



Oregon

John A. Kitzhaber, MD, Governor

Department of Administrative Services

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January 24, 2014

The Honorable Richard Devlin, Co-Chair
The Honorable Peter Buckley, Co-Chair
Joint Interim Committee on Ways and Means
H-178 State Capitol
Salem, OR 97301

Dear Co-Chair Devlin, Co-Chair Buckley and Committee members:

Nature of the Request

The Department of Administrative Services respectfully submits this letter and accompanying report in response to a budget note contained in 2013 HB 5008-A. The budget note reads:

*The Department of Administrative Services (DAS) shall work with other state agencies to identify all information and referral services for state government, with a primary focus on help lines (for example, 1-800 numbers). The Department will submit a report to the Joint Committee on Ways and Means during the 2014 legislative session summarizing the purpose, scope, and cost of each service. For each state agency currently using 2-1-1, the report shall also provide information on the service(s) being provided, including but not limited to, contract provisions, utilization, benefits, costs, and budget. Finally, the report shall include an analysis of potential cost savings or efficiencies that might be achieved by broader use of 2-1-1.**

**Note: 2-1-1 is the same as 211info*

Agency Action

In order to understand the current state, the Department of Administrative Services worked with 211info to gather information on the eight existing state contracts. Those programs include:

- SafeNet Maternal & Child Health – Oregon Health Authority
- Cover Oregon Referral – Oregon Health Authority
- Supplemental Nutrition Assistance Program – Department of Human Services
- Summer Food Service Program – Oregon Department of Education
- Foreclosure Prevention Information & Referral – Oregon Housing & Community Services
- Mortgage Delinquency Foreclosure Prevention Counseling – Department of Consumer & Business Services
- Oregon Health Connect – Department of Consumer & Business Services
- Tsunami Debris Reporting Hotline – Oregon Parks & Recreation Department

January 24, 2014

Page 2

Detailed information about the contract provisions, utilization and costs for each of these programs contract with 211info is described in the attached report.

To identify future possibilities, the Department of Administrative Services chose to survey all state agencies to seek information about potential information resource and referral lines that existed. Seventy-two state programs reported using 106 phone lines for four primary purposes: Information requests, referral for local resources, filing a complaint, and reporting an emergency. Assuming an average call length of four minutes, these phone lines represent just under 30,000 calls to state agencies.

The attached report provides detailed analysis that shows there may be other existing programs with information and referral lines that could potentially be transferred to 211info.

Action Requested

The Department of Administrative Services respectfully requests acknowledgment of receipt of this report.

Legislation Affected

No Legislation Affected

Sincerely,

A handwritten signature in cursive script, appearing to read "Michael Jordan", with a long horizontal flourish extending to the right.

Michael Jordan, COO
DAS Director

cc: Paul Siebert, Legislative Fiscal Office

Information and Referral Services for State Government

Overview

The Department of Administrative Services (DAS) was asked to respond to the following budget note:

The Department of Administrative Services (DAS) shall work with other state agencies to identify all information and referral services for state government, with a primary focus on help lines (for example, 1-800 numbers). The Department will submit a report to the Joint Committee on Ways and Means during the 2014 legislative session summarizing the purpose, scope, and cost of each service. For each state agency currently using 2-1-1, the report shall also provide information on the service(s) being provided, including but not limited to, contract provisions, utilization, benefits, costs, and budget. Finally, the report shall include an analysis of potential cost savings or efficiencies that might be achieved by broader use of 2-1-1.

Background

Purpose and Methodology

As government works to ensure equal access and information to referral services, assistance programs and information become central to the effectiveness of services to Oregonians. This report attempts to look at how well those needs are being met by state agencies and 211info, a single point of entry call line for information and referral for community resources.

There are two parts to this report. The first is a cost analysis of public information and referral services currently in use at the State of Oregon. DAS developed a survey to inventory programs and divisions with a public information or referral number, specifically focusing on 1-800 numbers. The survey inventoried the purpose of the phone line, types of calls received, cost of the program, when the information was available, and data regarding the utilization of the phone line. This information included hold times, resolution times, and volume of calls received. The survey was sent to all agency directors and remained open during a four-week period.

The second part of this report attempts to make a recommendation on cost savings and/or identify service efficiencies through the potential expansion of 211info in state government. This section will examine how well 211info currently meets their organization's goals and if they can support an expansion. Using best practices research, the results of the statewide survey, and qualitative and quantitative data from 211info, the report attempts to answer the question: Should the state move to broader use of 211info? If so, what is the best method to ensure there is equal access to information and referral services to inform the public of health, environmental, and safety issues for Oregonians with differing circumstances and a higher need for easier access to resources and information?

The 211 organization

211info is a non-profit organization that provides information and referral service for those who are in need of public assistance through a coordinated network of social and health services. Similar to 911, 211 is a one-stop call line that provides immediate, accurate and complete access for wrap-around services to assist families and individuals in need in Oregon, as well as, Clark and Skamania counties in Washington. 211info's mission statement is "Our central hub empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need."

Information and Referral Services

211info accesses a database with more than 8,000 programs in 1,300 service areas, including but not limited to food, shelter, energy, health insurance, counseling, legal aid, eviction prevention, foreclosure prevention, support groups, school supplies, and financial literacy classes. This database is central to their service and is updated on a regular basis. By ensuring that program information is continually updated,

Information and Referral Services for State Government

211info operators are able to provide timely and accurate information for a family or individual who is in immediate need. 211info has a Resource Team that updates records in a database weekly. Programs are added annually to meet specific needs of the callers.

In-Depth Services

Callers are also able to access in-depth services for specific needs such as foreclosure prevention, maternal and child health information, parenting resources, energy and weatherization assistance, and homelessness prevention, among other things. Trained specialists are able to assess the severity of the situation and offer guidance, advocacy, and discuss the alternatives available. In 2012, according to their annual report, 91% of callers said they had a better understanding of what resources were available to them after they spoke with a specialist.

System Coordination

The organization often works with social services networks on coordinated entry programs, including tracking shelter openings, scheduling appointments for energy assistance, and providing outreach and guidance for those who are on the verge or currently experiencing homelessness. In some health or safety emergencies, 211info can offer a quick response and common messaging for their partner agencies to the public.

Operations

In partnership with United Way, 211info has a central hub, with forty-two full time equivalent employees (FTE), for statewide services in northeast Portland and southwest Washington.

Clients primarily have three major ways of accessing 211info services, through phone calls, email and text message. To ensure that all services are available to the callers regardless of how they choose to access 211info, the organization maintains an up-to-date website and database by the Resources Team on a weekly basis. Callers primarily use the 211 number to call in, even when other numbers are transferred over to 211info for operating (such as Oregon Health Connect number-described below) or there are other numbers available (1-800SafeNet-see below). In addition, 211info has seen a significant increase in website visits.

Budget

For fiscal year 2013-2014, 211info has an annual operating budget of \$2,485,500. Of that amount, \$1,806,000 is dedicated to personnel and \$227,000 dedicated to maintaining operations. Facilities expense total \$72,000; however, they are quickly out growing their current space.

Outputs/Outcomes

During the 2012-2013 year, 211info answered a total of 121,623 calls. During their second quarter (October 1, 2013 – December 31, 2013) the organization answered 28,446 calls, with the highest volume of calls in the winter months to date.

The top needs where referral was not available were:

- Rent and rent deposit assistance
- Shelter
- Electricity assistance
- Gas money
- Moving expense assistance

Information and Referral Services for State Government

There are several reasons why referrals are not available at a caller's request. Referrals may not be available due to the fact that there is a lack of or insufficient information in the database or the eligibility of the client, such as the requirements in place for the Supplemental Nutrition Assistance Program (SNAP) and Medicaid. However, much of the time, community need outweighed the available resources. It was recorded in their annual report that approximately 80% of the callers were either at or below the Federal Poverty Level, which for a family of four is \$23,550 gross annual income.

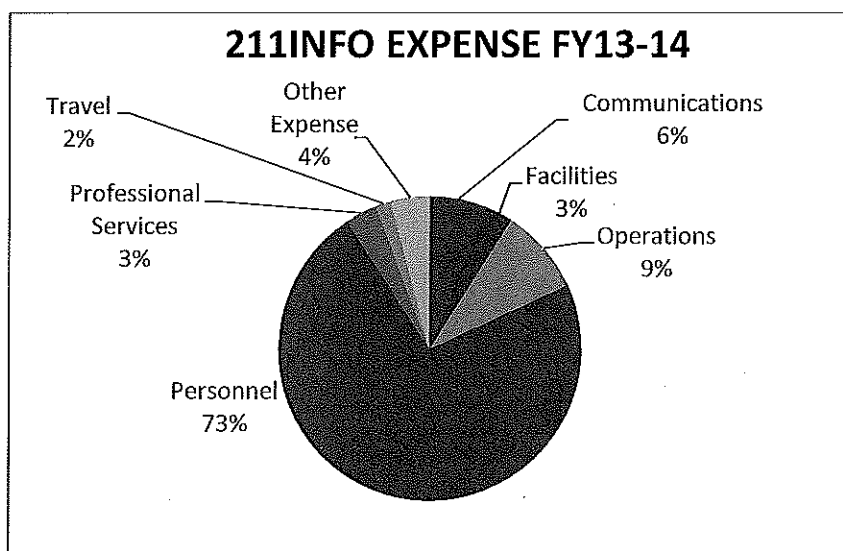
211info will follow-up with a caller after the initial conversation. Last year, 91% of clients reported having a better understanding of what resources may be available to them. 98% were overall satisfied with the level of service provided by 211info.

There was a 19% increase in contacts made from FY 11-12 to FY 12-13. The major metropolitan areas (Multnomah, Clackamas, Washington counties) made the most contact. However, with coverage expanding to rural counties in 2013, there were significant numbers recorded for Umatilla, Malheur, and Jackson counties.

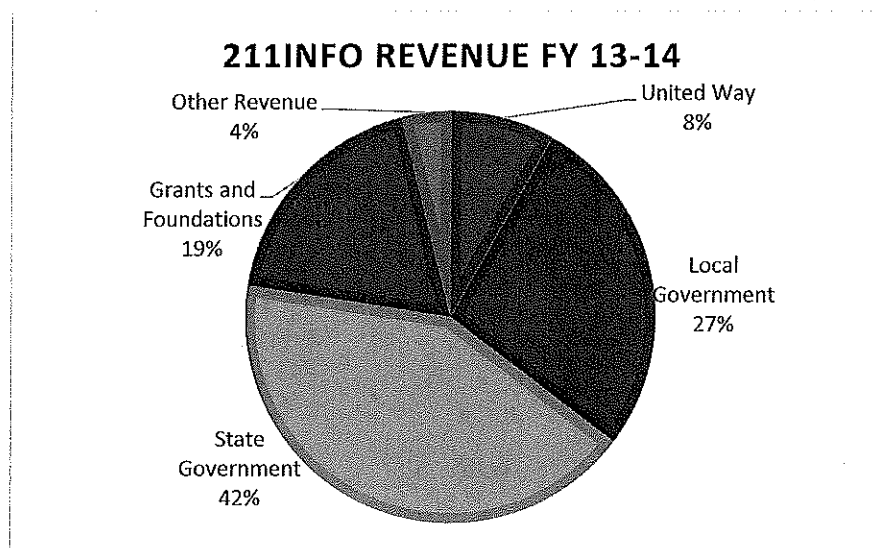
This past year, 41% of their referrals provided clients with the assistance that they sought. In the past quarter, the average wait time was 3.65 minutes. The average time callers held before they hung up, abandon time was 3.95 minutes. The average talk time was 6 minutes. Currently, they are operating at a 70% capacity, this was calculated using data from the past quarter for calls answered versus calls that came in.

Considering the numerical data and taking into account interviews and meetings with 211info personnel, DAS concluded that 211info is meeting their mission and organization objectives. However, the state would have to invest in the operations and administration of 211info in order to strengthen the internal infrastructure to ensure a successful transition of state programs.

By transitioning over state phone lines, the volume of calls for 211info will increase significantly. Therefore, the number of 211info staff will need to increase to meet that growth, as well as maintain the current need. This translates into the need for internal infrastructure support as well as human capacity.



Over one million dollars in revenue was received from State Government through eight different contracts, totaling \$1,047,450, with \$5,000 from the Washington State. This accounts for 42% of their total revenue in their current budget.



Existing State Contracts with 211info

The State of Oregon holds eight contracts with 211info:

- SafeNet Maternal & Child Health – Oregon Health Authority*
- Cover Oregon Referral – Oregon Health Authority*
- Supplemental Nutrition Assistance Program – Department of Human Services*
- Summer Food Service Program – Oregon Department of Education*
- Foreclosure Prevention Information & Referral – Oregon Housing & Community Services
- Mortgage Delinquency Foreclosure Prevention Counseling – Department of Consumer & Business Services*
- Oregon Health Connect – Department of Consumer & Business Services*
- Tsunami Debris Reporting Hotline – Oregon Parks & Recreation Department

*federally required programs with funding coming through the state agency to 211info.

A description of each program follows:

SafeNet Maternal & Child Health – Oregon Health Authority

Contract Provisions

Oregon Health Authority (OHA) is required by federal law through their Public Health Division to maintain a statewide toll free maternal and child health information and referral line. The contract requires that 211info provide comprehensive health and eligibility information and referral services, available to Oregonians, to service providers and OHA field locations through their call in numbers, in addition to 1-800-Safenet, a statewide maternal and child health telephone information and referral number and through 211info's website. The first iteration of the SafeNet Maternal and Child Health contract with 211info was for 2010 and ensured the services were provided in compliance with the Title V requirements. In July of 2011, the contract was amended and extended to expire on September 30, 2014.

The main scope of work requires that 211info maintains three areas of responsibility. The first area of responsibility is to answer phone calls, texts, respond to online inquiries and provide information and education about preconception, pregnancy, and prenatal concerns; women, children and family health; infant, child and adolescent development, behavior and learning. The hotline is to be in operation between

Information and Referral Services for State Government

Mondays and Fridays from 8am to 5pm. Second, 211info is also required to assist women, children and families with health and social service programs and referral programs such as Oregon Mother's Care, home visiting, Women, Infants and Children (WIC), and other nutritional resources, parenting classes and supports for basic needs and follow-up with clients to ensure their needs were met. Finally, the contract requires staff are trained as content experts and the database is maintained with accurate and up-to-date information. 211info is also required to conduct outreach work. Monthly reports are to be submitted to OHA to ensure the program and its services are meeting the needs of the public.

Cost

The cost of service is not-to-exceed \$870,000. From October 1, 2010 through September 30, 2014, OHA will provide a minimum of \$203,000 each year. \$1,000 will be provided for new SafeNet website content development and \$2,500 per year for two years for website maintenance, paid in monthly installments. Funding accounts for 67% of the total OHA funding for 211info.

Utilization

In the FY 2012-2013, there were 378,361 calls received through 211info and 1-800-SAFENET for SafeNet information and referral needs. Although, both numbers were available, the majority of calls came through the 211 number. On average, callers to the Oregon SafeNet waited an average of 2.5 minutes to speak with a SafeNet operator, and on average 28% of the calls were abandoned, or the caller hung up while on hold.

Cover Oregon Referrals – Oregon Health Authority

Contract Provisions

OHA contracted with 211info in October of 2013 to provide outreach and public education to Oregonians regarding Cover Oregon. The program is funded through the Outreach and Public Education Grant Program which is intended to support targeted outreach and public education to those who are potentially eligible as outlined in the federal requirements to access health coverage through Cover Oregon, including consumers living in geographic isolation or with additional barriers to enrolling themselves or members of their family. The grant funds cover 211info staff time dedicated to Cover Oregon outreach and public education efforts, local travel, and other expenses necessary to reach and provide assistance to targeted consumers.

The contract requires 211info to:

- Work in collaboration with Cover Oregon regarding referrals and relevant messaging
- Train call center staff to conduct outreach to callers by asking about their health insurance status and offering information about Cover Oregon
- Refer callers to the Cover Oregon website
- Refer callers to partner organizations for in-person assistance filing for health insurance
- Refer clients to Health Care Specialists if clients require more detailed information and/or problem solving in accessing Cover Oregon or enrollment assisters
- Collect and share demographic data to ensure program is working properly
- Reach out to potential clients

Their outreach activities, include but are not limited to, coordinating meetings to provide enrollment assistance, holding one on one meetings with decision makers and community leaders, publishing article(s) to promote Cover Oregon in their organization newsletter, and hosting community events or forums to promote Cover Oregon, and conducting targeted neighborhood canvasses to promote Cover Oregon.

The contract holds 211info to cultural competency, organization and community educator standards, and required 211info to submit monthly activity reports in an OHA approved format.

Information and Referral Services for State Government

Cost

The contract states that payments are not to exceed \$99,905 and 211info will be reimbursed for 10% of the total budget for Indirect/Administrative Costs. To date, since FY 2012, OHA has paid a total of \$498,277 to 211info for their services. Cover Oregon funding is approximately 33% of the total OHA funding to 211info.

OHA funding accounts for 29% of 211info's total current budget.

Utilization

In the last two weeks of October, after the initiation of the contract, 211info responded to a total of 3,964 calls, emails and texts regarding Cover Oregon. They provided 246 referrals to Cover Oregon.

Supplemental Nutrition Assistance Program – Department of Human Services

Contract Provision

The Department of Human Services (DHS) provides funding to 211info through grant funding from the US Department of Agriculture Food and Nutrition Service (USDA FNS) and the State of Oregon grant funding to assist DHS in outreach services for the Supplemental Nutrition Assistance Program (SNAP) pursuant to the authority provided by ORS 409.110(2). This contract is effective from October 1, 2013 to September 30, 2014.

There are five types of services outlined in this contract that 211info is required to provide for the callers. First, 211info provides guidance on the application process and assistance on resolving access issues through phone calls, emails and text messages. It is the responsibility of 211info to ensure that all services are available to those that choose to text rather than call, with the exception of interpreter services. Second, they make referrals to local organizations providing advocacy services for clients who need ongoing assistance with self-sufficiency programs, in addition to the local DHS sites. Third, 211info is also required through the contract to update their website and database with accurate and current program information. Fourth, they are to provide basic information regarding a caller's eligibility for SNAP. Additionally, 211info is to provide monthly reports that capture caller demographic information in order for the agency to ensure the program is meeting the needs of the clients.

Cost

To date, the state has paid \$521,049. Funding from this contract accounts for 11% of 211info's budget.

Utilization

In calendar year 2012, 211info received 12,106 calls for the Supplemental Nutrition Assistance Program (SNAP). In 2013, January through November, they received 9,380 calls.

Summer Food Service Program – Oregon Department of Education

Contract Provision

The Summer Food Service Program (SFSP), within the Oregon Department of Education (ODE), is a program that provides free, healthy meals and snacks to help children in low-income areas get the nutrition they need during the summer months when school is no longer in session. Beginning services in May of 2009, ODE contracted with 211info to provide a hotline service for callers to access summer food sites through telephone and website visits for ODE Child Nutrition Programs (CNP).

The hotline provides program information and referrals to local Summer Food Service open sites, School Districts for income eligibility guidelines and application for free or reduced priced meals during the school year and afterschool meals programs. 211info are also required to track demographic information to assist

Information and Referral Services for State Government

ODE's administration of Summer Food/Child Nutrition Programs. Additionally, they are to report on this data monthly between June-August, with an update in October.

Cost

The maximum, not-to-exceed compensation is \$82,500. To date, since the program began, 211info has been paid \$60,500. In the current budget, it accounts for 1.6% of the total funding to 211info from state government.

Utilization

During the summer months, June – August, in 2012, 211info received 231 calls for the program and 10,160 website visits. Between May and August of 2013, they received 150 calls and 6,334 web visits. On average, 89% of all calls were from families who lived at or below the federal poverty line.

Foreclosure Prevention Information and Referral Services – Oregon Housing & Community Services

Contract Provisions

Relating to Senate Bills 1552/558, 211info is contracted by the Oregon Housing and Community Services (OHCS) to provide call center services for households, who are at risk of foreclosure and require phone and/or translation services to find a housing counselor in Oregon. Through the contract, 211info is to receive calls between 8am to 6pm Monday through Friday, to refer callers to Oregon non-profit organizations identified as providers of Loss Mitigation and Mortgage Delinquency Early Intervention and Foreclosure Prevention Counseling Activities and other related housing counseling organizations.

This is similar to the contract statement of work the Department of Consumer and Business Services (DCBS) has with 211info regarding foreclosure information. They are also contracted to provide customer service to the OHCS website. In order to ensure the program is meeting the needs of the callers, 211info is to collect relevant data and submit in a report to OHCS quarterly.

Cost

The compensation for the work is not-to-exceed a maximum of \$25,000. Over the last year, they have been paid \$10,417.

Utilization

During fiscal year (FY) 2012-2013, 211info received 923 calls about foreclosures.

Mortgage Delinquency Foreclosure Prevention Counseling – Department of Consumer & Business Services

Contract Provisions

With the passage of House Bill 3630, DCBS was assigned with the responsibility to adopt administrative rules defining required notifications to consumers facing foreclosure. These responsibilities included establishing a toll free statewide referral service to the U.S. Department of Housing and Urban Development (HUD) approved foreclosure counseling services as written into the bill.

Similar to OHCS foreclosure contract, 211info is to receive calls between 8am to 6pm Monday through Friday, to refer callers to Oregon non-profit organizations identified as providers of Loss Mitigation and Mortgage Delinquency Early Intervention and Foreclosure Prevention Counseling Activities and other

Information and Referral Services for State Government

related housing counseling organizations. However, in addition to the 211 phone number, calls for foreclosure assistance can go through the 1-800-safenet call number.

Cost

In the current budget payments from this program account for 2.4% of the total funding from state government to 211info.

Utilization

The scope of work for foreclosure calls for DCBS and OHCS are not tracked independently. Therefore, the numbers of calls received (923) during FY 2012-2013 are the same as OHCS.

Oregon Health Connect – Department of Consumer & Business Services

Contract Provision

DCBS had two contracts with 211info regarding information and referral services to consumers about their health coverage options and to ensure consumer access to their rights under state and federal law. The first contract issued in 2012 transferred the responsibility of establishing a statewide number from DCBS to 211info.

The first contract required 211info to provide basic insurance information and refer the caller to OHC staff when inquires required more specific information. 211info maintained the telephone number between 9am to 5pm Monday through Friday. Both 211 call line and 1-877 number for the program and website URL information were transferred to 211info in the contract.

The second contract issued expanded the capacity of the Oregon Health Connect (OHC) program as it was established by the first contract by: (1) improving the range and quality of consumer assistance activities, (2) increasing enrollment activity and consumer education through marketing, (3) improving services to consumers and data collection through a new information technology infrastructure, and (4) increasing the program's level of accessibility.

Cost

In the last three years, the state paid a total of \$627,069 to 211info and they fulfilled their contract in August of 2013.

Utilization

There was no utilization information provided for this contracted service.

Reporting of Tsunami Debris – Oregon Parks & Recreation Department

Contract Provision

Under authority of ORS 279B.080 in June of 2012, the Oregon Parks and Recreation Department (OPRD) contracted with 211info to provide the general public with a single resource for reporting floating debris from the Japanese Tsunami along the Oregon Coast, including Clatsop, Coos, Curry, Douglas, Lane, Lincoln and Tillamook counties. The contract obligates 211info to receive and answer calls in the counties through the 211 dialing code Monday – Friday from 8am to 6pm. 211 serves as the primary number and 1-800-SAFENET is considered the secondary call in number.

Under contract, 211info is required to transfer callers to the appropriate agency to report the sighting of hazardous materials, any offshore hazard to marine vessels or nonhazardous beach debris. Outside of these hours, 211info is required to route callers through a series of automated options through a phone tree for

Information and Referral Services for State Government

the caller to self-select and connect to the appropriate agency. They are also required to submit a daily report to OPRD.

Cost

The following table outlines the pricing for services performed by 211info for this contract.

1 unit*	0.25 FTE	\$3,437.00
2 units	0.50 FTE	\$6,875.00
3 units	0.75 FTE	\$10,312.50
4 units	1.0 FTE	\$13,750.00

*A unit is the amount of work equal to .25 FTE at a cost of \$3,437.50 based on an average of 15 calls per day during one quarter.

To date, OPRD has paid \$30,063 to 211info for these services. Of the total state funding, this contract accounts for 1.3% of current 211info budget.

Utilization

In FY 2012-2013, there were a total of 40 calls received. However, this does not include the number of calls received through the Interactive Voice Response (IVR) system, or the phone tree.

Contract Considerations with 211info

Three contracts, DHS, OHA and DCBS Oregon Health Connect, require the Alliance of Information and Referral Services (AIRS) certification for staff who answer calls regarding their programs. Each certification is \$72 and recertification is required every two years. Increasing the staff would mean increasing the costs related to certification. Currently, certification is approximately 5% of their total operations cost but will increase to a more significant amount with additional personnel.

The monetary value of this support has not been determined at this time. However, 211info could rent a vacant state owned facility for an agreed upon price and cost of staff support and membership dues can be calculated into the contracts of transitioned programs.

Standards should be outlined in the contract and 211info should adopt high quality performance measures that can be measured with high quality data in order to ensure standards are met and the quality issues of a large scale transition not affect the quality of experience.

Cost Analysis of State Information Resource & Referral Services - Current usage of 1-800 and information/referral call-in numbers

DAS developed a survey to inventory programs and divisions with a public information or referral number, specifically focusing on 1-800 numbers. The survey inventoried the purpose of the phone line, types of calls received, cost of the program, when the information was available, and data regarding the utilization of the phone line. This information included hold times, resolution times, and volume of calls received. The survey was sent to all agency directors and remained open during a four-week period.

Additionally, DAS inventoried all of the public state 1-800 number listed in the State Phone Book. The Enterprise Technology Services also collected and recorded all amounts paid for 1-800 numbers.

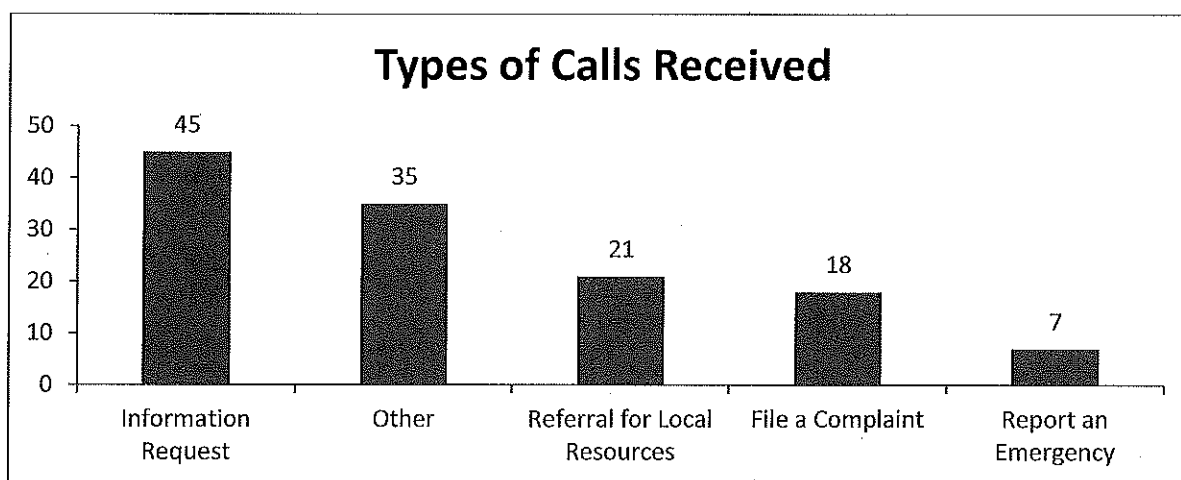
A table listing agency programs that use 1-800 and local phone lines and their purposes can be found in Appendix A.

Information and Referral Services for State Government

Type of Call Received By Program

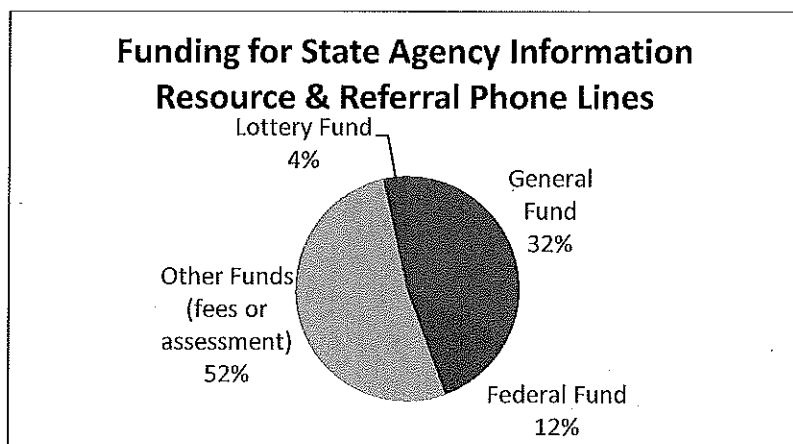
Seventy-two programs reported using 106 phone lines. The primary type of call received was an information request, followed by referral for local resources, and to file a complaint or report an emergency.

It should be noted that some programs reported multiple phone lines with multiple reasons (see Appendix A). A list of programs that recorded "Other Types of Calls Received" can be found in Appendix B.



Breakdown of Funding For State Agency Information Resource & Referral Phone Lines

The graph below shows the funding sources for the programs that designated a particular funding source.



Additionally, an inventory of 1-800 numbers found in the State Phone Book can be found in Appendix C.

Information and Referral Services for State Government

Cost of maintaining 1-800 numbers

Agency	Number of Phone Lines Found on ETS Billing that were in survey	Billing From ETS FY 2012/2013	Total Minutes FY 2012 / 2013 From ETS Billing	Estimated # of Calls*
100 - DEPARTMENT OF HUMAN SERVICES	6	\$600	21,600	5,400
107 - DEPT OF ADMINISTRATIVE SERVICES	3	\$2,000	91,900	22,975
124 - STATE BOARD OF LICENSED SOCIAL WORKERS	1	\$200	6,800	1,700
137 - DEPARTMENT OF JUSTICE	10	\$51,900	2,356,600	589,150
150 - DEPARTMENT OF REVENUE	2	\$48,200	2,211,200	552,800
170 - OREGON STATE TREASURY	2	\$2,600	120,100	30,025
198 - JUDICIAL DEPT	11	\$9,100	389,000	97,250
248 - MILITARY DEPT	1	\$700	28,300	7,075
257 - DEPARTMENT OF STATE POLICE	1	\$100	3,100	775
415 - OREGON YOUTH AUTHORITY	9	\$200	5,100	1,275
471 - EMPLOYMENT DEPARTMENT	1	\$3,000	137,800	34,450
586 - DEPT OF COMM COLLEGES & WORKFORCE DEVELO	1	\$100	1,500	375
603 - OREGON DEPARTMENT OF AGRICULTURE	4	\$300	12,000	3,000
634 - PARKS AND RECREATION DEPARTMENT	7	\$65,200	2,617,500	654,375
730 - DEPARTMENT OF TRANSPORTATION	10	\$4,600	192,900	48,225
860 - PUBLIC UTILITY COMMISSION	2	\$6,300	281,900	70,475
914 - HOUSING & COMMUNITY SERVICES DEPARTMENT	1	\$1,100	48,800	12,200
Total	72	\$196,200	8,526,100	2,131,525

*Calculated taking minutes from ETS Billing divided by an average of four minutes per call

Average \$2,725 118,400 min 29,700 calls

Recommendation

For the state programs and numbers that have been surveyed and inventoried, it is recommended that only the programs that closely match 211info's mission be transitioned for in-depth and system coordination. Initially, all numbers within programs which have a basic purpose of vetting the callers' needs to get them to a division or subject matter expert could be transferred to 211info.

Additionally, program numbers which are in place to inform or refer callers to a drop-off or local office could be transitioned (similar to the tsunami response line). Finally, it is recommended that the state consider transferring other call lines and programs that complete the wraparound experience for a single caller, most notably workforce and education programs that are within the defined scope.

Considering the mission of 211info, they have the capacity to offer a point of entry for the following state programs functions, using different levels of service.

Functions	Information and Referral	In-Depth Services	System Coordination
Health Care	X	X	
Health Insurance	X	X	
Public Health	X	X	
Maternal & Child Health	X	X	
Addictions	X		
Disaster And Emergency	X	X	
Corrections And Re-Entry	X	X	
Military And Veterans	X		
Energy Assistance	X	X	X
Rent Assistance	X	X	X
Shelter	X	X	X
Housing	X	X	
Foreclosure	X	X	
Elder Abuse	X		
Early Childhood Education	X	X	X
Supplemental Nutrition Assistance Program	X	X	X

Benefits of Recommendation

Caller Benefits

For the caller, the benefits outweigh any cost he or she might have associated with the referral. By consolidating program numbers into one single point of entry, with highly skilled customer service staff, the caller is offered wrap around services that they might not receive with a single program or person, who is an expert in their subject matter.

Information and Referral Services for State Government

Complex issues need to be addressed holistically, the benefits of statewide wrap-around services for the caller would address not just a single question or resolve a single issue, but callers will understand the full spectrum of services and assistance they have available to them.

Government Benefits

For the government, there are two benefits. The cost of maintaining call numbers can be minimized and that money can be allocated to other program areas (unless it needs to be allocated to 211info since they will have increased costs). The other benefit is when an organization like 211info can go through the vetting process, this could decrease the work load of state program staff who can now redirect their focus onto a more critical component of their job.

Information and Referral Services for State Government

Appendix A Agency Programs and Purpose of Helplines Survey Results - Full Listing

* Agency Name:	* Program Name:	What is the Purpose of the Helpline(s)?
100 - DEPARTMENT OF HUMAN SERVICES	Aging & People with Disabilities	Provide general information, interpreter referrals, resource and technical information for the Deaf & Hard of Hearing population.
	Aging and Disability Resource Connection (ADRC)	The statewide toll free phone number connects Oregonians to the state-designated Area Agencies on Aging that serve Older Adults and persons with disabilities as part of the Aging and Disability Resource Connection (ADRC) within a specific geographic area. The caller enters the zip code for the geographic area where they are seeking services, their call is routed to the Information and Assistance helpline staff serving that zip code. Unlike 211 the ADRC helpline staff are more than referral personnel. The staff are trained in the array of services for older adults and persons living with disabilities that are both privately and publicly supported. These staff work for the agencies that provide options counseling, eligibility determination and service coordination, so a consumer can be screened and have an appointment scheduled for more in-depth assistance. This one statewide number allows for the marketing of the ADRC services without the confusion of having to know the particular agency that provides the services...one name (ADRC of Oregon), one number (1-855-ORE-ADRC), one website (www.adrcoregon.org). 211 refers Oregonians to the ADRC which is an important service, but as important is promoting the ADRC directly so that individuals do not have to repeat their story multiple times.
	CAF Child Welfare - Adoption Unit	This line is available so that providers and families who live outside of the U.s. can call if there are concerns regarding children we have in DHS custody. The children are placed with relatives for the purposes of adoption and the children continue in our custody until the adoption is final. This line was put in place as a result of a child fatality. The person who answers this line must be bilingual, Spanish speaking.
	Child Welfare	This is an information and referral 1-800 line for Oregon families interested in fostering or adopting children in the DHS Child Welfare system. After the call, they provide additional service to the caller. The contractor is required to send out packets of DHS recruitment materials including applications, provide follow up e-mails and calls to answer questions and help callers navigate the DHS applications.

Information and Referral Services for State Government

* Agency Name:	* Program Name:	What is the Purpose of the Helpline(s)?
	Child Welfare and Adult Protective Services	The purpose of this line is to create a 1 stop call in for anyone in the state needing to report abuse/neglect. The phone line directs the caller via electronic prompts to identify whether they are wanting to report abuse of a child or adult, and to enter their zip code. The call is then forwarded to the appropriate local agency. APD, OAAPI, and AMH have agreed to split funding for 1 FTE to handle any calls that default because the caller is unable/unwilling to select from the prompts. This line, in itself, is not an informational line.
	Director's Office	To direct and provide contact numbers to callers (DHS clients and the general public) to their appropriate local office or other state agency if not DHS related
	Self Sufficiency Child Care Program	DHS Child Care Program contracts with thirteen Child Care Resource and Referral (CCR&R) agencies throughout Oregon. The CCR&R's maintain a data base of Child Care Providers in Oregon. The helplines offer child care referrals to the general public and DHS customers. These referrals can be specific to the family's need, such as a provider who approved and listed with DHS. During a referral the CCR&R staff can also offer information about DHS subsidy programs for families who may qualify.
	Shared Services - Office of Adult Abuse Prevention & Investigations	The purpose of the Abuse Hotline is for the general public and others to report alleged abuse of Seniors and individuals with a physical disability. The calls are then referred to the appropriate local County office tasked with screening and assessing these allegations.
	Vocational Rehabilitation	For participants without long distance service to be able to contact our offices.
107 - DEPT OF ADMINISTRATIVE SERVICES	EHRS/E-Recruit	This is an automated phone line that applicants call in order to have their passwords reset, or they can select another option to speak directly to the hiring agency. Applicants will not reach a person within DAS/EHRS, they would reach a governmentjobs.com (NeoGov) representative, or a recruiter at an agency. There are 4 individuals within DAS/EHRS who could request to have information updated for this phone number. The \$ amounts were provided by the EHRS Budget Analyst.
	Fleet and Parking Services	The line is used for state employee customers to get direction from DAS staff on where to go for vehicle repair services with vendors and for vendors to receive purchase order and repair authorization to complete work on DAS Fleet owned vehicles. It is not help line to assist the general public. The line is toll free primarily to help ensure vendors readily call us to request authorizations.
124 - STATE BOARD OF LICENSED SOCIAL WORKERS	State Board of Licensed Social Workers	This toll-free number is a general front desk line. Callers use this line to contact the board for all business, including complaints, general inquiry, staff contacts, and resource referrals.

Information and Referral Services for State Government

* Agency Name:	* Program Name:	What is the Purpose of the Helpline(s)?
137 - DEPARTMENT OF JUSTICE	Address Confidentiality	Help line for victims of domestic violence, sexual assault, stalking, and human trafficking.
	Child Support Central Program	To assist families who utilize Oregon Child Support Program services.
	Consumer Hotline	Mechanism for Oregon Consumers to report potential fraud and marketplace abuses.
	Crime Victims Services	Central line for calling for Crime Victims Services assistance.
	Employer Services	Serves as a helpline for employers who withhold child support payments from their employees' wages.
	Fusion Center	To report Oregon terrorism threats.
	High Intensity Drug Trafficking Area	(blank)
	Victim Rights	Crime victims call for assistance.
150 - DEPARTMENT OF REVENUE	Tax Administration	Tax assistance and education
170 - OREGON STATE TREASURY	LGIP	Customer service, transactions
198 - JUDICIAL DEPT	Jury Information	800-618-8387 Heppner Jury Information 800-865-3686 Coos/Curry Jury Information 800-452-8154 Umatilla Jury Information 800-452-8220 Clatsop Jury Information
	Office of the State Court Administrator	800-551-8510 Office of the State Court Administrator - Office number 800-477-5891 Office of the State Court Administrator - Business Office 800-962-0736 Office of the State Court Administrator - HR Office
	Office of the State Court Administrator - Portland Office	This is the main information number for the Portland office for the Juvenile Court Improvement Program, the Citizen Review Board, and the Court Interpreter Services.
	OJIN online	This is the main business line for anyone wanting to subscribe to state court information online
	State Court Debt Collections	Anyone in the state can call this number to make a payment on their state court debt.
	Tax Court Office	This is the Oregon Tax Court general office number, toll-free
248 - MILITARY DEPT	Office of Emergency Management	The Office of Emergency Management by ORS 403 facilitates the development of a contract in support of the 211 system. There is no other help line operated by the Office of Emergency Management.

Information and Referral Services for State Government

* Agency Name:	* Program Name:	What is the Purpose of the Helpline(s)?
340 - DEPARTMENT OF ENVIRONMENTAL QUALITY	Vehicle Inspection Program	The purpose of the helpline is to provide public information about the Vehicle Inspection Program which administers emission testing and issues Certificates of Compliance. Question related to the program's ability to process registration renewals and issue tags on DMV's behalf are also answered.
415 - OREGON YOUTH AUTHORITY	Bend Parole and Probation Office, Klamath County Juvenile Parole and Probation (JPPO), Linn County Parole and Probation Office, Malheur County Parole and Probation, The Dalles Parole and Probation Office, Umatilla & Morrow County Parole & Probation, Washington County Parole and Probation, Yamhill County Parole and Probation Office	Many of OYA field offices are responsible for coverage of an extensive geographical area and a large percentage of communication with youth under supervision and professionals is still done via phone. Many youth or those providing supervision of youth are required as part of supervision to personal check-ins via phone on a regular basis. This communication will often require long distance phone calls from and landline or cell phone. The cost or lack of access to long distant phone calls can create a hardship for youth/families and put barriers in place of them being successful. The use of toll free lines removes this barrier and supports youth in being more successful with supervision requirements. Youth, families and other professionals also have requirements of making immediate notification to field offices when certain critical or emergency events happen (e.g. youth absconding, self-harm behaviors, criminal behaviors, etc.). Again these calls can often be long distance and we do not want there to be barriers that prevent or delay this communication. Currently OYA has 8 toll free lines in field offices with an average cost of \$6.90 a year. This seems like a minimal cost for the level of barrier mitigation it provides.
	Human Resources	This line was for people to call to check on job openings. The service was discontinued. A request will be submitted to turn the line off.
	OYA Hotline	The Oregon Youth Authority (OYA) Hotline is a toll free number which allows offenders in OYA's custody, former offenders, families, community members, partners, staff and others to submit complaints about the agency, staff, contractors, volunteers, and anything related to OYA. Complainants may submit their concerns anonymously. Providing an opportunity for offenders in OYA custody to make anonymous reports of sexual abuse is also a federal requirement of the Prison Rape Elimination Act (PREA) 28 C.F.R. Part 115, Docket No. OAG-131, RIN 1105-AB34. The Hotline is an unmanned voicemail system which records calls 24/7. Calls are retrieved by OYA's Professional Standards Office (PSO) during business hours (Monday-Friday 8-5 excluding holidays). Hotline calls are assigned a case number and entered into a database for case tracking by PSO support staff then assigned to an investigator who attempts to return the call. Hotline return rates are a PSO performance measure with a goal of returning all calls within 24 hours of retrieval. Once the call is returned, the investigator determines if the concern should be investigated by PSO, requires law enforcement/Department of Human Services reporting, or

Information and Referral Services for State Government

* Agency Name:	* Program Name:	What is the Purpose of the Helpline(s)?
		referral to another department/agency for follow-up. Depending on the concern, referrals may or may not require outcome responses. The average resolution time indicated is based on the average length the Hotline case was open from date received to PSO's final resolution date. It is important to note there is no tracking mechanism to verify the length of time other departments/agencies may take to final resolution, therefore the average would be higher if this data were available. PSO case closure rates are also a PSO performance measure with a goal of all incidents being closed within 30 days and all investigations within 60 days. The OYA Hotline provides a much needed resource for offenders in OYA custody, staff and others to be provided an opportunity to make their complaints directly on the voicemail without having to route through multiple layers to leave their message. The OYA Hotline outgoing message is recorded in both English and Spanish to help with communication and translators are available for returning calls. The cost of the phone line itself is \$586.64 for the two year period. The additional services and supplies cost includes proportional expenses related to our case tracking database, travel, office supplies and other expenses to resolve the complaint.
581 - DEPARTMENT OF EDUCATION	Early Learning Division/Office of Child Care	The bulk of the phone calls (47.7%) are questions about becoming a licensed child care provider and the licensing process, fees, and pre-service requirements. 40 percent of calls are inquiries about the Criminal Background Registry (CBR) and connecting individuals in the CBR to child care facilities. Approximately 6.5 percent are either complaints about child care facilities or compliance issues. About 5.4 percent of calls are from Spanish only speakers. The agency uses Language Line Services, Inc. for interpretive services for non-English callers. Agency staff are bilingual English/Spanish and English/Russian. Because the agency has back-up staff available during high volume call times (seasonal), wait times, if any, for callers are very low. Depending on the complexity of the call, resolution occurs quickly for most inquiries; complaints may take longer because of documentation or the type of complaint. Any child endangerment calls are immediately referred to the Department of Human Resource, Child Protective Services, or to a local law enforcement entity. The 800 number is not intended for emergencies.
586 - DEPT OF COMM COLLEGES & WORKFORCE DEVELOPMENT	Workforce Investment Act Dislocated Worker Unit	This is a helpline designated for Dislocated Workers (or any Oregonian) to call with questions about the Workforce Investment Act (WIA) Programs and to get referrals to local workforce service providers. It is also used to get information about the WARN and requirements from employers for worker notification of plant closures and mass layoffs as well as an avenue to report fraud/abuse of these programs.

Information and Referral Services for State Government

* Agency Name:	* Program Name:	What is the Purpose of the Helpline(s)?
603 - OREGON DEPARTMENT OF AGRICULTURE	Farm Mediation Hotline	To assist agricultural and private parties in conflict resolution and seek mediation services to resolve those conflicts.
	Information Office	Provide Information regarding Oregon Agriculture and agency programs
	Insect Pest Prevention Program	To seek information regarding insect pest identification and information about the program
	Natural Resources	Provide information to growers regarding the smoke management program
	Oregon Invasive Species Council	To seek information regarding Invasive Species and to report invasive species
	Shellfish Program	To provide information to the public regarding shellfish closures along the Oregon Coast
	Smoke Management Program	To receive and respond to citizen complaints regarding field burning.
629 - DEPARTMENT OF FORESTRY	Fire Protection Division	Fire Protection Division fire investigation tip line.
634 - PARKS AND RECREATION DEPARTMENT	ATV	Information and technical support line for the ATV (All Terrain Vehicle) Safety Education program.
	Hearing Impaired Line	Hearing impaired reservation line for Oregon State Parks campgrounds and day use areas.
	Information Line	General information line for Oregon State Parks.
	Park Reservations	Reservation line for Oregon State Parks campground and day use areas.
	RNW Survey line	OPRD customer satisfaction survey line.
	Special reservation line	Reservations for special park programs (Let's Go..., Whale Watch)
	State Fair	State Fair information (Option 1) and camping reservation line (Option 2).
	Volunteers	Voice mail only for OPRD hosts and volunteers with questions and/or information about volunteering in state parks.
730 - DEPARTMENT OF TRANSPORTATION	Ask ODOT and Ask ODOT for Employees	The Ask ODOT program is to assist citizens' who have an opinion, comment, concern, issue or questions regarding ODOT services. The Ask ODOT for Employees program is to assist ODOT employees with ethical issue, concerns or questions.
	Central Oregon Transportations Operation	This line is provided to the Maintenance workers that are out on the HWY's for their safety as a no cost call in feature for requesting information and reporting incidents. Note: I have

Information and Referral Services for State Government

* Agency Name:	* Program Name:	What is the Purpose of the Helpline(s)?
	Center	requested the phone line call volumes, and average hold times from the vender. They were not able to provide this information in the time frame that I was required to respond. If this is needed, I should have this information in a few weeks.
	DMV Customer Service Contact Centers	DMV does not use a Hotline service. DMV has 47 telephone numbers for customers to phone DMV. I could only list 6 above. Please email or call me and I can provide the remaining 41. Thank you, Diane Reeves
	Financial Services Collections	Telephone numbers for citizens to call ODOT collections regarding past due accounts owing.
	Fuels Tax Group	These are main call lines for the Fuels Tax Group. Citizens and licensees call for any reason related to Fuels Tax regulations.
	Oregon Technology Transfer Center	Provide training, technical assistance and information to assist local agencies in safely, efficiently and sustainably operating and maintaining their transportation systems.
	Right of Way	Informational, for property owners impacted by state transportation projects.
833 - HEALTH RELATED LICENSING BOARDS	Board of Medical Imaging	Answer questions about licensure for persons who work as medical imaging technologists
	Occupational Therapy Licensing Board	(blank)
834 - BOARD OF DENTISTRY	Board of Dentistry	It is the main number of the Agency we do not have a help line.
860 - PUBLIC UTILITY COMMISSION	Consumer Services	Consumers Services, where utility (electric, gas, water, telecom, cellular, etc.) customers call to file complaints against utilities, both regulated and non-regulated. These calls are not referred out and the investigation of these calls require trained personnel knowledgeable in utility practices, utility rules, and commission rules. It takes approximately a year to be proficient in these diverse areas. Occasionally, these complaints will take weeks or longer to resolve. Using any other source or inserting a middleperson would be confusing and unacceptable to customers and the utilities.
	Residential Service Protection Fund (Oregon Telephone Assistance Program and Telecommunications Device Access Program)	The 1-800 number (Voice and TTY) deals with two programs, the Telecommunication Devices Access Program (TDAP), which loans adaptive or specialized telephone equipment to Oregonians who have a hearing, speech, mobility, cognitive or vision impairment. We have PSRs that deal directly with the customer (phone, walk-in, mail, e-mail) and who issue and account for fairly expensive equipment. Using any other source or inserting a middleman would be confusing and unacceptable to customers. Additionally, the accurate accounting of inventory

Information and Referral Services for State Government

* Agency Name:	* Program Name:	What is the Purpose of the Helpline(s)?
		is essential for the stewardship of funds. The other program is the Oregon Telephone Assistance Program (OTAP), which is the state-mandated counterpart of the Federal Communication Commission's (FCC) Lifeline program. It reduces the monthly local residential or cellular phone service monthly bill as a credit or discount by \$12.75 for low-income beneficiaries who meet eligibility requirements. Again, these calls are not referred out and the investigation of these calls require trained personnel knowledgeable in FCC rules and commission rules. It takes approximately three to six months to be fully proficient in these area. There is also a great deal of fiscal accountability of state and federal funds. Using any other source or inserting a middleperson would be confusing, unacceptable to customers, and unacceptable to the FCC. The TDAP and OTAP info is available at the DHS Field Offices and we frequently receive referrals from DHS personnel. In other words, the PUC is the "recipient" of the referral. Another program that is not included in the survey is the OR Relay Service as required by the Americans with Disabilities Act of 1990 (ADA) that provides persons who are speech or hearing impaired with telecommunications access and service that is functionally equivalent to those available to individuals without a speech or hearing disability. It is available to anyone statewide and operates every day, 24 hours a day. It is a direct link for the individual and not a referral. This service is contracted to a telecommunications company that has this capability. A service such as 211 info would not be appropriate.
914 - HOUSING & COMMUNITY SERVICES DEPARTMENT	Manufactured Community Resource Center	The Manufactured Community Resource Center's (MCRC) helpline offers owners of manufactured homes and landlords who own manufactured home parks technical assistance and guidance related to issues governed by Oregon's landlord tenant law and statute as it relates to manufactured home parks. The helpline also serves to inform and educate both parties about dispute resolution and mediation techniques and services in order to attempt to resolve related disputes between homeowners and park owners.
915 - CONSTRUCTION CONTRACTORS BOARD	Customer Service Unit - CCB Licensing Section	Answer detailed questions regarding construction licensing, law, rules and regulations. Questions from licensees and consumers. How to obtain and maintain a contractor's license, including application, bond, insurance, both pre-licensure and continuing education, and testing requirements. How to submit a complaint against a contractor - regarding unlicensed activity or consumer damages. This also includes complaints about construction fraud and compliance with worker regulations.

Information and Referral Services for State Government

Appendix B Agency Programs and Purpose of Helplines "OTHER" Types of Calls Received

* Agency Name:	* Program Name:	Please type in Other types of calls received.
100 - DEPARTMENT OF HUMAN SERVICES	Aging & People with Disabilities	Request for interpreter services for deaf & hard of hearing. Questions on laws, ADA requirements, inquiries, service animals, technical assistance devices, etc. Occasionally multi-state questions.
	CAF Child Welfare - Adoption Unit	Calls from other Countries
	Child Welfare and Adult Protective Services	Abuse/Neglect calls for children and adults
	Shared Services - Office of Adult Abuse Prevention & Investigations	Reports of abuse allegations of Seniors and individuals with a physical disability
	Vocational Rehabilitation	Routine contact with offices.
107 - DEPT OF ADMINISTRATIVE SERVICES	EHRS/E-Recruit	Automated applicant information line
124 - STATE BOARD OF LICENSED SOCIAL WORKERS	State Board of Licensed Social Workers	General inquiry
170 - OREGON STATE TREASURY	LGIP	Transactions
248 - MILITARY DEPT	Office of Emergency Management	A sighting of potential Japanese Marine debris on Oregon beaches
415 - OREGON YOUTH AUTHORITY	Bend Parole and Probation Office	Contact line for parole and probation officer
	Human Resources	Vacant Position Information
	Klamath County Juvenile Parole and Probation (JPPO)	Contact with JPPO
	Linn County Parole and Probation Office	Contact line for parole and probation officer

Information and Referral Services for State Government

* Agency Name:	* Program Name:	Please type in Other types of calls received.
	Malheur County Parole and Probation	Contact line for JPPO
	The Dallas Parole and Probation Office	Contact line for JPPO
	Umatilla & Morrow County Parole & Probation	JPPO Contract line
	Washington County Parole and Probation	Contact line for JPPO
	Yamhill County Parole and Probation Office	Contact line for JPPO
581 - DEPARTMENT OF EDUCATION	Early Learning Division/Office of Child Care	Verification of Criminal Background Registry Enrollment; Connecting individuals in the Criminal Background Registry to child care facilities; Questions regarding child care subsidy payments or child abuse complaints are forwarded to DHS or law enforcement
603 - OREGON DEPARTMENT OF AGRICULTURE	Oregon Invasive Species Council	Reporting of Invasive Species
634 - PARKS AND RECREATION DEPARTMENT	ATV	Technical support
	Hearing Impaired Line	Campground Reservations
	Park Reservations	Campground Reservations
	RNW Survey line	Customer survey
	Special reservation line	Special program reservations
	State Fair	Reservations
	Volunteers	Messages from OPRD hosts and volunteers
730 - DEPARTMENT OF TRANSPORTATION	Ask ODOT and Ask ODOT for Employees	Issues, concerns, problem solving or opinions relating to ODOT services.
	DMV Customer Service Contact Centers	Vehicle titles and registration, all driver license and identification card issuance, DMV record look ups both individuals and businesses, scheduling driver licensing knowledge and driving behind the wheel tests, DMV helpline for courts, account holders,

Information and Referral Services for State Government

* Agency Name:	* Program Name:	Please type in Other types of calls received.
	Financial Services Collections	Telephone line for citizens needing to contact the collection unit
	Fuels Tax Group	Calls are for all topics related to Fuels Tax Reporting
	Oregon Technology Transfer Center	Training and Technical Assistance for Local Agencies
833 - HEALTH RELATED LICENSING BOARDS	Occupational Therapy Licensing Board	Interpretation of laws and rules; scope of practice
860 - PUBLIC UTILITY COMMISSION	Residential Service Protection Fund (Oregon Telephone Assistance Program and Telecommunications Device Access Program)	Apply for Program Service
915 - CONSTRUCTION CONTRACTORS BOARD	Customer Service Unit - CCB Licensing Section	How to get licensed; new license and license maintenance; continuing education requirements,

Information and Referral Services for State Government

Appendix C

DAS Inventory of 1-800 Numbers

State Phone Book

Agency #	Agency	Division/Program	Title	Phone Number
603	Department of Agriculture	Director's Office	Mediation Program Toll-Free	(800) 347-7028
603	Department of Agriculture	Food Safety Program	Shellfish Hotline - Toll Free	(800) 448-2474
603	Department of Agriculture	Plant Programs	Invasive Species Hotline	(866) 468-2337
109	Oregon Department of Aviation	Aviation Operations Division		(800) 874-0102
109	Oregon Department of Aviation	State Airports Division		
109	Oregon Department of Aviation	Aviation Programs		
440	Department of Consumer & Business Services	Ombudsman for Injured Workers	Injured Worker Helpline	(800) 927-1271
440	Department of Consumer & Business Services	Insurance Division	Senior Health Insurance Benefit Assistance - main	(800) 722-4134
440	Department of Consumer & Business Services	Occupational Safety and Health Division (OSHA)	Toll Free	(800) 922-2689
440	Department of Consumer & Business Services	Worker's Compensation Division	Workers' Compensation Info line - Toll Free	(800) 452-0288
440	Department of Consumer & Business Services		Investigations Info line (Worker's Compensation Fraud & Abuse) - Toll Free	(800) 452-0288
440	Department of Consumer & Business Services		Preferred Worker Info line (Oregon City) - Toll Free	(800) 445-3948
440	Department of Consumer & Business Services		Preferred Worker Info line (Medford) - Toll Free	(800) 696-7161
440	Department of Consumer & Business Services		Employer Compliance - Toll Free	(888) 877-5670
291	Department of Corrections	Oregon Corrections Enterprise	Toll Free	(800) 776-7712
291	Department of Corrections		Sales and Marketing - Toll Free	(800) 776-7712
471	Employment Department		Main - Toll Free	(800) 237-3710
471	Employment Department	Business and Employment	Toll Free	(800) 237-3710

Information and Referral Services for State Government

Agency #	Agency	Division/Program	Title	Phone Number
		Services		
471	Employment Department	Unemployment Insurance Benefits	Toll Free	(800) 237-3710
471	Employment Department	Unemployment Insurance Call Centers	Bend/Eugene/Portland Metro- Toll Free	(877) 345-3484
471	Employment Department		Unemployment Insurance Programs & Methods	(800) 237-3710
330	Department of Energy		Toll Free	(800) 221-8035
340	Department of Environmental Quality	Director's Office	Toll Free	(800) 452-4011
340	Department of Environmental Quality	Land Quality Division	UST Helpline	(800) 742-7878
340	Department of Environmental Quality	Environmental Cleanup and Leaking UST	Oregon Emergency Response System	(800) 452-0311
443	Oregon Health Authority	Medical Assistance Programs	Toll Free	(800) 527-5772
443	Oregon Health Authority		Client Advisory Services Hotline	(800) 273-0557
443	Oregon Health Authority		OHP Application Center	(800) 359-9517
443	Oregon Health Authority		OHP Benefit Hotline	(800) 393-9855
443	Oregon Health Authority		Prior Authorization Hotline	(800) 642-8635
443	Oregon Health Authority		Provider Enrollment (In-state only)	(800) 422-5047
443	Oregon Health Authority		Provider Service Representatives	(800) 336-6016
443	Oregon Health Authority	Administration		(800) 527-5772
443	Oregon Health Authority	Research, Education & Development		(800) 527-5772
443	Oregon Health Authority	Policy and Planning		(800) 527-5772
443	Oregon Health Authority	Operations		(800) 527-5772
443	Oregon Health Authority	Quality Improvement and Medical		(800) 527-5772
443	Oregon Health Authority	Office of Equity and Inclusion		(800) 422-6012
443	Oregon Health Authority	Office of Private Health Partnerships		(800) 542-3104

Information and Referral Services for State Government

Agency #	Agency	Division/Program	Title	Phone Number
443	Oregon Health Authority	Information, Education & Outreach		(800) 542-3104
443	Oregon Health Authority	Oregon Medical Insurance Pool/Federal Medical Insurance Pool		(800) 542-3104
443	Oregon Health Authority	Business Services		(800) 542-3104
443	Oregon Health Authority	Family Health Insurance Assistance Program		(888) 564-9669
443	Oregon Health Authority	Public Health Division		(800) 422-6012
443	Oregon Health Authority		Health Security Preparedness and Response	(800) 422-6012
443	Oregon Health Authority		Emergency Medical Services & Trauma Systems	(800) 422-6012
443	Oregon Health Authority		Policy and Planning	(800) 422-6012
443	Oregon Health Authority	Center for Public Health Practice		(800) 422-6012
443	Oregon Health Authority		Acute & Communicable Disease Prevention	(800) 422-6012
443	Oregon Health Authority		Oregon Immunization Program	(800) 422-6012
443	Oregon Health Authority		HIV/STD/TB (HST Program)	(800) 422-6012
443	Oregon Health Authority		Center For Health Statistics	(800) 422-6012
443	Oregon Health Authority		Program Design & Evaluation Services	(800) 422-6012
443	Oregon Health Authority	Center for Health Protection		(800) 422-6012
443	Oregon Health Authority		Health Care Regulation and Quality Improvement Program	(800) 422-6012
443	Oregon Health Authority		Oregon Medical Marijuana Program	(800) 422-6012
443	Oregon Health Authority		Environmental Public Health	(800) 422-6012
443	Oregon Health Authority		Radiation Protection Services	(800) 422-6012
443	Oregon Health Authority		Food, Pools And Lodging Health & Safety	(800) 422-6012
443	Oregon Health Authority		Drinking Water Services	(800) 422-6012
443	Oregon Health Authority		Health Care Regulation and Quality Improvement Program	(800) 542-5186

Information and Referral Services for State Government

Agency #	Agency	Division/Program	Title	Phone Number
443	Oregon Health Authority		Home Health Agency OASIS Hotline	(877) 877-5657
443	Oregon Health Authority	Center for Prevention and Health Promotion		(800) 422-6012
443	Oregon Health Authority		Adolescent, Genetic and Reproductive Health Section	(800) 422-6012
443	Oregon Health Authority		Nutrition And Health Screening (WIC)	(800) 422-6012
443	Oregon Health Authority		Maternal & Child Health	(800) 422-6012
443	Oregon Health Authority	Office of Client and Community Services		(877) 314-5678
443	Oregon Health Authority	Medical Assistance Programs		(800) 527-5772
443	Oregon Health Authority	Oregon Educators Benefit Board		(888) 469-6322
443	Oregon Health Authority		OEBB Member Services	(888) 469-6322
100	Department of Human Services	Director's Office	Governor's Advocacy, Children's Ombudsman & Alternate Format Office At DHS	(800) 442-5238
100	Department of Human Services	Office of Payment Accuracy and Recovery	Estate Administration Unit	(800) 826-5675
100	Department of Human Services		Overpayment Writing Unit	(877) 888-3578
100	Department of Human Services		Fraud Investigation Unit	(877) 888-3578
100	Department of Human Services		Fraud line	(888) 372-8301
100	Department of Human Services	Children, Adults & Families Division		
100	Department of Human Services		Statewide Processing Center - Oregon Health Plan	(800) 699-9075
100	Department of Human Services		Resource Information - Health Plan	(800) 699-9075
100	Department of Human Services		Questions - Oregon Health Plan application	(800) 359-9517
100	Department of Human Services		Questions - Status of application	(800) 943-9249
100	Department of Human Services		Questions - About your premiums	(800) 261-3317
100	Department of Human Services		Questions - About your medical bills	(800) 273-0557
100	Department of Human Services		To speak to your caseworker	(800) 699-9075

Information and Referral Services for State Government

Agency #	Agency	Division/Program	Title	Phone Number
100	Department of Human Services		Child Abuse Hotline	(877) 302-0077
100	Department of Human Services		Astoria Child Welfare Office	(800) 643-4606
100	Department of Human Services		Astoria Self-sufficiency Office	(800) 643-4606
100	Department of Human Services		St. Helens Child Welfare Office	(800) 428-1546
100	Department of Human Services		St. Helens Self-sufficiency Office	(800) 243-4987
100	Department of Human Services		Tillamook Child Welfare Office	(877) 317-9911
100	Department of Human Services		Tillamook Self-sufficiency Office	(877) 317-9911
100	Department of Human Services	District 3 (Marion, Polk, Yamhill Counties)		
100	Department of Human Services		Roseburg Child Welfare Office	(800) 305-2903
100	Department of Human Services		Roseburg Self-Sufficiency Office	(800) 440-3301
100	Department of Human Services	District 7 (Coos, Curry Counties)		
100	Department of Human Services		Gold Beach Office	(800) 510-0000
100	Department of Human Services		Newmark Center-Coos Bay	(800) 533-4180
100	Department of Human Services		Sheridan Office	(800) 500-2730
100	Department of Human Services	District 8 (Jackson, Josephine Counties)	Grants Pass Child Welfare Office	(800) 930-4364
100	Department of Human Services		Medford Child Welfare Office	(866) 840-2741
100	Department of Human Services		District 8 Processing Center	(800) 541-9271
100	Department of Human Services		West Medford Annex	(866) 522-4646
100	Department of Human Services	District 11 (Klamath, Lake Counties)	Klamath Falls Self-sufficiency	(800) 249-6345
100	Department of Human Services		Lakeview Office	(888) 811-4201
100	Department of Human Services	District 12 (Morrow, Umatilla Counties)	Hermiston Office	(800) 213-8475
100	Department of Human Services		Pendleton Self-sufficiency Office	(866) 395-4151
100	Department of Human Services	District 13 (Baker, Union, Wallowa Counties)	Baker Child Welfare Office	(800) 646-5430

Information and Referral Services for State Government

Agency #	Agency	Division/Program	Title	Phone Number
100	Department of Human Services		Enterprise Office	(866) 538-5804
100	Department of Human Services		La Grande Office	(800) 430-7231
100	Department of Human Services	District 15 (Clackamas County)	Oregon City Child Welfare Office	(800) 628-7876
100	Department of Human Services	District 16 (Washington County)	Beaverton Multi-Service Center	(888) 455-9090
100	Department of Human Services		Tigard/Cascade Multi-Service Center	(800) 759-1076
100	Department of Human Services		CW Hillsboro Multi-Service Center	(800) 275-8952
100	Department of Human Services	Aging & People with Disabilities		
100	Department of Human Services		Developmental Disability Services	(800) 282-8096
100	Department of Human Services		Federal Reporting & Financial Eligibility	(800) 282-8096
100	Department of Human Services		Licensing & Quality of Care	(800) 232-3020
100	Department of Human Services		Disability Determination Service	(800) 452-2147
100	Department of Human Services		MMA Team and Medicare Buy-In Unit	(877) 585-0007
100	Department of Human Services	Seniors And People With Disabilities Field/Area Agency On Aging Offices	Albany Senior & Disability Services	(800) 638-0510
100	Department of Human Services		Albany Disability Services Office	(888) 533-2233
100	Department of Human Services		Brookings/Harbor SPD	(800) 419-1371
100	Department of Human Services		Coos Bay SPD	(800) 306-9927
100	Department of Human Services		Eugene Area Agency On Aging	(800) 441-4038
100	Department of Human Services		Grants Pass SDS	(800) 633-6409
100	Department of Human Services		Klamath Falls SPD	(888) 283-9005
100	Department of Human Services		La Grande SPD	(800) 430-7231
100	Department of Human Services		McMinnville Aging & Disability NWSDS	(866) 333-7218
100	Department of Human Services		Medford Disability Services Office	(800) 336-8204
100	Department of Human Services		Medford Senior Services Office	(866) 405-6042
100	Department of Human Services		Roseburg Disability Services Office	(800) 548-3381
100	Department of Human Services		Roseburg Senior Services Office	(800) 234-0985

Information and Referral Services for State Government

Agency #	Agency	Division/Program	Title	Phone Number
100	Department of Human Services		North Salem Aging/Disability NWSDS	(800) 469-8772
100	Department of Human Services		St. Helens SPD	(800) 790-5650
100	Department of Human Services		The Dalles SPD	(800) 452-2333
100	Department of Human Services		Tillamook Aging/Disability NWSDS	(800) 584-9712
100	Department of Human Services		Lincoln County Senior & Disability Services	(800) 282-6194
100	Department of Human Services		Warrenton Aging & Disability Services NWSDS	(800) 442-8614
156	Legislative Administration	Office of the Administrator	Legislative HELP Line	(800) 332-2313
543	Oregon State Library	Talking Book And Braille Services		(800) 452-0292
124	Board of Licensed Social Workers			(866) 355-7050
845	Oregon Liquor Control Commission			(800) 452-6522
845	Oregon Liquor Control Commission	Distilled Spirits Program		(800) 426-2004
177	Oregon State Lottery		Winning Numbers - 1-866-did-IWin	(866) 343-4946
248	Oregon Military Department			(800) 452-7500
?	Oregon Travel Experience			(800) 574-9397
?	Oregon Institute of Technology			(800) 422-2017
634	Parks and Recreation Department		Reservations Only (TOLL FREE) - Reservations Only	(800) 452-5687
634	Parks and Recreation Department		Campground Information Only (TOLL FREE)	(800) 551-6949
622	Oregon Exposition Center			(800) 833-0011
860	Public Utility Commission		Telephone Assistance Programs (Residential Service Protection Fund)	(800) 848-4442
860	Public Utility Commission		OTAP/TDAP Statewide Toll Free Number	(800) 848-4442
860	Public Utility Commission		Statewide Toll Free TTY Number	(800) 648-3458
860	Public Utility Commission	Oregon Telephone Assistance Program		(800) 848-4442

Information and Referral Services for State Government

Agency #	Agency	Division/Program	Title	Phone Number
860	Public Utility Commission	Telecommunication Device Access Program		(800) 848-4442
860	Public Utility Commission	Oregon Telecommunications Relay Service		(800) 848-4442
860	Public Utility Commission		Statewide Toll Free Relay for Speech-to-Speech	(877) 735-7525
860	Public Utility Commission		Statewide Toll Free Relay for TTY Users	(800) 735-2900
860	Public Utility Commission		Statewide Toll Free Relay for Spanish Voice/TTY Users	(800) 735-3896
860	Public Utility Commission		Statewide Toll Free Relay	(800) 735-1232
860	Public Utility Commission		Statewide Toll Free Relay for ASCII Users	(800) 735-0644
860	Public Utility Commission		Statewide Toll Free Relay for Voice Carry-Over	(800) 735-3260
150	Department of Revenue	Business Division		(800) 886-7204
150	Department of Revenue	Personal Tax and Compliance Division		(800) 356-4222
150	Department of Revenue	Audits Division	Government Waste Hotline	(800) 336-8218
575	Oregon Student Access Commission			(800) 452-8807
730	Oregon Department of Transportation		Ask ODOT - 1-888-ASKODOT	(888) 275-6368
730	Oregon Department of Transportation		Road Conditions (Inside Oregon) - Recorded Message	(800) 977-6368
730	Oregon Department of Transportation		Road Conditions (Inside Oregon) - Recorded Message	511
730	Oregon Department of Transportation	Transportation Safety Division		
730	Oregon Department of Transportation		Toll-Free - Child Safety Seat Resource Center	(877) 793-2608
730	Oregon Department of Transportation		Toll-Free - Team Oregon Motorcycle Safety Program	(800) 545-9944
730	Oregon Department of Transportation		Toll-Free - To Report a Drunk Driver	(800) 243-7865

Information and Referral Services for State Government

Agency #	Agency	Division/Program	Title	Phone Number
274	Department of Veterans' Affairs	Administration		(800) 828-8801
274	Department of Veterans' Affairs	Facility and Construction Management		(800) 828-8801
274	Department of Veterans' Affairs	Financial Services		(800) 828-8801
274	Department of Veterans' Affairs	Veterans' Home Loans		(800) 633-6826
274	Department of Veterans' Affairs	Veterans' Services		(800) 692-9666
274	Department of Veterans' Affairs	Oregon Veterans' Home		(800) 846-8460
415	Oregon Youth Authority	Human Resources	Job line	(800) 375-2864
415	Oregon Youth Authority	Professional Standards Office	OYA Hotline	(800) 315-5440
440	Department of Consumer & Business Services		Information	(503) 378-3351
440	Department of Consumer & Business Services	Building Codes Division	Information	(503) 378-4133
440	Department of Consumer & Business Services		Senior Health Insurance Benefit Assistance - information	(503) 378-2014
440	Department of Consumer & Business Services		Information	(503) 378-3272
471	Employment Department		Main - Information	(503) 947-1394
471	Employment Department	Director's Office	Information	(503) 947-1470
471	Employment Department		Information	(503) 947-1277
471	Employment Department		Information	(503) 947-1394
471	Employment Department	Unemployment Insurance Tax	Information	(503) 947-1488
330	Department of Energy		Information / General No.	(503) 378-4040
199	Oregon Government Ethics Commission		Information	(503) 378-5105
443	Oregon Health Authority	Oregon State Hospital	Information	(503) 945-2800
443	Oregon Health Authority		Portland Info	(503) 731-8620
443	Oregon Health Authority		Salem Info	(503) 945-2800
443	Oregon Health Authority	Operations		(503) 945-9700

Information and Referral Services for State Government

Agency #	Agency	Division/Program	Title	Phone Number
443	Oregon Health Authority		Program Analysis & Evaluation	(503) 945-5763
443	Oregon Health Authority		System planning	(503) 945-9700
443	Oregon Health Authority		Training	(503) 945-5763
443	Oregon Health Authority		Community Development Quality Improvement & Certification	(503) 945-5763
443	Oregon Health Authority		Evidence-based Practices	(503) 945-5763
443	Oregon Health Authority	Community Services		(503) 945-5763
443	Oregon Health Authority		Gambling Services	(503) 945-5763
443	Oregon Health Authority		Extended Care	(503) 945-5763
443	Oregon Health Authority		Community Prevention Program	(503) 945-5763
443	Oregon Health Authority	Housing & Homeless Program		(503) 945-9700
100	Department of Human Services	Shared Services	General Information	(503) 945-5733
100	Department of Human Services		Office of Contracts & Procurement - Gen. Info	(503) 945-5818
100	Department of Human Services	Children, Adults & Families Division	Administration	(503) 945-5600
100	Department of Human Services		Field Services	(503) 945-6116
100	Department of Human Services		Direct Pay Unit	(503) 378-5500
100	Department of Human Services	District 2 Multnomah County		(503) 731-3111
100	Department of Human Services		Alberta Self Sufficiency (N Portland)	(971) 673-6900
100	Department of Human Services		Alberta Child Welfare Office (N Portland)	(971) 673-6800
100	Department of Human Services		Multnomah County Child Welfare Hotline	(503) 731-3100
100	Department of Human Services		East Multnomah Child Welfare Office	(971) 673-2100
100	Department of Human Services		East Self Sufficiency	(971) 673-5566
100	Department of Human Services		Employment Related Day Care Service Center	(971) 673-2411
100	Department of Human Services		Gresham Child Welfare Office (NW)	(503) 674-3610
100	Department of Human Services		Gresham Self-Sufficiency Office	(503) 491-1979
100	Department of Human Services		Integrated Services Self Sufficiency	(971) 673-6900
100	Department of Human Services		Midtown Child Welfare Office (NE Portland)	(971) 673-1800

Information and Referral Services for State Government

Agency #	Agency	Division/Program	Title	Phone Number
100	Department of Human Services		East Self-Sufficiency	(971) 673-0909
100	Department of Human Services		Multnomah Teen Parent Self-sufficiency Office	(971) 673-2552
100	Department of Human Services		North Jobs (Employment)	(971) 673-3330
100	Department of Human Services		North East Processing Center	(971) 673-2333
100	Department of Human Services		North East Portland Self-Sufficiency Office	(971) 673-5722
100	Department of Human Services		Portland Metro Processing Center	(971) 673-2422
100	Department of Human Services		South East Portland Self-Sufficiency Office	(971) 673-2550
100	Department of Human Services		St. Johns Self Sufficiency Office	(971) 673-5500
100	Department of Human Services		Steps To Success East	(503) 256-0432
100	Department of Human Services		Steps To Success Metro	(971) 722-2000
100	Department of Human Services		Steps To Success/Net	(503) 249-5644
100	Department of Human Services	District 3 (Marion, Polk, Yamhill Counties)		(503) 378-3402
100	Department of Human Services		Keizer Self Sufficiency	(503) 373-0808
100	Department of Human Services		Polk Child Welfare Office	(503) 623-8118
100	Department of Human Services		Polk Self-Sufficiency Office	(503) 623-8118
100	Department of Human Services		Marion County Child Welfare Office	(503) 378-6800
100	Department of Human Services		South Salem Self-Sufficiency Office	(503) 378-6327
730	Oregon Department of Transportation	Transportation Application Department	Information	(503) 986-3189
730	Oregon Department of Transportation	ODOT Procurement Office	Information	(503) 986-2710
730	Oregon Department of Transportation	Highway Program Office	Information	(503) 986-3713
730	Oregon Department of Transportation	Public Transit Division	Information	(503) 986-3300
730	Oregon Department of Transportation	Transportation Development Division	TDD General Information	(503) 986-3420
730	Oregon Department of Transportation	Transportation Safety Division	Information	(503) 986-4190

Information and Referral Services for State Government

Agency #	Agency	Division/Program	Title	Phone Number
	Transportation			
170	Oregon State Treasury	Executive	Information	(503) 378-4329
170	Oregon State Treasury		Information	(503) 373-2000
137	Department of Justice	Financial Fraud/Consumer Protection	Consumer Information Hotline - Salem	(503) 378-4320
137	Department of Justice		Consumer Info Hotline - Portland	(503) 229-5576