

GENERAL

WORK ASSIGNMENTS

Parcel assignments are made by the Relocation Supervisor or designee. Once assigned, the parcel will be the responsibility of the Relocation Advisor until all necessary relocation and advisory activities are accomplished. Right of Way Management will make every effort to ensure that the originally assigned advisor stays with the parcel to its completion.

The initial contact from the Relocation Advisor will normally occur in the early stages of the Right of Way process. This early contact enables the advisor to begin planning specifically for relocations to accommodate Right of Way production schedules and allow for early identification of potential problems or unique situations.

CONTINUOUS QUALITY ASSURANCE

The Relocation Supervisor will routinely examine samples of completed files to ensure relocation activities were performed according to applicable standards and appropriate levels of consistency. All files will also be reviewed throughout relocation activities to assure that proper documentation is included on completed activities.

PROJECT REVIEWS

Upon request from the Office of Environmental Services a project review will be performed. This review is to estimate the number of relocations on either a corridor or specific project and is generally included in the Environmental Assessment or Environmental Impact Statement. This typically consists of: the number of residential displacements (owner and/or tenant occupants); the number of non-residential displacements (farms, businesses and non-profit organizations); an estimate of available replacement housing by price range and bedroom count; and, current financing rates.

Potentially difficult or complex relocations should be noted at this time and various affected offices should be made aware of these situations. Examples of difficult relocations may include large families, low-income families, minorities, tenant-occupied rural residences, substandard dwellings, disabled or elderly occupants and special-use properties.

Estimates of relocation costs are often requested by Right of Way Design. The preparation of these estimates is many times premised on approximate right of way needs and should be prepared based on a "worst-case scenario". Often a considerable amount of time passes between the date of an estimate and actual relocation activities.

As the project concept is finalized, design concepts are developed and the public information meeting nears, another estimate of relocation activities will be prepared. This estimate consists of the number of residential and non-residential displacements including an estimate of the number of people to be physically displaced by a specific project.

The Relocation advisor will look for clues that indicate the number of displacees. Included are the number of cars parked on the property, the presence of children's toys or playground equipment, wheelchair accessibility, etc.

ALIENS NOT LAWFULLY PRESENT IN THE UNITED STATES

ELIGIBILITY

Each person seeking relocation payments or relocation advisory services shall, as a condition of eligibility, certify:

1. In the case of an individual, that he or she is either a citizen or national of the United States or an alien who is lawfully present in the United States.
2. In the case of a family, that each family member is either a citizen or national of the United States, or an alien who is lawfully present in the United States. The head of the household may certify on behalf of other family members.
3. In the case of an unincorporated business, farm or nonprofit organization, that each owner is either a citizen or national of the United States or an alien who is lawfully present in the United States. Certification may be made by the principal owner, manager or operating officer on behalf of other persons with an ownership interest.
4. In the case of an incorporated business, farm or nonprofit organization, that the corporation is authorized to conduct business within the United States.

CERTIFICATION

The certification that the displacee is a citizen or national of the United States or an alien who is lawfully present in the United States is accomplished on the first contact between the Relocation Advisor and the potential displacee via the Receipt for Brochure form. Refusal to sign the receipt should be noted by the advisor and brought to the attention of the Relocation Supervisor.

The advisor is not expected to do an exhaustive investigation as to whether the displacee is a legal resident but should have a comfort level concerning the meeting of this criteria.

Documentation can include, but is not limited to, a birth certificate, driver's license, social security card, green card, etc. Any review of these certifications must be conducted in a non-discriminatory manner. Our standard of review should be consistent for all persons.

If the Iowa Department of Transportation has reason to believe that a person's certification is invalid, and that, as a result, the person may be an alien not lawfully present in the United States,