

Social Services Primer for Libraries

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Objectives of this session

- Learn some language and terms essential when approaching social services and other agencies
- Explore strategies patrons can use to access services
- Learn where and how to connect patrons to the specialist in the area of interest



A QUICK NOTE ABOUT ACRONYMS

These are ubiquitous and change often in social services
They are used ALL THE TIME between workers and agencies (and yes,
LIBRARIES DO IT, TOO!)

There are often acronyms that have different meanings ~ encourage patrons to ask for clarification, and advocate for full-word use

EXAMPLES

- ❖ AR - Applicant /Recipient - from Medicaid, or other insurance carriers
- ❖ AR - Accounts Receivable - billing, state agencies

What may worry patrons....



A SCENARIO

A patron comes in to find out how to get a birth certificate from Rhode Island.

Likely direction?

- Personal Identification
- Government websites
 - Use of online forms

Where to begin...

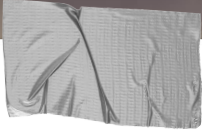
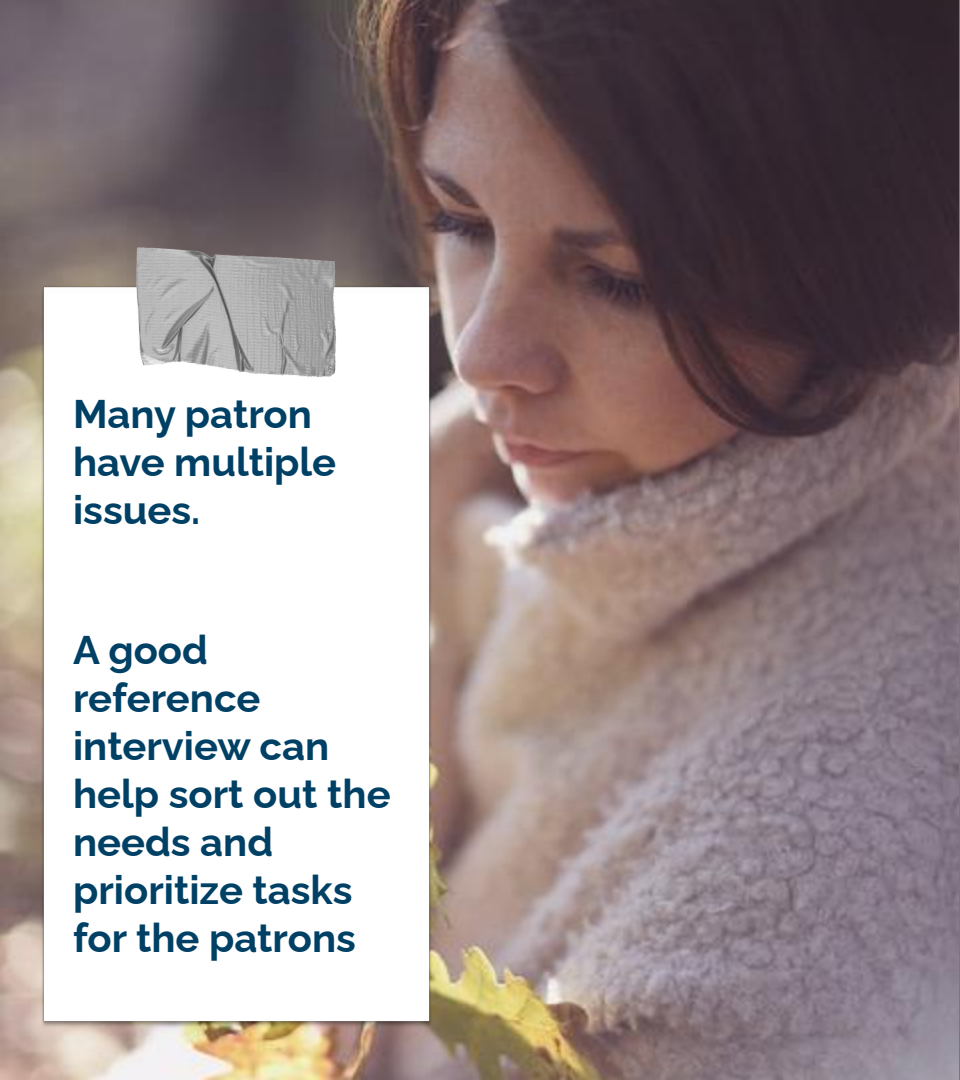
Information and
Referral



THE GO-TO IN ALL OF OREGON



- 2-1-1 can be accessed by calling 211, or at <https://www.211info.org/> **OR** <http://www.navigateresources.net/info/>
- Local human/social service agencies (county helplines - have them handy)
- Find out about interpreter assistance, too!



**Many patron
have multiple
issues.**

**A good
reference
interview can
help sort out the
needs and
prioritize tasks
for the patrons**

Meet Candace:

Her sister-in-law was diagnosed with Stage IV Adenocarcinoma - she wants to understand the prognosis, needs help with legal assistance for her brother, and wants to offer some help in getting their kids signed up for health coverage.

SCENARIO

An elder patron, who is a veteran with mobility issues, lives with adult daughter (who works part time as a caregiver in facility) and two minor grandchildren

– one child has a developmental disability.

Adult daughter is inquiring about where to start looking for assistance.

This family might get benefits/services from:

- Veterans Administration medical and other offices
- Multnomah County Aging, Disability and Veterans Services
- School system - Special Education
- Transportation
- SNAP – nutritional help – federal program administered within the state
- Case management – it may be from different offices depending on person being served
- Low-rent program

Agencies and offices and services, oh my –
not NEARLY exhaustive! --

Categories that may help your search:

- Aging or elder issues
- Domestic violence
- Children's services
- Mental health and addictions
- Consumer advocacy
- Family services
- Tribal affiliation
- Legal aid
- Food, nutritional support
- Health, dental care
- Military service
- Refugee and immigration status
- Transportation
- Utility help
- Homelessness status
- Homecare help

BIRTH, DEATH, MARRIAGE, DIVORCE

- ❑ Birth certificates can be ordered by phone, mail, internet, in person
- ❑ Other records to be ordered include marriage, divorce, domestic partnership, death
- ❑ There are eligibility requirements for ordering
- ❑ Forms can be downloaded from web

Oregon Vital Statistics and Public Records



State of Oregon Records

oregon.gov/oha

search under:

How Do I?

Busy page -

lots to find, such as:

- ★ Professional licensing
- ★ Flu vaccination information
- ★ File complaint against facility
- ★ Vaping and your health

Remember: Birth certificates are the
primary documents to prove identity

Patron born in another state or territory or country?

★ Another state or territory:

National Center for Health Statistics (CDC) - <http://www.cdc.gov/nchs/w2w.htm>

★ U.S. Citizen born abroad:

Requires getting a Consular Report of a Birth Abroad - <https://tinyurl.com/5dekh8bj>

★ Non-US Citizen needing documents:

Patron needs to contact consulate for home country. - <https://www.usembassy.gov/>

Oregon DMV - New Rules, New IDs

- ★ Vehicle registration fees are based on age and MPG of vehicle
- ★ Fees to renew or replace driver license/Real ID : \$26.00 up to \$70.00
- ★ Fees to renew or replace ID/Real ID : \$39.50 up to \$70.50
- ★ Disability placards can be requested with a form. There are several permit types available, needing a physician signature
- ★ Patrons may be best served by giving them the phone number and sharing that appointments may need to be made at DMV. PDX 503-299-9999; Salem 503-945-9000

HEALTHCARE FOR ALL

FAST STATS:

There are approximately 243,000 people in Oregon who are uninsured, about 6% of pop. (2020, OHA)

Mini breakdown:

- 15% Hispanics not insured
- Reasons not on OHP: cost, not eligible, worried about care quality
- If 80% of those 243k used subsidies, only 34k would be uninsured



Medicare & Medicaid & Oregon Health Plan (OHP):

What's the difference?

Medicare - Aged 65 and over; some with disabilities; covers doctors and limited hospital help; there are programs to help pay premiums

Medicaid - Historically, used by poor and those in nursing homes/facilities. There are MANY MORE options now.

OHP - Coverage for low-income Oregonians; so-called Obamacare.

[oregon.gov/oha](https://www.oregon.gov/oha)

Health Information & Advocacy

OHP

TO APPLY:

<https://one.oregon.gov/>

SHIBA –
for
Medicare
enrollees

Centers for
Medicare/
Medicaid
Services

Veterans
Administration

Condition
specific
agencies

INCOME

&

SUBSISTENCE



THE "SAFETY NET"

... AND HELP WITH
MAKING UP THE GAPS

Social Security

Alphabet soup = SSB, SSD, SSI

Applying can be time consuming - some decisions = YEARS

Additional benefits:

- Compassionate Allowances
- Survivors of beneficiaries
- Children with disabilities

EXPLORE THE WEBSITE – www.ssa.gov

Oregon Unemployment

Filing can be online, by phone

There are requirements to apply for jobs, be available for work, etc. FAQ's are available.

Claimants are responsible for following the law

Claimants can request a hearing if denied

The screenshot shows the Oregon Unemployment website at unemployment.oregon.gov/workers/file-a-claim. The page features the State of Oregon Employment Department logo and navigation links for Workers, Employers, and Frequently Asked Questions. A search bar is located at the top right. Below the navigation, there are language options in Spanish, Chinese, Russian, Vietnamese, Romanian, Hmong, Khmer, Mien, Korean, Arabic, and Persian. A 'Quick Links' section on the left lists various resources under categories like COVID-19, BEFORE APPLYING, and APPLY. The main content area is titled 'File A Claim' and includes a 'Quick Links' box with links to documents needed, regular unemployment benefits application, Pandemic Unemployment Assistance (PUA) application, file a weekly claim, and step-by-step guides on how to file a claim during COVID-19. At the bottom, there is a section titled 'Before you apply: Gather your documents and information' with a sub-heading 'For regular unemployment insurance (UI) benefits, you will need:'.

ASK FOR HELP

SNAP - formerly known as Food Stamps

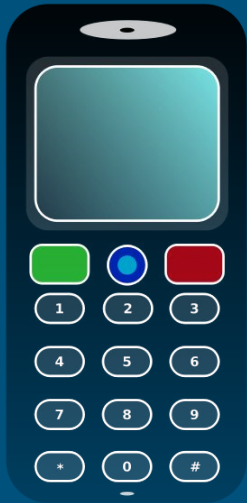


- Monthly benefit, accessed by a debit card
- 100% benefit paid by feds
- Farm Direct Nutrition Program
 - WIC
 - Seniors

Average monthly benefit
is \$125.00

<https://one.oregon.gov/>

UTILITIES



- Public Utility Commission
 - administers some financial help, and offers support for low-cost cell phone
- Oregon Energy Fund
- Home Weatherization -

<https://www.oregon.gov/ohcs/energy-weatherization/Pages/weatherization-services.aspx>

Veterans Affairs

A Few Benefits for Veterans

Burial

Cemeteries

Health care

Education

Home Loans

Long-term Care

License Plates

Memorandum of Basic Detail:

Service Members need to have their DD-214 that is the record of their military service and their discharge from service.

This document would also be needed to prove eligibility to be interred in a Veterans Cemetery.

FAST FACT:

OREGON HAS THREE VA CEMETERIES.

Oregon Department of Veterans' Affairs

The screenshot shows a web browser window with the URL oregon.gov/odva/Pages/default.aspx. The navigation bar includes links for Benefits & Programs, Resources For..., Locate Services, Home Loans, Oregon Veterans' Homes, and Connect With ODVA. Below this are dropdown menus for Agency Programs, ODVA Careers, and COVID Resources. The main header features the ODVA logo, the text "Oregon Department of Veterans' Affairs", and the slogan "STAY HOME. SAVE LIVES." with a sewing machine icon. A yellow banner contains a COVID-19 notice: "Due to COVID-19, our building is closed to the general public. We can help you by phone and email. VETERANS ENROLLED IN VA HEALTH CARE AND SEEKING INFORMATION ABOUT COVID VACCINATIONS. Check the status of vaccination groups and specific vaccination plans on your local VA Medical Center websites: Portland VA Medical Center | Roseburg VA Medical Center | Southern Oregon Rehabilitation Center and Clinics | Walla Walla VA Medical Center | Boise VA Medical Center". Below the banner is a "Vaccine Info" link. A large red and blue banner for the "VETERAN RESOURCE NAVIGATOR" is displayed, with the text: "WE ARE IN THIS TOGETHER UNITED WE STAND" and "By mobilizing our broad partnerships across the state, ODVA developed a veteran resource navigator page to help guide veterans and their families to state resources and temporary changes to benefits in the face of the economic crisis caused by COVID-19." A link ">> Click to visit page now" is provided. At the bottom of the page, the text "FIND YOUR VETERAN BENEFITS" is visible.

ODVA

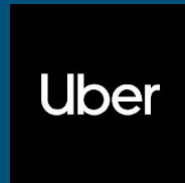
Connecting United States Military Veterans in Oregon with resources.

EVERY COUNTY IN OREGON HAS A VETERANS SERVICE OFFICE - found on ODVA site, or call:

1-800-692-9666

TRANSPORTATION ASSISTANCE

- INDEPENDENCE – key for elders and others
- Rural areas have special concerns
- Oregon TripCheck
- Consider using 211 service
- UBER and LYFT app - maybe the patron can use help to use/access



HOUSING

RENTER SUPPORTS

Resources/considerations:

- ★ Oregon Housing and Community Services
<https://bit.ly/3tvS0sY>
- ★ 211
- ★ Subsidized housing
- ★ Senior Housing

LANDLORD/TENANT ADVOCACY

- ★ Oregon Housing and Community Services
<https://bit.ly/3tkYTnJ>
 - ★ Community Alliance of Tenants
<https://www.oregoncat.org/>
Portland: (503) 460-9702
Medford: (541) 414-2220
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LEGAL and CIVIL

LEGAL HELP

Legal Aid Services of Oregon/Oregon Law Center - <https://oregonlawhelp.org/>

Senior Law Project - Portland Metro Area - free half hour for civil matters - see above!

Oregon State Bar Modest Means - <https://www.osbar.org/public/ris/#mm>

CIVIL RIGHTS

American Civil Liberties Union - preserve and advance civil rights - <https://www.aclu-or.org/>

District Attorney - Victims Assistance - <https://bit.ly/3a6vbVI>

United States Customs and Immigration Services - USCIS



U.S. Citizenship
and Immigration
Services

IMMIGRATION SERVICES, including:

- ★ REFUGEE ASSISTANCE /ASYLUM SEEKERS - <https://bit.ly/2Qncw07>
- ★ INTERNATIONAL STUDENT AND WORKER PROGRAMS - <https://www.uscis.gov/working-in-the-united-states>
- ★ CITIZENSHIP INFORMATION - <https://www.uscis.gov/citizenship>
- ★ DATA FOR RESEARCH OR REPORTS ON PATRON NEEDS - <https://bit.ly/3tiLu8V>

WHEN YOU JUST NEED TO TALK TO A PERSON - 1-800-375-5283
(English and Spanish)

FINAL THOUGHTS



-
- **CHECK IN WITH PATRON**
 - **CONSIDER COMMUNICATION CHALLENGES - HEARING, LANGUAGE, ADAPTIVE EQUIPMENT AND SOFTWARE**
 - **SUPPORT PATRONS TO BE PERSISTENT AND TO ASK CLARIFYING QUESTIONS**
 - **CONSIDER TRAINING ON DEALING WITH CHALLENGING BEHAVIORS**
 - **CAN YOUR LIBRARY HOST EVENTS TO BRING EXPERTS FOR TOPICAL HELP?**
 - **LOOK FOR “CULTURAL SPECIALISTS” IN YOUR COMMUNITY**

QUESTIONS?

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