment laws that affect ex-offenders" and "Help participants 'clean up' their rap sheets.")

III. WHAT TYPES OF BARRIERS DO EX-OFFENDERS FACE IN GETTING JOBS?

People with criminal records face a number of barriers to becoming employed. These include welfare laws that restrict ex-offenders with drug convictions from getting TANF assistance and food stamps and employment laws that allow, and even mandate, employers to consider a person's criminal record. Ex-offenders also face practical barriers that compromise their ability to get jobs. These legal and practical obstacles can create formidable challenges for participants who want to transition from welfare to work.

A. Legal barriers faced by people with criminal records

1. Welfare laws that affect ex-offenders

The 1996 federal welfare law, PRWORA, contains a specific provision that restricts access to public benefits for individuals with drug-related convictions. Unless states enact legislation to opt out of or modify the ban, states must impose a lifetime ban on the receipt of TANF assistance and food stamps for those individuals who have been convicted of drug felonies for conduct that occurred after August 22, 1996. The drug felon ban does not apply to Medicaid or to non-federal assistance that a state may provide through its own general assistance program or other separate state program. viii It also may not affect an individual's access to benefits such as employment related services or non- medical substance abuse services not considered TANF "assistance" under the TANF regulations.^{ix}

About half the states (24) have implemented a lifetime ban on the receipt of TANF assistance and food stamps for individuals convicted of drug felonies. Eighteen states have decided to modify the lifetime ban in some way. States have modified the lifetime ban to exempt individuals with drug felony convictions who have undergone drug treatment and to limit the ban to a specific period of time, such as five years.

Only eight states and the District of Columbia have adopted legislation opting out of the lifetime ban. (See Appendix A: State Responses to the Drug Felon Ban.)

An ex-offender's eligibility to receive public assistance can be critical since many people with criminal records are not "job-ready" immediately and require services such as substance abuse treatment, job training, or education before they can enter the job market. During this process of becoming "Job-ready," ex-offenders rely on having access to public assistance to pay for food and housing.

Even if a state has adopted the drug felon ban, individuals with drug felony convictions may still be eligible to receive or participate in Welfare-to-Work funded services, such as supportive services, post-employment services, job readiness or job placement services, if the individual is otherwise eligible for such supports.

2. Employment laws that affect ex-offenders.

There are a number of laws that govern the employment of people with criminal records. Some of these laws protect ex-offenders from discrimination based on their conviction record, and others restrict employers from hiring people with certain types of convictions. While employers are generally not allowed to have blanket bars against hiring people with criminal records, they are permitted to consider the relationship between the conviction record and the job sought. The following discussion is meant to provide general information only. You should check with your state's Attorney General's office (see Appendix D) or another legal advisor for more detailed information or if you have questions regarding the application of these principles in a particular case.

a. Can an employer consider an applicant's criminal record?

Employers may consider an applicant's conviction record and, in some cases, a person's arrest record. Generally, employers are permitted to ask job applicants if they have ever been convicted of an offense, and employers may legally consider an applicant's conviction(s) in making hiring decisions. If an applicant fails to disclose such information or misrepresents the information, and the employer discovers the deception, the individual can be legally fired.

Some states, such as New York, have passed legislation forbidding most employers from considering arrest information when making an employment decision and from inquiring whether an applicant has ever been arrested. You should check with your state's Attorney General to see if there are any limits on what an employer can ask and consider about a person's criminal background.

b. What occupations may exclude people with criminal records?

Although it is generally illegal for an employer to impose a flat ban against hiring ex-offenders, some employers are forbidden from hiring ex-offenders for certain jobs and are mandated to perform background checks before hiring a job applicant. The types of jobs with legal prohibitions against ex-offenders tend to be in the fields of childcare, education, security, nursing and home healthcare, where "vulnerable" populations are involved. These restrictions are established by state law, so you should contact your state's Attorney General to determine the occupations and types of convictions that are affected by occupational prohibitions. (See Appendix D.)

c. How do employers learn about a person's criminal record?

The easiest way for employers to find out whether an applicant has a conviction history is to ask about it on a job application or during an interview. Although many employers are not required to conduct a background check on job applicants, many do perform checks and have easy access to applicants' criminal histories through credit reporting agencies and other investigative services. Under the Federal Fair Credit Reporting Act, consumer agencies are limited to providing criminal record information about a job applicant's arrests and convictions over the last seven years, unless the job has a salary of \$75,000 or more. If the employer decides not to hire an applicant because of information found on the credit report, he or she must give the individual the opportunity to see the report. Your state may have a law that further limits the type of consumer information that can be included in the credit report. It is wise to check with a lawyer or consumer agency in your state about the allowable uses of consumer reports.

B. Practical barriers faced by people with criminal records

In addition to the legal barriers faced by ex-offenders in moving from welfare to work, people with criminal records contend with a number of other issues that may prevent them from finding employment. Of the practical hurdles facing ex-offenders, perhaps the most serious barriers to employment are the bias and stigma arising from having a criminal record. Many employers are hesitant to hire applicants with conviction histories. Other barriers include many of those faced by other hard-to-place populations, such as histories of alcohol and drug dependence, lack of job history and work skills, physical and mental health issues, low education levels, histories of physical and sexual abuse, and child welfare or child support issues. It is important to determine whether your participants have these concerns in order to make appropriate services available to them either directly or through referrals to other agencies. In addition to the range of Welfare-to-Work services, the Workforce Investment Act (WIA) One-Stop Center in your community can provide a variety of useful services to assist your participants. Forming working relationships with the other systems that share your clients including the substance abuse, child welfare, housing, child support, and criminal justice systems - will improve their ability to address the competing issues in their lives.

IV. HOW CAN YOU HELP PARTICIPANTS WITH CRIMINAL RECORDS BECOME EMPLOYED?

What can you do to improve your participants' chances of finding employment? There are a number of strategies you can use to mitigate the barriers faced by your participants and bolster their chances of getting jobs. To be successful, focus on filling the needs of employers, while simultaneously assisting your participants to become qualified candidates for employment.

A. Serving the employer: Meeting the demand for qualified labor

1. Become familiar with the laws that affect the employment of people with criminal records.

One of the most effective ways to enhance job opportunities is to learn about the legal standards related to the employment of people with conviction histories. This includes knowing which jobs have legal bars to people with criminal records and what can be done to lift those bars. It also means knowing whether employers are permitted to ask job applicants about their arrest and conviction history. (See Section III.A.2. above on "Employment laws that affect ex-offenders" and Section IV.B.1. below on "Ensure ex-offenders know their legal rights.")

2. Recognize and respond to the legitimate concerns of employers.

One reason employers often give for refusing to hire individuals with a criminal record is the fear they will incur liability if they hire an ex-offender who later commits a new crime. This is known as negligent hiring. The important thing to know is that in most cases an employer will not face legal liability if s/he hires an ex-offender. While state standards differ, the key to determining liability is usually whether the employer could have foreseen the crime: specifically, whether the employee had a history or propensity for harmful behavior and, most importantly, whether the employer knew or should have known of the employee's propensities. Generally, an employer's reasonable efforts to check and consider a prospective employee's background will satisfy the legal requirements and eliminate the risk of liability on the employer's part. Again, you should consult a lawyer about your state's standards for negligent hiring and what an employer can do to protect against liability.

Once you have determined what steps an employer can take to avoid charges of negligent hiring, present this information to prospective employers so as to minimize their fears of hiring an applicant with a conviction record. Let them know that hiring through a service provider like yourself who performs quality screening and refers appropriate job applicants can significantly reduce their risk of liability. In addition, tell employers about the Federal Bonding Program, which offers those employers who hire ex-offenders bonding insurance that protects them from theft, forgery, larceny, or

embezzlement. (See Section IV.A.4.b. below on "Emphasize financial incentives to hiring your participants" for a fuller discussion of the Federal Bonding Program.)

3. Identify employers that will hire ex-offenders.

You may not realize that many employers - including major corporations hire people with criminal records. These businesses have come to realize that employing qualified ex-offenders makes good economic sense and can provide many opportunities for growth. This is especially true in a tight labor market.

To be successful in moving participants with criminal records from welfare to work, you need to identify which employers in your community will hire ex-offenders. This involves determining those employers who might be willing to hire from your client base, identifying those who cannot or will not do so, and identifying those who could be convinced to do so if provided with the appropriate incentives.

First, identify employers who hire applicants who have minimum skills or work experience, as well as employers who hire without doing a criminal background check. Also, identify jobs that do not pose public safety considerations. These employers tend to be in industries such as construction, assembly work, manufacturing, and food services.

At the same time, you want to build credibility with your participants and with employers, so it is important to identify employers who are legally barred from hiring employees with criminal backgrounds. In those professions with legal bars against the hiring of people with certain types of conviction records, employers can incur criminal liability by hiring participants with those convictions. Avoid referring participants with criminal records to those employers.

Another approach for reaching out to employers is to recruit willing employers who can be persuaded to hire ex-offenders. The Federal Bureau of Prisons uses mock job fairs in prisons to introduce employers to the idea of hiring recently released inmates. These fairs simultaneously give inmates the opportunity to develop their job-seeking skills and employers the chance to meet inmates who have marketable skills. There may be other agencies in your community that have experience working with ex-offenders, such as criminal justice agencies, that have developed employer networks and strategies for working with ex-offenders. For example, the U.S.

Department of Justice has initiated several projects in communities across the country aimed at facilitating the reintegration of returning offenders.

4. Reduce the transaction costs associated with hiring new employees.

A practical method of recruiting employers, especially among those who have not yet hired an ex-offender, but may be willing to do so, is to reduce their transaction costs for hiring new employees.

a. Become an indispensable provider of qualified labor.

You can provide free human resource services to employers who need qualified labor by screening clients carefully and ensuring the needs of your employers match the skills and interests of your participants. This service can be very attractive to smaller employers who cannot afford human resource departments. Even large employers can benefit from your referral services because you can offer a pool of job-ready applicants at a moment's notice. In addition, you can save employers the costs of conducting background checks on prospective employees by offering them information about your participants up front.

In addition, once your participants are placed in jobs, you can also offer post-employment services to employers such as ESL childcare, transportation, and occupational skills training. For example, you can serve as an intermediary between the employer and employee and help them resolve problems that arise. By taking the initiative in addressing issues that might otherwise compromise the working relationships of your participants and their employers, you will be providing an additional incentive to employers to hire your clients.

b. Emphasize financial incentives to hiring your participants.

Another way to encourage employers to hire ex-offenders is to introduce and link them to the range of financial incentives available for those who hire from this population. Among those are the Federal Bonding Program, various tax credits, and Workforce Investment Act (WIA) assistance. Assisting employers in securing these incentives - which could include processing the paperwork for them - can make the difference in whether they will hire your participants.

The Federal Bonding Program, sponsored by the U.S. Department of Labor, provides individual fidelity bonds to employers for job applicants who are (or maybe) denied coverage by commercial carriers because of their criminal history. While the bond does not cover liability due to poor workmanship, job injuries or work accidents, it does insure the employer against theft, forgery, larceny, or embezzlement.

In addition to welfare tax credits that are available to employers who hire welfare recipients, Work Opportunity Tax Credits are intended to encourage private employers to hire eight targeted groups of job seekers, including ex-felons. The maximum credit available is \$2400 per eligible new worker. Employers who are willing to train and provide work experience to ex-offenders may be eligible to receive WIA assistance including on-the-job training and Welfare-to-Work wage subsidies.

c. Comprehensively address the range of issues faced by your participants

In addition to offering job preparation and referral services to their clients, service providers that work with ex-offenders often offer other support services, such as life skills, counseling groups and classes in anger management, and alcohol and substance abuse treatment. Welfare-to-Work funding may be used to provide some of these services, most often delivered through WIA One-Stop Centers. In addition, after the participant has secured employment, s/he may be able to access supportive services through an employee assistance program, which an employer may make available with public funding or through WIA follow up, if the person was a WIA participant. Through these programs, employers are more likely to get an employee who can effectively deal with many of the issues that could otherwise compromise job retention and performance.

B. Serving the participant. Preparing ex-offenders for the labor market.

Recruiting employers in your community is only one side of the equation. participants must be ready for the workforce.

1. Ensure ex-offenders know their legal rights.

Participants need to know that they have the right to be employed in spite of their criminal record. Helping them understand their employment rights can make the difference in how they approach their job searches.

a. State laws that protect ex-offenders from employment discrimination.

Several states have laws that limit how and under what circumstances an employer may consider an applicant's criminal record. These laws make it illegal for an employer to discriminate against an ex-offender unless his or her conviction record is related to the duties of the job. Factors that are generally considered include the time that has elapsed since the offense, the person's age at the time of the crime, the seriousness of the offense, the person's efforts toward rehabilitation, and the employer's interest in protecting the property and welfare of the workplace or the general public. For instance, if a job applicant who had a prior conviction for drug possession applied for a position as a food service worker, the employer should probably not be permitted to deny him employment based solely on his criminal record. To determine whether your state provides any protection to ex-offenders from employment discrimination, you should contact your state's Attorney General. (See Appendix D.)

Some states have tried to mitigate the stigma, as well as some of the legal barriers, associated with criminal histories by allowing ex-offenders to seal or expunge their criminal records or by offering certificates of rehabilitation to ex-offenders who either have minimal criminal histories or have remained out of the criminal justice system for specified periods of time. Depending on your state's law, certain criminal information may be sealed or expunged, thus restricting who has access to the information. In addition, certificates of rehabilitation, which create a presumption of rehabilitation, are helpful, if not crucial, to securing employment with public agencies and with removing bars to obtaining licenses. It may be useful to note that Welfare-to-Work, Workforce Investment Act, and, in certain situations, TANF funds can be used to cover the costs of sealing or expunging records or of obtaining certificates of rehabilitation. - To find out if and how your state permits ex-offenders to seal or expunge their criminal records or obtain certificates of rehabilitation, contact your

state's repository of criminal records. (See Appendix B: State Repositories of Criminal Records.)

b. Federal laws that protect ex-offenders from employment discrimination.

Federal, state, and local welfare programs consider the process of moving individuals from welfare to work as a partnership in which employers are important allies. One of the fundamental purposes of welfare reform is to help needy parents achieve self-sufficiency through employment. For the efforts to be successful, job placements must meet the business needs of employer partners. However, in carrying out these efforts, some cases of unlawful discrimination may occur.

Even if your state does not have a specific anti-discrimination law, federal law, Title VII of the Civil Rights Act of 1964 (which is enforced by the federal Equal Employment Opportunity Commission (EEOC)) would govern employment activities. Title VII prohibits private employers and state and local governments from discriminating in employment decisions on the basis of race, color, gender, national origin or religion. The EEOC has determined that policies that exclude individuals from employment on the basis of their arrest and conviction records may violate Title VII because such policies disproportionately exclude minorities, in light of statistics showing they are arrested and convicted at a rate significantly in excess of their representation in the population.

According to the EEOC, exclusion on the basis of conviction records violates Title VII unless there is a business necessity for the employment decision. To establish this, the employer must show that it considered three factors in making the exclusionary employment decision: (1) the nature and gravity of the offense(s); (2) the time that has passed since the conviction and/or completion of the sentence; and (3) the nature of the job held or sought. xi Thus, business necessity can be established where the applicant has a fairly recent conviction for particularly egregious conduct that is related to the job in question.

Employers also cannot use arrest records to exclude persons from employment unless there is a business justification. If it can be demonstrated that the applicant actually engaged in the conduct for which he or she was arrested and that the conduct

is job-related and relatively recent, the exclusion would be justified.^{xii} As specified in the EEOC guidance, "[t]he employer is required to allow the person a meaningful opportunity to explain the circumstances of the arrest(s) and to make a reasonable effort to determine whether the explanation is credible before eliminating him/her from employment opportunities."^{xiii}

Program participants who may consider a legal challenge as one of their options need to know that these types of claims are often time-consuming, expensive, and difficult. Such cases are decided on an individual basis, and legal representation may be hard for them to find. In the end, they may find that working with you on other strategies which build upon specific employers as program partners may prove more effective in getting placed into an unsubsidized job.

2. Help participants "clean up" their rap sheets.

An increasing number of employers rely on background checks and employment questionnaires to probe an applicant's criminal history. Yet many criminal record reports contain inaccuracies and mistakes, ranging from missing to inaccurately recorded disposition information. Inaccurate information may give an unnecessarily negative profile of the individual. Therefore, one of the most beneficial services you can provide to participants is help in obtaining and correcting their "rap sheets." (A "rap sheet" is the official record of an individual's arrest and conviction history in a particular state that is maintained by the state's repository of criminal records.)

Assistance might involve helping a participant get a copy of his or her record from your state's repository of criminal records and advising them about the contents of their record. (See Appendix B: State Repositories of Criminal Records.) When appropriate, you can assist them in sealing or expunging criminal information. If your agency is not able to provide these services, identify other resources in the community that can, such as legal services offices and public defenders. Welfare-to-Work, Workforce Investment Act, and, in certain situations, TANF funds may be used to cover the costs of expungement or sealing. However, these funding streams may not be used to pay off court fines or other financial obligations owed by defendants.

Helping your participants clean up their rap sheets will also give you and them the opportunity to learn about their criminal history. In gathering this information, focus

on the kind of information an employer would want to know about a job candidate, such as the age of the person when s/he committed the offense, the severity of the crime, and what the applicant has done to rehabilitate him/herself.

Knowing this information about your participants is critical because the employer may be more willing to hire someone who has been convicted of a misdemeanor offense than a felony. Other factors make a difference, too. For example, in a recent survey organized by The Welfare to Work Partnership (a nongovernmental, non-profit organization created to increase business involvement in welfare reform), two-thirds of businesses indicated they were more likely to hire an ex-offender who was convicted more than five years ago and had avoided any further trouble with the law. Being familiar with your job seekers' backgrounds will also enable you to make more appropriate referrals, since some employers are barred from hiring applicants with certain kinds of conviction histories.

3. Counsel participants on addressing their criminal records.

Because employers ask about applicants' criminal backgrounds, ex-offenders must be prepared to discuss their criminal records. Participants should be encouraged to be honest about their backgrounds but to resist elaborating on or refuting their convictions. You should caution participants against lying about their backgrounds in interviews or on job applications because, if the employer learns the truth through a background check or a reference from another source, the employer could be legally permitted to discharge the employee. Any protections against discrimination the ex-offender might otherwise have will then become moot.

Persuade participants to explain any mitigating circumstances connected to a particular offense. Efforts at rehabilitation should be emphasized. Particular attention should be paid to any vocational training or education, employment experiences, community service performed, and successful alcohol or substance abuse treatment the client has attained since committing the offense.

While participants should be advised to tell the truth about their criminal records, you should discuss with them ways to limit their responses to employment applications to the specific information asked of them. For instance, if an application asks a person to list all "convictions" or convictions of all "offenses," the applicant

should identify both criminal (felony and misdemeanor) and noncriminal convictions,^{xiv} but need not list any arrest that was not followed by a conviction. On the other hand, if an application asks about "crimes," "convictions of crimes," or "criminal offenses," only misdemeanors and felonies need to be identified.

4. Help your participants get necessary documentation.

Ex-offenders often need assistance in applying for various forms of identification and other important documents, such as a driver's license, Social Security card, and birth certificate. These documents are vital because they are frequently required for obtaining employment. Applying for and getting these documents can be a confusing and frustrating experience, and the individual may need one piece of identification in order to get another. Also, each document is issued by a different office and has different application requirements. Mapping out the application process for each of these documents will be of great help to your participants.

5. Link clients to the support services they need.

Finally, it is important to address the comprehensive set of personal needs that exacerbate ex-offenders' abilities to secure and retain jobs. By linking participants to the support services they need through the WIA One-Stop Centers and other providers in your community, you will increase their chances of getting employment and remaining in their jobs.

V. CONCLUSION

While participants with criminal records face multiple barriers to employment, there are many things you can do to help them become employed. These strategies include meeting the demands of employers who need dependable labor and preparing your participants to be qualified job candidates. Being familiar with the barriers your participants face, as well as the range of strategies you can use to address those obstacles, will increase the likelihood of your ex-offender participants getting jobs.

Endnotes

- i. "U.S. Correctional Population Reaches 6.3 Million Men and Women, Represents 3.1 Percent of the Adult U.S. Population." *Bureau of Justice Statistics Press Release*. U.S. Department of justice. July 23, 2000
- ii. Allen J. Beck, Chief, Bureau of justice Statistics, U.S. Department of justice, "State and Federal Prisoners Returning to the Community: Findings from the Bureau of Justice Statistics," April 13, 2000, presented at the First Reentry Courts Initiative Cluster Meeting, Washington, DC.
- iii. 1992 survey by SEARCH for Bureau of justice Statistics of U.S. Department of justice, reported in Use and Management of Criminal History Record Information: A Comprehensive Report, 1993. Survey found that 47.3 million individuals had state criminal histories; the FBI also maintains criminal history information on about 25 million individuals, with no data available about how many are duplicative of state files.
- iv. Adult (18 and over) population of U.S. in 1992 was 188,868,000. United States Census Bureau, Resident Population Estimates of the United States by Age and Sex: April 1, 1990 to November 1, 1999, December 23, 1999.
- v. "Facts about Prisons and Prisoners." The Sentencing Project, Washington, DC, April 2000.
- vi. Lawrence A. Greenfeld and Tracy L. Snell, "Women Offenders." *Bureau of Justice Statistics Special Report*. U.S. Department of Justice. December 1999.
- vii. Id.
- viii. Separate state programs are programs operated outside of the TANF program. States use their own funds to operate these programs. Some or all of the expenditures in a separate state program may count toward the state's TANF maintenance-of-effort (MOE) requirement, provided the expenditure helps eligible families in ways that are consistent with any of the four purposes of the TANF program and meets all other MOE requirements. MOE is an annual cost-sharing requirement that comes with participating in the federal TANF block grant program.
- ix. See 45 C.F.R. § 260.31 of the TANF regulations for the definition of TANF-funded "assistance." See also 45 C.F.R. § 263.11 of the TANF regulations for a list of proper uses of TANF funding.
- x. State, local, and Tribal TANF agencies, or private organizations providing services under contract with the TANF agency, may use federal TANF funds in any manner reasonably calculated to accomplish any of the purposes of the TANF program. The four TANF purposes may be found at 42 U.S.C. § 601 and 45 C.F.R. §

260.20. Also, refer to the publication *Helping Families Achieve Self-Sufficiency: A Guide on Funding Services for Children and Families Through the TANF Program* available at <http://www~v.acf.dhhs.gov/programs/ofa/>.

- xi. Equal Employment Opportunity Commission, Notice No. N-915, Policy Statement on the Issue of Conviction Records under Title VII of the Civil Rights Act of 1964, (February 4, 1987).
- xii. Equal Employment Opportunity Commission, Notice No. N -915-061, Policy Guidance on the Consideration of Arrest Records in Employment Decisions under Title VII of the Civil Rights Act of 1964, (September 7, 1990).
- xiii. *Id.* at p. 9.
- xiv. The categorization of convictions as criminal or non-criminal is determine by state law.

Appendices

Appendix A **State Responses to the Drug Felon Ban:**

Bars to Public Assistance and Food Stamps for Individuals with Drug Felony Convictions (as of May 2000)

States that Have Denied Benefits Entirely (24)

Alabama	Kansas	New Mexico
Alaska	Kentucky	North Dakota
Arizona	Maine	Pennsylvania
California	Massachusetts	South Dakota
Delaware	Mississippi	Tennessee
Georgia	Missouri	Virginia
Idaho	Montana	West Virginia
Indiana	Nebraska	Wyoming

States that Have Modified the Ban (18)

Arkansas	Louisiana	Rhode Island
Colorado	Maryland	South Carolina
Florida	Minnesota	Texas
Hawaii	Nevada	Utah
Illinois	New Jersey	Washington
Iowa	North Carolina	Wisconsin

States that Have Opted Out Entirely (9)

Connecticut	New York	Oregon
Michigan	Ohio	Vermont
New Hampshire	Oklahoma	(District of Columbia)

Appendix B

State Repositories of Criminal Records

Alabama

Alabama Bureau of Investigation
Department of Public Safety
2720A Gunter Park Drive West
Montgomery, AL 36109
Phone: 334-395-4326
Fax: 334-395-4350

Alaska

Department of Public Safety
P.O. Box 111200
Juneau, AK 99811-1200
Phone: 907-465-4336
Fax: 907-465-4362

Arizona

Technology & Communications Bureau
Arizona Department of Public Safety
P.O. Box 6638 (2120 West Encanto)
Phoenix, AZ 85005-6638
Phone: 602-233-2000
Fax: 602-223-2933

Arkansas

Arkansas Crime Information Center
One Capitol Mall, 4D-200
Little Rock, AR 72201
Phone: 501-682-2222
Fax: 501-682-7444

California

Criminal Justice Information Services
Division
4949 Broadway
Room J-232
Sacramento, CA 95820
Phone: 916-227-3044
Fax: 916-227-3128

Colorado

Crime Information Center
Colorado Bureau of Investigation
690 Kipling Street
Room 3000
Denver, CO 80215
Phone: 303-239-4224
Fax: 303-235-0568

Connecticut

Policy Development & Planning Division
Office of Policy & Management
450 Capitol Avenue
MS#52CPD
Hartford, CT 06106-1308
Phone: 860-418-6390
Fax: 860-418-6496

Delaware

State Bureau of Identification
Delaware State Police
P.O. Box 430
1407 North DuPont Highway
Dover, DE 19903
Phone: 302-739-5872
Fax: 302-739-5888

District of Columbia

Metropolitan Police Department
Criminal Justice Information Division
300 Indiana Avenue, NW
Room 3055
Washington, DC 20001
Phone: 202-727-4357
Fax: 202-727-4464

Florida

Criminal Justice Information Systems
Florida Department of Law Enforcement
P.O. Box 1489
Tallahassee, FL 32302-1489
Fax: 850-410-7125
Phone: 850-410-7100

Georgia

Georgia Crime Information Center
Georgia Bureau of Investigation
P.O. Box 370748
Decatur, GA 30037-0748
Phone: 404-244-2601
Fax: 404-244-2706

Hawaii

Criminal Justice Data Center
Department of the Attorney General
Kekuanao'a Building, Room 101
465 South King Street
Honolulu, HI 96813
Phone: 808-587-3100
Fax: 808-587-3109

Idaho

Bureau of Criminal Identification
Idaho Department of Law Enforcement
P.O. Box 700
700 S. Stratford Drive, 83642
Meridian, ID 83680-0700
Phone: 208-884-7130
Fax: 208-884-7193

Illinois

Division of Administration
Illinois State Police
P.O. Box 19461
125 E. Monroe, Room 401
Springfield, IL 62794-9461
Phone: 217-785-2035
Fax: 217-524-5794

Indiana

Indiana State Police
IGCN - 100 North Senate Avenue
Indianapolis, IN 46204
Phone: 317-232-8250
Fax: 317-232-0652

Iowa

Division of Criminal Investigation
Iowa Department of Public Safety
Wallace State Office Building
Des Moines, IA 50319
Phone: 515-281-5138
Fax: 515-242-6297

Kansas

Kansas Bureau of Investigation
1620 Southwest Tyler Street
Topeka, KS 66612-1837
Phone: 785-296-8200
Fax: 785-296-6781

Kentucky

Kentucky State Police
Records Section
1250 Louisville Road
Frankfort, KY 40601
Phone: 502-227-8700
Fax: 502-227-8734

Louisiana

Louisiana State Police
Criminal Records
P.O. Box 66614
Baton Rouge, LA 70896
Phone: 225-925-6095
Fax: 225-925-7005

Maine

State Bureau of Identification
Maine State Police
36 Hospital Street
Augusta, ME 04333
Phone: 207-624-7009
Fax: 207-624-7088

Maryland

Information Technology & Communications
Maryland Department of Public Safety
& Correctional Services
P.O. Box 5743
Pikesville, MD 21282-5743
Phone: 410-585-3100
Fax: 410-764-4035

Massachusetts

Massachusetts Criminal History Systems
Board
200 Arlington Street
Suite 2200
Chelsea, MA 02160
Phone: 617-660-4600
Fax: 617-660-4613

Michigan

Central Records Division
Michigan Department of State Police
7150 Harris Drive
Lansing, MI 48913
Phone: 517-322-1959
Fax: 517-322-0635

Minnesota

Criminal Justice Information Systems
Bureau of Criminal Apprehension
Department of Public Safety
1246 University Avenue
St. Paul, MN 55101-2156
Phone: 651-642-0687
Fax: 651-643-2124

Mississippi

Department of Public Safety
Criminal Information Center
3891 Highway 468 West
Pearl, MS 39208
Phone: 601-933-2600
Fax: 601-933-2676

Missouri

Criminal Records and Identification
Division
Missouri State Highway Patrol
P.O. Box 568
1510 East Elm
Jefferson City, MI 65102
Phone: 573-526-6153
Fax: 573-751-9382

Montana

Montana Department of Justice
State Identification Bureau
P.O. Box 201403
Helena, MT 59620-1403
Phone: 406-444-3625
Fax: 406-444-0689

Nebraska

Nebraska State Patrol
Investigative Services Division
P.O. Box 94907
Lincoln, NE 68509
Phone: 402-479-4099
Fax: 402-479-4022

Nevada

Criminal Information Services
Nevada Highway Patrol
808 West Nye Lane
Carson City, NV 89703
Phone: 775-687-1600
Fax: 775-687-1845

New Hampshire

Support Services Bureau
10 Hazen Drive
Concord, NH 03305
Phone: 603-271-3793
Fax: 603-271-2527

New Jersey

Records & Identification Section
New Jersey State Police
P.O. Box 7068
River Road
West Trenton, NJ 08628-0068
Phone: 609-882-2000 ext. 2311/2878
Fax: 609-530-4856/5780

New Mexico

Department of Public Safety
Technical and Emergency Support Division
P.O. Box 1628
4491 Cerrillos Road
Santa Fe, NM 87504-1628
Phone: 505-827-9185
Fax: 505-827-9189

New York

NYS Division of Criminal Justice Services
Office of Operations and Systems
4 Tower Place
Executive Park Tower
Albany, NY 12203-3764
Phone: 518-457-6050
Fax: 518-457-6550

North Carolina

Division of Criminal Information
North Carolina Bureau of Investigation
407 North Blount Street
Raleigh, NC 27601-1009
Phone: 919-662-4500
Fax: 919-661-5977

North Dakota

Information Services Division
Bureau of Criminal Investigation
Office of the Attorney General
P.O. Box 1054
4205 State Street
Bismarck, ND 58502-1054
Phone: 701-328-5500
Fax: 701-328-5510

Ohio

Identification Division
Ohio Bureau of Criminal Identification &
Investigation
P.O. Box 365
1560 State Route 56, SW
London, OH 43140
Phone: 740-845-2000
Fax: 740-845-2021

Oklahoma

Oklahoma State Bureau of Investigation
Criminal History Reporting Unit
6600 North Harvey
Building Six, Suite #140
Oklahoma City, OK 73116
Phone: 405-879-2528
Fax: 405-879-2503

Oregon

Forensic Services
Identification Services Section
Oregon State Police
3772 Portland Road, N.E.
Salem, OR 97303
Phone: 503-378-3070
Fax: 503-378-2121

Pennsylvania

Bureau of Records & Information Services
Pennsylvania State Police
1800 Elmerton Avenue
Harrisburg, PA 17110
Phone: 717-783-5588
Fax: 717-772-3681

Puerto Rico

Criminal Justice Information Systems Office
Puerto Rico Department of Justice
P.O. Box 9020192
San Juan, Puerto Rico 00902-0192
Phone: 787-729-2121
Fax: 787-729-2261

Rhode Island

Department of the Attorney General
Division of Criminal Identification
150 South Main Street
Providence, RI 02903
Phone: 401-274-4400 ext. 3
Fax: 401-222-1331

South Carolina

South Carolina Law Enforcement Division
P.O. Box 21398
Columbia, SC 29221-1398
Phone: 803-896-7142
Fax: 803-896-7022

South Dakota

Division of Criminal Investigation
Office of the Attorney General
East Highway 34
C/o 500 East Capitol Avenue
Pierre, SD 57501-5070
Phone: 605-773-3331
Fax: 603-773-4629

Tennessee

Tennessee Bureau of Investigation
901 R. S. Gass Blvd.
Nashville, TN 37216-4406
Phone: 615-744-4000
Fax: 615-744-4653 (Criminal Records)

Texas

Crime Records Division
Texas Department of Public Safety
P.O. Box 4143
Austin, TX 78765
Phone: 512-424-2077
Fax: 512-424-5911

Utah

Utah Bureau of Criminal Identification
3888 West 5400 South
Box 148280
Salt Lake City, UT 84114
Phone: 801-965-4445
Fax: 801-965-4749

Vermont

Vermont Criminal Information Center
Department of Public Safety
103 South Main Street
Waterbury, VT 05671
Phone: 802-244-8727
Fax: 802-241-5552

Virginia

Criminal Justice Information Services
Virginia State Police
P.O. Box 27472
Richmond, VA 23261-7472
Phone: 804-674-2147
Fax: 804-674-2105

Washington

Criminal Records Division
Washington State Patrol
P.O. Box 42619
Olympia, WA 98504-2619
Phone: 360-570-5252
Fax: 360-570-5274

West Virginia

Criminal Identification Bureau
West Virginia Police
725 Jefferson Road
South Charleston, WV 25309
Phone: 304-746-2177
Fax: 304-746-2402

Wisconsin

Crime Information Bureau
Wisconsin Department of Justice
P.O. Box 2688
123 West Washington Avenue
Madison, WI 53701
Phone: 608-266-7399
Fax: 608-267-4558

Wyoming

Division of Criminal Investigations
Criminal Records Section
Wyoming Attorney General's Office
316 West 22nd Street
Cheyenne, WY 82002
Phone: 307-777-7523
Fax: 307-777-7252

Appendix C

State Departments of Labor

Alabama

Alabama Department of Labor
100 North Union Street, Suite 260
P.O. Box 303500
Montgomery, AL 36130-3500
Phone: 334-242-3460
Fax: 334-240-3417

Alaska

Commissioner
Department of Labor
P.O. Box 21149
Juneau, AK 99802-1149
Phone: 907-465-2700
Fax: 907-465-2784

Arizona

Chairman
Industrial Commission
800 W. Washington St., Suite 403
P.O. Box 19070
Phoenix, AZ 85005-9070
Phone: 602-542-4661
Fax: 602-542-7889

Arkansas

Director
Department of Labor
10421 West Markham St.
Little Rock, AR 72205
Phone: 501-682-4541
Fax: 501-682-4535

California

Director
Department of Industrial Relations
455 Golden Gate Ave.,
10th Floor
San Francisco, CA 94102
Phone: 415-703-5050
Fax: 415-703-5058

Colorado

Executive Director
Department of Labor and Employment
1515 Arapahoe Street
Tower II, Suite 400
Denver, CO 80202-2117
Phone: 303-620-4701
Fax: 303-318-8048

Connecticut

Commissioner
Labor Department
200 Folly Brook Boulevard
Wethersfield, CT 06109-1114
Phone: 860-263-6505
Fax: 860-263-6529

Delaware

Secretary
Department of Labor
4425 N. Market Street
4th Floor
Wilmington, DE 19802
Phone: 302-761-8000
Fax: 302-761-6621

District of Columbia

Director
Department of Employment Services
500 C Street, NW, Suite 600
Washington, D.C. 20001
Phone: 202-724-7100
Fax: 202-724-7112

Florida

Secretary
Department of Labor and Employment
Security
2012 Capitol Circle, S.E.
Hartman Building, Suite 303
Tallahassee, FL 32399-2152
Phone: 850-922-7021
Fax: 850-488-8930

Georgia

Commissioner
Department of Labor
Sussex Place - Room 600
148 International Blvd., N.E.
Atlanta, GA 30303
Phone: 404-656-3011
Fax: 404-656-2683

Guam

Director
Department of Labor
Government of Guam
P.O. Box 9970
Tamuning, GU 96931-9970
Phone: 671-475-0101
Fax: 671-477-2988

Hawaii

Director
Department of Labor and Industrial
Relations
830 Punchbowl Street, Room 321
Honolulu, HI 96813
Phone: 808-586-8844
Fax: 808-586-9099

Idaho

Director
Department of Labor
317 W. Main Street
Boise, ID 83735-0001
Phone: 208-334-6110
Fax: 208-334-6430

Illinois

Director
Department of Labor
160 N. LaSalle Street
13th Floor, Suite C-1300
Chicago, IL 60601
Phone: 312-793-1808
Fax: 312-793-5257

Indiana

Commissioner
Department of Labor
402 West Washington Street
Room W195
Indianapolis, IN 46204-2739
Phone: 317-232-2378
Fax: 317-233-5381

Iowa

Director
Iowa Workforce Development
1000 East Grand Avenue
Des Moines, IA 50319-0209
Phone: 515-281-3447
Fax: 515-281-4698

Kansas

Secretary
Department of Human Resources
401 S.W. Topeka Boulevard
Topeka, KS 66603
Phone: 785-296-7474
Fax: 785-368-6294

Kentucky

Secretary
Labor Cabinet
1047 U.S. Hwy. 127 South, Suite 4
Frankfort, KY 40601
Phone: 502-564-3070
Fax: 502-564-5387

Louisiana

Secretary
Department of Labor
P.O. Box 94094
Baton Rouge, LA 70804-9094
Phone: 225-342-3011
Fax: 225-342-3778

Maine

Commissioner
Department of Labor
20 Union Street
P.O. Box 259
Augusta, ME 04332-0259
Phone: 207-287-3788
Fax: 207-287-5292

Maryland

Secretary
Department of Labor, Licensing and
Regulation
500 N. Calvert Street, Suite 401
Baltimore, MD 21202
Phone: 410-230-6020 ext. 1393
Fax: 410-333-0853

Massachusetts

Director
Department of Labor & Work Force
Development
1 Ashburton Place, Rm. 2112
Boston, MA 02108
Phone: 617-727-6573
Fax: 617-727-1090

Michigan

Director
Department of Consumer & Industry
Services
P.O. Box 30004
Lansing, MI 48909
Phone: 517-373-3034
Fax: 517-373-2129

Minnesota

Commissioner
Department of Labor and Industry
443 Lafayette Road
St. Paul, MN 55155
Phone: 651-296-2342
Fax: 651-282-5405

Mississippi

Chairman
Workers' Compensation Commission
1428 Lakeland Drive
P.O. Box 5300
Jackson, MS 39296
Phone: 601-987-4258
Fax: 601-987-4233

Missouri

Director
Department of Labor & Industrial Relations
P.O. Box 504
Jefferson City, MO 65102
Phone: 573-751-9691
Fax: 573-751-4135

Montana

Commissioner
Department of Labor and Industry
P.O. Box 1728
Helena, MT 59624-1728
Phone: 406-444-9091
Fax: 406-444-1394

Nebraska

Commissioner
Department of Labor
Workforce Development
550 South 16th Street
Box 94600
Lincoln, NE 68509-4600
Phone: 402-471-9792
Fax: 402-471-2318

Nevada

Commissioner
Labor Commission
555 E. Washington Avenue
Suite 4100
Las Vegas, NV 89101
Phone: 702-486-2650
Fax: 702-486-2660

New Hampshire

Commissioner
Department of Labor
95 Pleasant Street
Concord, NH 03301
Phone: 603-271-3171
Fax: 603-271-6852

New Jersey

Commissioner
New Jersey Department of Labor
John Fitch Plaza
13th Floor, Suite D
P.O. Box CN 110
Trenton, NJ 08625-0110
Phone: 609-984-4248
Fax: 609-633-9271

New Mexico

Secretary
Department of Labor
P.O. Box 1928
401 Broadway, N.E.
Albuquerque, NM 87103-1928
Phone: 505-841-8408
Fax: 505-841-8491

New York

Commissioner
Department of Labor
State Campus, Building 12
Albany, NY 12240
Phone: 518-457-2741
Fax: 518-457-6908

North Carolina

Commissioner
Department of Labor
4 West Edenton Street
Raleigh, NC 27601-1092
Phone: 919-733-7166
Fax: 919-733-0223

North Dakota

Commissioner
Department of Labor
State Capitol Building
600 East Boulevard, Dept. 406
Bismark, ND 58505-0340
Phone: 701-328-2660
Fax: 701-328-2031

Ohio

Administrator
Bureau of Employment Services
145 South Front Street
Columbus, OH 43218-2132
Phone: 614-466-8073
Fax: 614-466-5025

Oklahoma

Commissioner
Department of Labor
4001 N. Lincoln Blvd.
Oklahoma City, OK 73105-5212
Phone: 405-528-1500, ext. 200
Fax: 405-528-5751

Oregon

Commissioner
Bureau of Labor and Industries
800 NE Oregon Street #32
Portland, OR 97232
Phone: 503-731-4070
Fax: 503-731-4103

Pennsylvania

Secretary
Department of Labor and Industry
1700 Labor and Industry Building
7th and Forster Streets
Harrisburg, PA 17120
Phone: 717-787-3756
Fax: 717-787-8826

Puerto Rico

Secretary
Department of Labor & Human Resources
Edificio Prudencio Rivera Martinez
505 Munoz Rivera Avenue
Hato Rey, PR 00918
Phone: 787-754-2110 or 2120
Fax: 787-756-1150

Rhode Island

Director
Department of Labor
610 Manton Avenue
Providence, RI 02909
Phone: 401-457-1701
Fax: 401-457-1769

South Carolina

Director
Department of Labor, Licensing &
Regulations
Synergy Building
110 Center View Drive
P.O. Box 11329
Columbia, SC 29211-1329
Phone: 803-896-4390
Fax: 803-896-4387

South Dakota

Secretary
Department of Labor
700 Governors Drive
Pierre, SD 57501-2291
Phone: 605-773-3101
Fax: 605-773-4211

Tennessee

Commissioner
Department of Labor
Andrew Johnson Tower
710 James Robertson Pkwy..
8th Floor
Nashville, TN 37243-0655
Phone: 615-741-2582
Fax: 615-741-5078

Texas

Executive Director
Texas Workforce Commission
101 East 15th Street, Rm. 618
Austin, TX 78778
Phone: 512-463-0735
Fax: 512-475-2321

Utah

Commissioner
Utah Labor Commission
General Administration Building
P.O. Box 146600
Salt Lake City, UT 84114-6600
Phone: 801-530-6880
Fax: 801-530-6390

Vermont

Commissioner
Department of Labor & Industry
National Life Building
Draw #20
Montpelier, VT 05620-3401
Phone: 802-828-5098
Fax: 802-828-2195

Virgin Islands

Commissioner of Labor
Department of Labor
2303 Church St., Christiansted
St. Croix, U.S. VI 00820-4612
Phone: 340-773-1994, ext. 230
Fax: 340-773-0094

Virginia

Commissioner
Department of Labor and Industry
Powers-Taylor Building
13 S. 13th Street
Richmond, VA 23219
Phone: 804-786-2377
Fax: 804-371-6524

Washington

Director
Department of Labor & Industries
7273 Linderson Way
P.O. Box 44001
Olympia, WA 98504-4001
Phone: 360-902-4213
Fax: 360-902-4202

West Virginia

Commissioner
Division of Labor
Bureau of Commerce
State Capitol Complex
Building #6, Room 749B
Charleston, WV 25305
Phone: 304-558-7890
Fax: 304-558-2273

Wisconsin

Secretary
Department of Workforce Development
201 East Washington Avenue, #400 x
P.O. Box 7946
Madison, WI 53707-7946
Phone: 608-267-9692
Fax: 608-266-1784

Wyoming

Director
Department of Employment
Herschler Building, 2 East
122 W. 25th Street
Cheyenne, WY 82002
Phone: 307-777-7672
Fax: 307-777-5805

Appendix D

State Attorneys General

Alabama

Bill Pryor
State House
11 S. Union Street
Montgomery, AL 36130
(334) 242-7300

Alaska

Bruce M. Botelho
Diamond Courthouse
P.O. Box 110300
Juneau, AK 99811-0300
(907) 465-2133

Arizona

Janet Napolitano
1275 W. Washington Street
Phoenix, AZ 85007
(602) 542-5025

Arkansas

Mark Pryor
200 Tower Bldg.
323 Center Street
Little Rock, AR 72201-2610
(501) 682-2007

California

Bill Lockyer
1300 I St., Ste. 1740
Sacramento, CA 95814
(916) 324-5437

Colorado

Ken Salazar
Department of Law
1525 Sherman Street
5th Floor
Denver, CO 80203
(303) 866-4500

Connecticut

Richard Blumenthal
55 Elm Street
Hartford, CT 06141-0120
(860) 808-5324

Delaware

M. Jane Brady
Carvel State Office Bldg.
820 N. French St.
Wilmington, DE 19801
(302) 577-8400

District of Columbia

Robert Rigsby D.C. Corp. Counsel
Office of the Corporation Counsel
441 4th St., NW
Washington, DC 20001
(202) 727-6248

Florida

Robert A Butterworth
The Capitol
PL 01
Tallahassee, FL 32399-1050
(850) 487-1963

Georgia

Thurbert E. Baker
40 Capitol Square, SW
Atlanta, GA 30334-1300
(404) 656-4585

Guam

John Taratino
E. Judicial Center Building
Suite 2-200
120 West O'Brien Drive
Hagatna, Guam 96910
(671) 475-3324

Hawaii

Earl Anzai
425 Queen Street
Honolulu, HI 96813
(808) 586-1500

Idaho

Alan G. Lance
Statehouse
P. O. Box 83720
Boise, ID 83720-0010
(208) 334-2400

Illinois

Jim Ryan
James R. Thompson Ctr.
100 W. Randolph Street
Chicago, IL 60601
(312) 814-2503

Indiana

Steve Carter
Indiana Govt. Ctr. S.
402 W. Washington Str., 5th Floor
Indianapolis, IN 46204
(317) 233-4386

Iowa

Tom Miller
Hoover State Office Bldg.
1305 E. Walnut St.
Des Moines, IA 50319
(515) 281-3053

Kansas

Carla J. Stovall
120 S.W. 10th Avenue
2nd Floor
Topeka, KS 66612-1597
(785) 296-2215

Kentucky

Albert Benjamin "Ben" Chandler III
State Capitol
Suite 118
Frankfort, KY 40601
(502) 696-5300

Louisiana

Richard P. Ieyoub
Dept. of Justice
P.O. Box 94095
Baton Rouge, LA 70804-4095
(225) 342-7013

Maine

G. Steven Rowe
6 State House Station
Augusta, ME 04333-0006
(207) 626-8800

Maryland

J. Joseph Curran, Jr.
200 St. Paul Place
Baltimore, MD 21202-2202
(410) 576-6300

Massachusetts

Tom Reilly
1 Ashburton Place
Boston, MA 02108-1698
(617) 727-2200

Michigan

Jennifer Granholm
P.O. Box 30212
525 W. Ottawa Street
Lansing, MI 48909-0212
(517) 373-1110

Mississippi

Mike Moore
Dept. of Justice
P.O. Box 220
Jackson, MS 39205-0220
(601) 359-3692

Missouri

Jeremiah W. "Jay" Nixon
Supreme Ct. Bldg.
207 W. High Street
Jefferson City, MO 65101
(573) 751-3321

Montana

Mike McGrath
Justice Bldg.
P. O. Box 201401
215 N. Sanders
Helena, MT 59620-1401
(406) 444-2026

Nebraska

Don Stenberg
State Capitol
P.O. Box 98920
Lincoln, NE 68509-8920
(402) 471-2682

Nevada

Frankie Sue Del Papa
Old Supreme Ct. Bldg.
100 N. Carson Street
Carson City, NV 89701
(775) 684-1100

New Hampshire

Philip T. McLaughlin
State House Annex
33 Capitol Street
Concord, NH 03301-6397
(603) 271-3658

New Jersey

John Farmer
Office of the Attorney General
Department of Law and Public Safety
P. O. Box 080
Trenton, NJ 08625
(609) 292-4925

New Mexico

Patricia Madrid
P.O. Drawer 1508
Santa Fe, NM 87504-1508
(505) 827-6000

New York

Elliot Spitzer
Dept. of Law - The Capitol
Room 220
Albany, NY 12224
(518) 474-7330

North Carolina

Roy Cooper
Dept. of Justice
P.O. Box 629
Raleigh, NC 27602-0629
(919) 716-6400

North Dakota

Wayne Stenehjem
State Capitol
600 E. Boulevard Avenue
Bismarck, ND 58505-0040
(701) 328-2210

Ohio

Betty D. Montgomery
State Office Tower
30 E. Broad Street, 17th Floor
Columbus, OH 43215
(614) 466-4320

Oklahoma

W.A. Drew Edmondson
State Capitol, Rm. 112
2300 N. Lincoln Blvd.
Oklahoma City, OK 73105
(405) 521-3921

Oregon

Hardy Myers
Justice Bldg.
1162 Court Street, NE
Salem, OR 97310
(503) 378-6002

Pennsylvania

Mike Fisher
Strawberry Square
16th Floor
Harrisburg, PA 17120
(717) 787-3391

Puerto Rico

Anabelle Rodriguez
P.O. Box 9020192
San Juan, PR 00902-0192
(787) 721-7700

Rhode Island

Sheldon Whitehouse
150 S. Main Street
Providence, RI 02903
(401) 274-4400

South Carolina

Charlie Condon
Rembert C. Dennis Office Bldg.
P.O. Box 11549
Columbia, SC 29211-1549
(803) 734-3970

South Dakota

Mark Barnett
500 E. Capitol
Pierre, SD 57501-5070
(605) 773-3215

Tennessee

Paul Summers
500 Charlotte Avenue
Nashville, TN 37243
(615) 741-5860

Texas

John Cornyn
Capitol Station
P.O. Box 12548
Austin, TX 78711-2548
(512) 463-2191

Utah

Mark Shurtless
236 State Capitol
Salt Lake City, UT 84114-0810
(801) 538-1326

Vermont

William H. Sorrell
09 State Street
Montpelier, VT 05609-1001
(802) 828-3171

Virginia

Mark L. Earley
900 E. Main St.
Richmond, VA 23219
(804) 786-2071

Washington

Christine O. Gregoire
P.O. Box 40100
1125 Washington St., SE
Olympia, WA 98504-0100
(360) 753-6200

West Virginia

Darrell V. McGraw, Jr.
State Capitol
1900 Kanawha Blvd., E.
Charleston, WV 25305
(304) 558-2021

Wisconsin

James E. Doyle
State Capitol, Suite 114 E.
P.O. Box 7857
Madison, WI 53707-7857
(608) 266-1221

Wyoming

Gay Woodhouse
State Capitol Bldg.
Rm. 123
Cheyenne, WY 82002
(307) 777-7841

Appendix E

Other Government Agencies and Non-profit Organizations:

U.S. Department of Labor
(202) 693-5000
<http://www.dol.gov>

Employment and Training Administration
(202) 693-2790
<http://www.doleta.gov>

Welfare to Work Division
(202) 693-3910
<http://wtw.doleta.gov>

Regional Work Opportunity Tax Credit
Coordinators
(202) 693-2786 (D.C.)

Work Opportunity and Welfare to Work Tax
Credits
(202) 693-2786
<http://workforcesecurity.doleta.gov/employ/wotc.asp>

Federal Bonding Program
(800) 233-2258
<http://usworkforce.org/onestop/FBP.htm>

Workforce Investment Act
(202) 693-3045
<http://usworkforce.org>

America's Workforce Network Toll-free
Helpline
(877) US-2JOBS

America's Service Locator
<http://www.servicelocator.org>

U.S. Department of Health and Human
Services
(877) 696-6775
<http://www.hhs.gov>

Administration for Children and Families
(ACF)
(202) 401-9200
<http://www.acf.dhhs.gov>

Office of Child Support Enforcement (CSE)
(202) 401-9373
<http://www.acf.dhhs.gov/programs/cse>

Center for Substance Abuse Treatment
(CSAT)
(301) 443-5700
<http://www.samhsa.gov/csat/csat.htm>

U.S. Department of Transportation
(202) 366-4000
<http://www.dot.gov>

Equal Employment Opportunity
Commission
(800) 669-4000
<http://www.eeoc.gov>

Federal Bureau of Prisons
(202) 305-3860
<http://www.unicor.gov/placement/ipprogram.htm>

Legal Action Center
(212) 243-1313
<http://www.lac.org>

