Brushing Up on Social Services Information for Librarians

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Whopping list of Websites and other Resources

State of Oregon Acronyms – not exhaustive!

<http://www.oregon.gov/das/pages/acronyms.aspx>

Information and Referral links

Alliance of Information and Referral Systems - <http://www.airs.org/i4a/pages/index.cfm?pageid=3285>

2-1-1 in United States – <http://www.211.org/>

2-1-1 taxonomy – if your are an intrepid taxonomy lover, there are some links to see a couple of entries in the taxonomy - <http://www.211taxonomy.org/>

ADRC of Oregon - <https://adrcoforegon.org/home.php?t=Home>

By phone: (855) 673-2372

Vital Statistics

Oregon Vital Stats – for birth, death, marriage, divorce proof –

<http://public.health.oregon.gov/BirthDeathCertificates/Pages/index.aspx>

By phone: (971) 673-1190

Vital stats for other states - <http://www.cdc.gov/nchs/w2w.htm>

Vital records for US Citizens born abroad – same site for passports <http://travel.state.gov/content/passports/english/abroad/events-and-records/birth/replace-or-amend-consular-report-of-birth-abroad.html>

By phone for 24 hour a day passport help – (877) 487-2778

Vital records for non-US citizens needing proof of identity – click on year for current PDF list, or use the searchable list at bottom of the following link:

<http://www.state.gov/s/cpr/rls/fco/>

Oregon Department of Motor Vehicles, licenses and ID cards - <http://www.oregon.gov/ODOT/DMV/Pages/driverid/index.aspx>

Oregon DMV phone: Bend (541) 388-6322   
Eugene (541) 686-7855   
Medford (541) 776-6025  
Portland Metro Area (503) 299-9999   
Roseburg (541) 440-3395   
Salem Metro Area (503) 945-5000   
Statewide Relay 7-1-1

Health Care/Health Advocacy

Medicare/Medicaid - http://www.cms.gov/

SHIBA – in Oregon - <http://www.oregon.gov/dcbs/insurance/SHIBA/Pages/shiba.aspx>

By phone: (800)722-4134

2014 Medicare Guide in pdf - <http://www.oregon.gov/DCBS/insurance/shiba/Documents/2014_Medicare_Guide.pdf>

CoverOregon - <https://www.coveroregon.com/>

By phone: (855) 268-3767

Condition specific resources – not exhaustive, but there are resources for many conditions

Alzheimer’s association - <http://www.alz.org/>

By phone: (800)272-3900 – 24/7 Helpline

National Alliance on Mental Illness (NAMI) - <http://www.nami.org/>

By phone: (800) 950-6264

Oregon Commission for the Blind - <http://www.oregon.gov/Blind/pages/about_us.aspx>

By phone: (971) 673-1588

Income, Subsistence

Social Security – SSB, SSD, SSI - <http://www.ssa.gov/>

By phone: (**800) 772-1213 Monday to Friday 7 am to 7 pm.**

**Oregon Unemployment -** <http://www.oregon.gov/EMPLOY/UI/Pages/index.aspx>

**By phone: This is a list of the weekly claim lines around state. Oregon Employment Department wants claimants to use their local weekly claim line numbers – so can be reached here:** <http://findit.emp.state.or.us/list/wcl-list.cfm> **If not in state or there is no WCL site for a patron, use this number –** (800) 982-8920

For appeal of denied claim – <http://www.oregon.gov/oah/Pages/UI_Publications2.aspx>

By phone: **(503) 947-1515**

Supplemental nutrition assistance program (SNAP) - <http://www.oregon.gov/DHS/assistance/pages/foodstamps/foodstamps.aspx>

By phone: (800) 723-3638.

SNAP online application: <https://apps.state.or.us/onlineApplication/>

SNAP application, English: <https://apps.state.or.us/Forms/Served/de0415f.pdf>

SNAP application, Spanish: <https://apps.state.or.us/Forms/Served/ds0415f.pdf>

Veterans Administration - <http://www.va.gov/>

By phone, nationally: (800) 827-1000

Oregon VA page: <http://www.oregon.gov/ODVA/pages/index.aspx>

By phone: (800) 828-8801 (Director’s office)

Oregon Veterans Services Officers (VSOs) locator: [www.oregon.gov/ODVA/VSODIRECT/Pages/LOCATOR.aspx](http://www.oregon.gov/ODVA/VSODIRECT/Pages/LOCATOR.aspx)

Note: Each Oregon county has own VSOs

Transportation

Oregon TripCheck –

<http://www.tripcheck.org/rtp-to/cityCounty/cityCountySearch.aspx?__js=1>

By phone: (800) 977- 6368

ADRC of Oregon has good links for this need - <https://adrcoforegon.org/home.php?t=Home>

By phone: (855) 673-2372

Utilities

Oregon Telephone Assistance Program (and some other programs - <http://www.puc.state.or.us/Pages/rspf/index.aspx>

By phone: (800) 522-2404

Oregon Low Income Energy Assistance Program – <http://www.oregon.gov/OHCS/Pages/SOS_Low_Income_Energy_Assistance_Oregon.aspx>

By phone: (503) 986-2000

Oregon HEAT - donate heating fuels and other help - <http://www.oregonheat.org/>

By phone: (503) 612-6300

Housing

Oregon Housing and Community Assistance - <http://www.oregon.gov/ohcs/Pages/COM_OHCSProgramsOverview.aspx>

By phone: (503) 986-2000

Oregon Housing and Urban Development links - <http://portal.hud.gov/hudportal/HUD>

By phone: (971) 222-2600 (Regional office is in Portland)

Look for local housing authorities through county connections.

Home blight, neighbor nuisance, animal control – look for county or city bureaus that manage regulation of specific requirements for upkeep, animal care, etc.

Consumer Protection

Oregon Attorney General – Consumer Protection - <https://justice.oregon.gov/forms/consumer_complaint.asp>

By phone (to file a complaint by phone): (877) 877-9392

License look up - <http://licenseinfo.oregon.gov/>

By phone: (503) 986-2200

Financial exploitation help – Federal Trade Commission - <http://www.consumer.ftc.gov/>

By phone: (202) 326-2222

Consumer Financial Protection Bureau - <http://www.consumerfinance.gov/>

By phone: (855) 411-2372