

MEMORANDUM

TO: Client Service Professionals

FROM: Tim Murphy, Secretary, Health and Human Services

DATE: September 12, 2005

RE: Operation Helping Hands – Client Service

As many of you are aware, a number of Hurricane Katrina evacuees have relocated to the Commonwealth. The news media extensively covered the 208 individuals airlifted from Louisiana to Otis Air Force Base on Cape Cod late last week. In addition to the evacuees at Otis, however, many other evacuees have relocated to Massachusetts by their own means to live with family and/or friends. Many of these evacuees are in need of federal, state and charitable assistance. In an effort to ensure access to prompt and attentive client service, the Commonwealth has developed “Guidance for Assisting Hurricane Katrina Clients Not Located”. The instructions are meant to help you assist these evacuees with their needs. In addition, the following client service business process flow is meant to assist you further in your dealings with Hurricane Katrina evacuees:

What type of service(s) is the evacuee seeking?

1. Federal government and/or charitable organization services
 - a. Provide the evacuee with the appropriate contact information
 - b. Offer use of office computer or telephone to allow the evacuee to contact the federal government or charitable organizations
2. State government services
 - a. Does the evacuee have a temporary or permanent Massachusetts identification?
 - i. If Yes, then
 1. Provide services according to departmental protocol for evacuees; and
 2. Provide evacuee with contact information to other departments providing evacuee services
 - ii. If No, then
 1. Inform the evacuee that h/she must have a Massachusetts identification to receive services
 2. Refer the evacuee to the nearest Registry of Motor Vehicle branch
 3. Tell the evacuee to identify themselves as an “Evacuee” to the Registry of Motor Vehicle staff

3. Disaster Recovery Center

- a. For those evacuees who may prefer to use a one-stop location for federal, state and charitable services, then the Disaster Recover Center may be an appropriate referral