Information and Referrals for Low-income Households

WHERE TO FIND HELP
It's not always easy to find out where to call when you need help. This list of services may be helpful to your family. It includes phone numbers and web addresses for many services. You can find other local numbers in the government services section of your phone book. You can access the internet at most public libraries. If you need help finding one of these services, ask your worker.

211Info is another option for connecting people with resources in their own communities. Contact 211Info by dialing 211 or searching for resources online at 211info.org. You can connect with a community resource expert by texting your ZIP code to 898211 or emailing to help@211info.org.

CHILD CARE
DHS has child care programs that help with child care costs.


211Info can help families find child care providers.

• Dial 211 or find resources at 211info.org.

EMPLOYMENT
Many agencies help people gain the skills needed to find, get or keep a job.

• Contact DHS at www.oregon.gov/DHS/employment/Pages/index.aspx or the Employment Department at www.oregon.gov/employ.

WorkSource Oregon programs refer displaced workers to services in their local area.

• Check your phonebook or go to www.worksourceoregon.org.

DHS provides training, benefits and help in finding work for people with disabilities.

• See state listings in phone book or go to www.oregon.gov/DHS/EMPLOYMENT/EMPLOYMENT-FIRST/Pages/index.aspx.

FOOD
The Supplemental Nutrition Assistance Program (SNAP, formerly food stamps) puts healthy food within reach for low-income Oregonians.

• Ask at a DHS or Area Agency on Aging (AAA) office. See a list of DHS locations at www.oregon.gov/DHS/Offices/Pages/index.aspx.
• Go to www.snap.oregon.gov. Apply online for food benefits at https://apps.state.or.us/onlineApplication/.

Food banks provide food boxes to people in need.

• See the social services section of the phone book.

Congregate and home-delivered meals are available for those 60+ years of age for a suggested donation.

• Call the Aging and Disability Resource Connection of Oregon (ADRC) 1-855-673-2372 and request help finding a meal site.
• Or go to the ADRC website at www.adrc thousand.org.

School meal programs help pay or pay for meals at lunch and before or after school.

• Call your local school.

HOUSING
Community action agencies help families pay housing costs in an emergency.

• For information, find your local office in the phone book or go to www.caporegon.org/resources.

Women’s Crisis Line gives referrals to local shelters or safe homes.

• Call 1-888-235-5333.

Each county housing authority has housing for low-income families or the elderly. Low-income families may also get help to pay rent.

• See the phone book for your local county housing authority office.

Shelters or safe homes offer short-term housing for the homeless or people leaving abuse.

• Call the local DHS office or go to www.oregon.gov/DHS/Offices/Pages/index.aspx.

MEDICAL
County health departments offer health care for low-income families.

• See the white pages or get a list of health departments at https://public.health.oregon.gov/ProviderPartnerResources/LocalHealthDepartmentResources/Pages/lhd.aspx.

Counties offer mental-health services.

• Look in county government listings of your phone book.

The Oregon Health Plan provides health benefits for adults and children in Oregon. Please use the following contact information for answers to your questions.

Application and eligibility questions: 1-800-699-9075
General member questions: 1-800-273-0557
Visit www.ohp.oregon.gov for more information.

HealthCare.gov is where you can shop for private health insurance and get financial help to pay for it. Call 1-800-318-2596 or visit www.HealthCare.gov.
The **Senior Health Insurance Benefits Assistance** program provides free information about health insurance for seniors.
- Call 1-800-722-4134 or go to www.oregon.gov/DCBS/SHIBA.

The **Oregon Department of Veterans’ Affairs** helps disabled veterans get medical services.
- Call 1-800-692-9666 or go to www.oregon.gov/ODVA.

**PREGNANCY**

**Boys and Girls Aid** offers pregnancy information, counseling and referral.
- Call 1-877-932-2734 or go to www.boysandgirlsaid.org.

**The Family Planning Unit** in the county health department helps with pregnancy prevention services.
- Look in county government listings of your phone book or go to https://public.health.oregon.gov/ProviderPartnerResources/LocalHealthDepartmentResources/Pages/lhd.aspx.

**PROTECTION**

**DHS** helps seniors and people with developmental and physical disabilities who are being abused or need protection.
- Call 1-800-232-3020 or go to www.oregon.gov/DHS/ABUSE/Pages/index.aspx.

To report **child abuse or neglect**:
- Contact a law enforcement agency or call the child abuse hotline in your county. For hotline numbers and information about reporting abuse and neglect, go to www.oregon.gov/DHS/children/Pages/abuse/cps/report.aspx.

**UTILITIES**

**Your utility or heating** company may help with heating costs.
- See the local heating or utility company section of the phone book.

**Community action agencies** help people pay heating costs.
- See social services section of the phone book.

**Oregon Telephone Assistance Program** helps with basic telephone costs.
- Call your phone company or go to http://www.puc.state.or.us/Pages/rspf/otap.aspx.

**WOMEN, INFANTS AND CHILDREN (WIC)**

Gives nutrition information and extra food to pregnant women and children younger than age 5.
- Call the county health department or go to http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/index.aspx for contact information.

**OTHER**

The **DHS Aging and People with Disabilities** program helps older adults and people with disabilities get services.
- Call 1-855-673-2372 or go to www.ADRCofoOregon.org.

This hotline for **alcohol and drug services** helps alcoholics, addicts and their families.
- Call 1-800-923-4357 or go to www.linesforlife.org.

The **Alcohol and Drug Referral Center** helps you find a treatment center.
- Call 1-800-282-7035 or go to www.linesforlife.org.

The **Division of Child Support** (part of the Oregon Department of Justice) or the county district attorney can help you get child support.
- See state or county listings in the phone book.
- Call 1-800-850-0228 or go to www.oregonchildsupport.gov/pages/index.aspx.

**Gamblers Addiction Services** are available.
- Call 1-877-MY-LIMIT or go to www.1877mylimit.org.

**Legal Aid Service** offers legal help. See the white pages or go to www.oregonlawhelp.org/OR.

**Social Security** provides income to people who are retired or have disabilities.
- Call 1-800-772-1213 or go to www.ssa.gov.

The **Oregon State Police** provides a toll-free number for victims of sex crimes.
- Call 1-800-551-2934 for information.

**VINE** is part of the National Victim Notification Network. It provides crime victims information about the custody status of offenders.
- Call 1-877-674-8463 or go to www.vinelink.com.

**Unemployment benefits** may help if you lose your job or your work hours have been cut. Call the local Employment Department office.
- Go to www.oregon.gov/employ for information.

**Veterans’ Affairs** provides cash and medical help to disabled veterans.
- Call 1-800-692-9666, 1-800-827-1000 (national hotline) or go to www.oregon.gov/ODVA.

**Workers’ Compensation in Oregon**
- Call 1-800-452-0288 or go to www.cbs.state.or.us/wcd.

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