This packet of forms contains information that is important to you. Federal and state laws require us to give them to you. Most forms in the packet have a number on the bottom right-hand corner. The forms included in this packet are:

**Oregon Lifeline Program (FM525).** Households receiving Supplemental Nutritional Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI) or medical assistance, etc., may be eligible for telephone assistance. Please review the form for information on how to apply for Oregon Lifeline.

**Your Rights and Responsibilities (DHS 0415R).**
Please read all pages. Ask your worker if you have any questions about this form. Please keep this form with you.

**Information and Referrals for Low-income Households (MSC 3400).** This form contains a list of agencies that offer different services. Many of their phone numbers are listed in case you need their help. Please keep this form with you.

**Client Complaint Information (DHS 9001).** Federal law requires us to give you this information. Please keep this form with you.

The United States Department of Agriculture (USDA) is an equal opportunity employer and provider.
Oregon Lifeline is a federal and state program, managed by the Oregon Public Utility Commission, that provides a discount of up to $12.75 on phone service or up to $9.25 on broadband service (landline or wireless) for qualifying low-income households with participating companies. The program limits the Lifeline discount to one per household for either phone or broadband service.

You may qualify if you receive benefits from one of the following programs or if your total household income is at or below 135% of Federal Poverty Guidelines:

- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (Section 8)
- Veterans or Survivors Pension

The following companies participate in Oregon Lifeline:

**Landline phone companies:**

<table>
<thead>
<tr>
<th>Asotin</th>
<th>DirectLink</th>
<th>Molalla</th>
<th>Oregon/Idaho</th>
<th>Scio Mutual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beaver Creek</td>
<td>Eagle</td>
<td>Monitor</td>
<td>People’s</td>
<td>St. Paul</td>
</tr>
<tr>
<td>CenturyLink</td>
<td>Frontier</td>
<td>Monroe</td>
<td>Pine Telephone</td>
<td>Stayton Co.</td>
</tr>
<tr>
<td>Clear Creek</td>
<td>Gervais/DataVision</td>
<td>Nehalem</td>
<td>Pioneer</td>
<td>Warm Springs</td>
</tr>
<tr>
<td>Colton</td>
<td>Helix</td>
<td>North State</td>
<td>Reliance Connects</td>
<td></td>
</tr>
<tr>
<td>ComSpan</td>
<td>Home</td>
<td>Oregon Tel. Corp.</td>
<td>Roome Tel Com</td>
<td></td>
</tr>
</tbody>
</table>

**Wireless phone companies:**

<table>
<thead>
<tr>
<th>AT&amp;T Mobility* in select areas</th>
<th>Snake River PCS</th>
<th>US Cellular</th>
</tr>
</thead>
</table>

*AT&T Mobility only offers the Lifeline discount in select areas. Call 1-800-377-9450 to determine if the Lifeline discount is offered in your coverage area.

**Wireless phone companies that provide free monthly minutes:**

Access Wireless by i-wireless • To apply: 1-888-900-5899 or www.accesswireless.com
Assurance Wireless by Virgin Mobile • To apply: 1-877-378-4004 or www.assurancewireless.com
enTouch by Boomerang • To apply: 1-844-891-1800 or www.entouchwireless.com

Apply at www.rspf.org or call 1-800-848-4442 to request an application.

Participating companies and discount amounts are subject to change.
This form lists some things the Oregon Department of Human Services (DHS) will agree to do for you. These are your “rights.” It also lists things you must do when you apply for or get cash, child care or food benefits. These are your “responsibilities.”

Please read this form carefully. You can ask DHS staff to explain this form to you. Ask questions if you do not understand. You are agreeing to do certain things when you (and your spouse or partner) get benefits from DHS. You may lose benefits if you do not do these things. You may also be asked to repay benefits if you get too many.

Your rights (things you can expect from DHS):

• DHS will treat you with respect in a fair and polite way.
• DHS will give you information about its payments and services. DHS may also refer you to other services you need.
• You can get an application when you ask for one. You can fill out and turn in your application the same day you ask for it. DHS will also help you fill out forms if you need it.
• You can ask for a receipt for any form you turn in to a DHS office.
• You can ask for a meeting with a worker. You can also ask to talk with a person in charge.
• You can ask for the help of an interpreter to help you apply, fill out forms or report changes.
• DHS will give you information in a format or language you can understand.
• DHS will do its best to meet your special needs if you have a disability. DHS follows the Americans with Disabilities Act and Section 504 of the Rehabilitation Act.
• You can ask to see what is written about you in your case file.
• You can ask not to work with child support if you have “good cause.” This means working with child support would be a danger for you or your children. DHS will give you forms that explain good cause. These forms tell you how the Oregon Child Support Program may be able to help you get child support and still keep you and your children safe. DHS will also answer your questions about good cause.
• The things you tell DHS will be kept private and confidential. DHS follows the “Notice of Privacy Practices” posted in all its offices.
• You do not have the right to receive Senior Farm Direct checks if you are already participating in another state’s Senior Farmer’s Market Nutrition Program.
• DHS will tell you if you qualify for benefits within:
  ◊ 45 days of the date that you apply for child care benefits.
  ◊ 30 days of the date that you apply for cash benefits.
  ◊ 30 days of the date you file an application for food benefits. If you qualify for faster benefits, you will find out within seven days.
• You can ask for a hearing if you disagree with a DHS decision. For cash and child care benefits, you must use the Administrative Hearing Request form (MSC 0443). Someone at your DHS office can help you fill it out. If you get food benefits, you can ask for a hearing on the MSC 0443, by phone, in writing or in person.

◊ If you get cash for families or child care benefits, you must ask for a hearing within 45 days of the date on the notice about the decision.

◊ If you get cash benefits and were disqualified based off your JOBS case plan, you must ask for a hearing within 90 days of the date the disqualification was applied. This includes a disqualification related to not going to mental health, drug or alcohol treatment.
See DHS 7819 for definition of disqualification.

◊ For food benefits, you must ask for a hearing within 90 days of the date on the notice.

Your responsibilities (things you must do):

If you are in any DHS program, you must:

• Give DHS true, correct and complete information.
• Give proof of the things you report. If you cannot get proof, DHS can help you.
• Take part in an employment program if you are required to. This includes finding, accepting and keeping a job.
• Allow DHS staff to visit your home to get information about your case.
• Report changes to DHS. These are outlined on the next page.
• Help DHS if your case is chosen for a review. DHS chooses cases at random.
• Authorize release of your child support records from the Department of Justice, Division of Child Support, to DHS.

If you get food benefits, you must also:

• Not quit a job or reduce your work time to less than 30 hours a week.

If you get Temporary Assistance to Needy Families (TANF), you must also:

• Help get child support unless:

◊ You are in the JOBS Plus, State Family Pre-SSI/SSDI (SFPSS) or Post-TANF Program; you are eligible for cash for families as a two-parent family; or you are receiving Employment Payments.
◊ It would mean danger to you and your children. Be sure to tell DHS if it would be dangerous.

• Take part in any training plan offered to you by DHS or its partner agencies, unless you have “good cause.” You can talk to your worker about good cause.
• Take any medical exam that is needed to see if you qualify for services.
• Apply for and use any other benefits or money you qualify for. You must do this for yourself and others you want help for.
• Accept social services that are ordered by the court or are related to training or employment.
• Go to mental health and drug or alcohol programs, if DHS determines you need the help. You only have to do this if you can get into a program that is free to you.
• Notify the Personal Injury Lien Unit within 10 days if you or anyone in your family getting TANF benefits, has a claim against somebody for an injury caused to you or your family member.
Cash (TANF) time limits:
Oregon has a five (5) year time limit. Please talk to your worker about how this could affect you.

Reporting changes to DHS:
If you get benefits from DHS, you must report certain changes that affect you, your spouse or partner, or anyone for whom you get benefits.

If you don’t report changes on time, your benefits could stop or be late. If you don’t report changes and get too many benefits, you might have to pay them back. Any one in your home who is age 18 or older could be asked to repay.

If you are in any DHS program, you must report a change in your address within 10 days.

In addition, there are the following requirements:

If you get food benefits:
If you were told you are an Able-Bodied Adult Without Dependents (ABAWD) and you live in Benton, Clackamas, Clatsop, Deschutes, Jackson, Lane, Linn, Marion, Multnomah, Polk, Tillamook, Washington or Yamhill county, you are required to report if your working hours (paid or unpaid) go below 20 hours a week. You must report this if the working person is age 18 to 50 and there is no child under age 18 living with you. You must report this change within 10 days of it happening.

If you are in Transitional Benefits Alternative (TBA), you do not have to report any changes. Except in the rare instance, the persons on the TBA case are also ABAWDs residing in the counties listed above. These ABAWDs are required to report when their work hours drop below 20 hours a week within 10 days of occurrence.

If you are in simplified reporting: You also need to report when your income goes over the limit for the program. If your food benefits are certified for 24 months you will need to report certain things to us in month 12 of the certification period. We will send you information at that time.

All others who get food benefits must report:
• Changes in who lives with you.
• Changes in housing and utility costs after you move.
• Changes in where you get your income. This includes getting, losing or quitting a job.
• Changes in whether you must legally pay child support.
• If you get money, items worth money or money from selling property. This includes buying, selling or changing vehicles.

To report changes, you can use the DHS 0943 form, or call or write your DHS worker. You have 10 days after a change to report it to DHS.

Even if you don’t have to report changes in your living costs, you may want to. Increases in shelter, medical or child care costs, or how much child support you pay, could help you get more food benefits. But first you have to let DHS know about any changes.

<table>
<thead>
<tr>
<th>Household size</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$1,316</td>
</tr>
<tr>
<td>2</td>
<td>$1,784</td>
</tr>
<tr>
<td>3</td>
<td>$2,252</td>
</tr>
<tr>
<td>4</td>
<td>$2,720</td>
</tr>
<tr>
<td>5</td>
<td>$3,188</td>
</tr>
<tr>
<td>6</td>
<td>$3,656</td>
</tr>
<tr>
<td>7</td>
<td>$4,124</td>
</tr>
<tr>
<td>8</td>
<td>$4,592</td>
</tr>
<tr>
<td>If more than 8, add $468 for each additional person.</td>
<td></td>
</tr>
</tbody>
</table>

When you start getting cash benefits, the amount of your food benefits will go down.
• Changes in your income. You need to let DHS know about:
  ◊ A change of more than $50 in the amount of your “unearned” income. (See “unearned income” box on this page.)
  ◊ A change in your earnings of more than $100 per month.

If you get cash (TANF) benefits for families you must report:
• A change in mailing address or residence.
• Changes in who lives with you.
• Changes in your filing group. This includes getting married or divorced and if your 18 year old child stops attending high school or the equivalent. If you have questions about whether this applies to you, ask your worker.
• Changes in where your income is from. This includes getting, losing or quitting a job.
• When someone listed on your application becomes pregnant. You have to report the pregnancy within 10 days of finding out about it.
• If you get money, items worth money or money from selling property. This includes buying, selling or changing vehicles.
• Changes in your income. You must report:
  ◊ A change of more than $50 in the amount of your “unearned” income. (See “unearned income” box on this page.)
  ◊ A change in your earnings of more than $100 per month.
  ◊ A change in who pays your shelter costs.

If you get child care benefits, you must report when:
• Address change;
• Household income is at or above the amounts shown in this table;
• A discharged military member returning from active duty in a war zone;
• The discharged military member becomes employed or returns to active duty;
• You change or add a new child care provider;
• Someone moves in or out, including a child, spouse, parent or parent of an unborn child;
• There is a job loss or you are on medical leave;
• Someone on work search starts working;
• Someone returns to work after medical leave;
• Child care is needed while someone is attending school.

Changes for Employment Related Day Care (ERDC) child care should be reported on the DHS 0862, Change Report for ERDC.

Our discrimination policy:
The Department of Human Services (DHS) does not discriminate against anyone. This means that DHS will help all who qualify and will not treat anyone differently because of age, race, color, national origin, gender, religion, political beliefs,1 disability or sexual orientation.2

<table>
<thead>
<tr>
<th>Household size</th>
<th>Gross monthly income</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>$3,924</td>
</tr>
<tr>
<td>3</td>
<td>$4,847</td>
</tr>
<tr>
<td>4</td>
<td>$5,770</td>
</tr>
<tr>
<td>5</td>
<td>$6,693</td>
</tr>
<tr>
<td>6</td>
<td>$7,616</td>
</tr>
<tr>
<td>7</td>
<td>$8,127</td>
</tr>
<tr>
<td>8 or above</td>
<td>$9,048</td>
</tr>
</tbody>
</table>

1SNAP clients are protected against political belief discrimination.
2Sexual orientation is protected by the State of Oregon, but not federal laws.
You may file a complaint if you believe DHS treated you differently for any of these reasons. To file a
complaint with the state, you can call the Governor’s Advocacy Office at 1-800-442-5238 (TTY 711)
or write to their office at:

Governor’s Advocacy Office  
500 Summer Street NE, E17  
Salem, OR 97301  
Fax: 503-378-6532  
Email: DHS.info@state.or.us

The United States Department of Agriculture (USDA) and the United States Health and Human Services (HHS)
are equal opportunity providers and employers. Auxiliary aids and services are available upon request to
individuals with disabilities.

To file a complaint with USDA and HHS, please read the “Client Discrimination Complaint Information”
form (DHS 9001). You can find this form in the “Information and Referral Packet” (DHS 6609).

Alternate format

This document can be provided upon request in an alternate format for individuals with disabilities or in a
language other than English for people with limited English skills. To request this publication in another format
or language, contact the Publications and Design Section at 503-378-3486, 711 for TTY, or
email dhs-oha.publicationrequest@state.or.us.

Penalties in the Supplemental Nutritional Assistance Program (SNAP)

<table>
<thead>
<tr>
<th>If you do the following…</th>
<th>You will lose food benefits…</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Hide information or make false statements;</td>
<td>• 12 months for the first offense;</td>
</tr>
<tr>
<td>• Use Electronic Benefits Transfer (EBT) cards that</td>
<td>• 24 months for the second offense;</td>
</tr>
<tr>
<td>belong to someone else;</td>
<td>• Permanently for the third offense.</td>
</tr>
<tr>
<td>• Use food benefits to buy alcohol or tobacco;</td>
<td>• Trade food benefits for controlled substances</td>
</tr>
<tr>
<td>• Trade or sell benefits or EBT cards;</td>
<td>such as drugs.</td>
</tr>
<tr>
<td>• Dump containers only for the cash redemption value;</td>
<td>• 24 months for the first offense;</td>
</tr>
<tr>
<td>• Resell food bought with food benefits for cash.</td>
<td>• Permanently for the second offense.</td>
</tr>
<tr>
<td>• Trade food benefits for firearms, ammunition or explosives.</td>
<td>• Permanently.</td>
</tr>
<tr>
<td>• Trade, buy or sell food benefits of $500 or more.</td>
<td>• Permanently.</td>
</tr>
<tr>
<td>• Give false information about who you are or where you live</td>
<td>• 10 years for each offense.</td>
</tr>
<tr>
<td>so you can get extra food benefits.</td>
<td>You can also be fined up to $250,000 or put in prison</td>
</tr>
<tr>
<td></td>
<td>for up to 20 years or both, for doing these things.</td>
</tr>
<tr>
<td></td>
<td>You may also be charged under other federal laws.</td>
</tr>
</tbody>
</table>

If you knowingly do the following...                          You may be...

| • Use EBT cards that are not yours;                           | • Guilty of a felony or misdemeanor;                 |
| • Transfer your EBT cards to other people;                    | • Fined;                                               |
| • Acquire or possess EBT cards that are not yours.            | • Put in prison;                                       |
|                                                            | • Ineligible for food benefits for a period of time.  |
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 also 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 mealsite.
• Or go to the ADRC website at www.adrcfoforegon.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](http://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](http://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](http://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](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](http://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](http://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](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](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.ADRCoforegon.org](http://www.ADRCoforegon.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](http://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](http://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.

**Gamblers Addiction Services** are available.
- Call 1-877-MY-LIMIT or go to [www.1877mylimit.org](http://www.1877mylimit.org).

**Legal Aid Service** offers legal help. See the white pages or go to [www.oregonlawhelp.org/OR](http://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](http://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](http://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](http://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](http://www.oregon.gov/ODVA).

**Workers’ Compensation in Oregon**
- Call 1-800-452-0288 or go to [www.cbs.state.or.us/wcd](http://www.cbs.state.or.us/wcd).

You can get this document in other languages, large print, braille or a format you prefer. Contact the Publications and Design Section at 503-378-3486, 711 for TTY, or email [dhs-oha.publicationrequest@state.or.us](mailto:dhs-oha.publicationrequest@state.or.us).
Client Complaint Information

We want to help you with any complaint you may have with the Department of Human Services. You may tell your complaint to your worker or a manager. For assistance in reviewing a problem you may be having with a DHS program or service you may also contact:

Governor’s Advocacy Office  
500 Summer Street NE, E17  
Salem, OR 97301  
Phone: 1-800-442-5238 (TTY 711)  
Email: DHS.info@state.or.us.

Complaints Involving Discrimination

DHS follows and observes state and federal civil rights laws that prohibit discrimination. All applicants and clients that qualify for services will receive assistance and will not be denied based on age, race, color, national origin, sex, religion, political beliefs or disability. Complaints concerning discrimination (being treated differently than others) by the Supplemental Nutrition Assistance Program (SNAP) can be filed with DHS or the federal office for the USDA Office of Civil Rights.

For Supplemental Nutrition Assistance Program (SNAP):

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410  
202-690-7442 (fax)  
program.intake@usda.gov

Filing federal complaints involving other DHS programs:

U.S. Department of Health and Human Services  
Office for Civil Rights  
2201 6th Ave. M/S: R/X-11  
Seattle, WA 98121-1831  
1-800-368-1019 (telephone)  
OCRComplaint@hhs.gov

Discrimination complaints may be filed with DHS:

Oregon Department of Human Services  
Customer Service & Discrimination Complaints  
500 Summer Street NE, E-17  
Salem, Oregon 97301-1079  
1-800-442-5238 (telephone)  
dhs.info@state.or.us

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