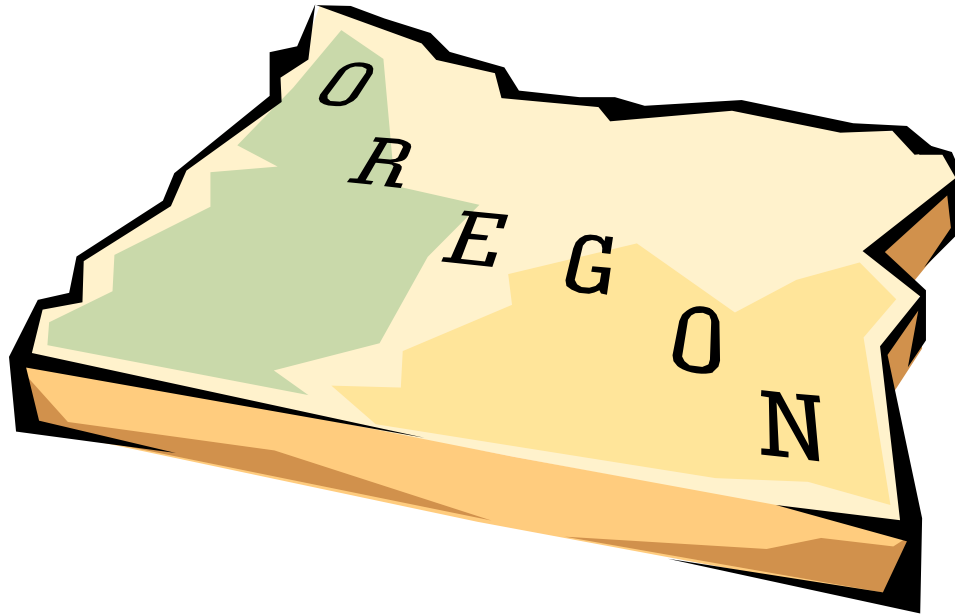


A Guide for Incarcerated Veterans in



Community Reintegration Services

Portland VA Medical Center



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FORWARD

This handbook can be an important tool. Review all of the programs thoroughly to understand the opportunities available. When these programs are used properly, the benefits will be a minimization of the outside pressures you may be confronted with when released; social acceptance, economics, and re-establishment as a productive member of society.

This booklet is a tool for Veterans incarcerated and their families who wish access to services to support a new and better way of life. Be aware, this guidebook is designed to assist veterans incarcerated in the State of Oregon, and their families. Laws vary from state to state. Please check your state laws and regulations against this guide.

Thank you,

Veterans Incarcerated Workgroup Portland, Oregon

Agency staff names and addresses, phone numbers and website addresses change. If you attempt to contact one of the resources in this guidebook and it is not current, do your best to obtain the current information through phone information or a Google web search. To perpetuate the value of this document, we respectfully request that if you discover any incorrect, conflicting, or out-of-date information in this Guidebook please send the discrepancies, and updated information if you have it, to:

Diana Rogers
Health Care for Reentry Veterans Specialist
diana.rogers2@va.gov

We would like to recognize and thank: 1) the National Coalition for Homeless Veterans which provided basic concepts and core information for this guide through its "Planning for Your Release" guide funded by the U.S. Department of Labor; 2) the Veterans Incarcerated Workgroup of Walla Walla, Washington, for the concept of state-specific information in its "Guidebook for Incarcerated Veterans" and for allowing the use of its guide as a template for this publication; 3) Vietnam Veterans of America, Inc. for developing the first incarcerated veterans guidebook, which has inspired and informed subsequent efforts; and 4) any public domain and agency resources included in the guidebook.

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SECTION I

USING THIS GUIDE AND SEEKING HELP

This guide is for you to use to plan for your release and to keep as a reference after your release. It includes addresses, phone numbers, and web sites that you can use to find out about programs and other help available after your release. You may want to ask a friend or family member to help you find the information you need if you don't have phone or internet access. Keep in mind that **this guide does not include all of the services available**. What is available in one area may be different from what is available in another, so be sure to check with local resources to learn about services in your area.

While you are in prison, find out which unit in your facility can help you plan for your release (often the education or transfer unit). Classes may be offered so you can work on skills development and prepare for life after release. **You don't want to risk homelessness once you are released, so take advantage of the opportunities available to you.**

Begin thinking about what specifically you will need upon release. Ask yourself these kinds of questions: Will I need housing? Will I need medical, substance abuse, or mental health care? Do I need to learn a job skill? Do I have any other legal issues, such as child support? How do I restart my VA checks or Supplemental Security Income (SSI)?

Make a list of your needs. Remember that this is just a tool to help you get organized. A sample list might look like this:

I need a place to live.

I need a job.

I need clothing to wear to work.

I need to find out what benefits I can get as a veteran.

I want to get addictions treatment.

I owe child support.

Think about your list as you read this guide. Who do you think can help you with each of your needs? Is there one organization that may be able to work with you on many different things, or do you need to contact several agencies? Keep track of the steps you take, including the **dates** and **names** of people you contact for information or assistance. Although this guide provides *national and state* addresses for many organizations, we recommend that you **check your phone book for local, county, and state agencies that know what help is available in your area.**

When writing a letter to request information, be clear. Keep your letter short, to the point, and write legibly. Include the following information:

- Your name and contact information
- A brief statement about your current situation.
- Your specific request.
- What you have done so far (Example: I have written to _____ X organization and they suggested I contact you).
- Any restrictions for mailings (Example: Mail with staples or paper clips will not be accepted by my prison facility).

When contacting an agency for help by mail, email or phone, **be persistent and polite** in order to get results. Ask questions if information is not clear to you. Remember that many organizations are staffed by volunteers who are eager to help, but may not have the answers you are looking for. If **someone cannot help you, ask about who can.**

The Internet can also be helpful to find information about VA benefits and community resources in your area. This guide includes web addresses, when available. If computer access is not available at your facility, you can visit the public library after release. Computer access may also be provided at WorkSource and WorkSource Affiliate sites, WorkForce Development Council member locations, and Employment Security Department offices (referred to as Job Service Centers or Unemployment Offices).

Section II of this guide provides information about assistance for specific needs. **Section III** covers basic information about seeking VA benefits. At the end is a **Checklist** that summarizes each section of this guide.

SECTION II

HELP FOR VETERANS

This section includes resources that can help you get back on your feet. Remember to check the phone book for local, county, and state agencies that know what services are available in the area to assist you. Some organizations may have waiting lists, require an interview, or have specific rules about whom they serve. It is best if you **start asking about services and requirements now**, so that you will be prepared when you are released. You may even ask if you can have your name put on a waiting list when you get closer to your release date.

TOLL-FREE NUMBERS

Crisis and other toll-free numbers are often listed in the front cover or first few pages of the phone book. You may also want to check under "Social Services" in the blue or yellow pages for hotlines and local numbers.

US Department of Veterans Affairs — www.va.gov

Benefits: 1-800-827-1000

Medical Centers: 1-877-222-8387, or www.visn20.med.va.gov

Persian Gulf War Helpline: 1-800-749-8387

Focus On Recovery Helpline - A 24-hour national alcohol and drug abuse addiction and treatment hotline: 1-800-888-9383

National AIDS Hotline - Talk to someone who knows about HIV / AIDS and can tell you about AIDS services in your city or state: 1-800-822-7422

National Coalition for Homeless Veterans — www.nchv.org, 1-800-838-4357

National Suicide Prevention Hotline - 1-800-273-TALK (8255)

WHERE TO START

Check the local phone book yellow pages under "Homeless" or "Social Service Organizations" for a list of many local organizations that offer different services, which may include clothing, public transportation tokens, emergency shelter, and more. You may need to contact several agencies to find all the services you need. Services provided by *government* agencies are listed in the blue pages found near the front of the phone book. Check with your local Public Assistance Office to find out what programs are available and what their guidelines are. We have included some guidance below, but your local organizations are your best resources. **Remember, it never hurts to ask!**

Every **VA Medical Center** has a **Health Care for Homeless Veterans (HCHV) Coordinator** who is responsible for helping homeless veterans access VA and community-based care to end homelessness among veterans. The HCHV program provides outreach, clinical assessments and referrals for medical and mental health care, long-term transitional residential assistance, case management and employment assistance with linkage to permanent housing. To locate your nearest HCHV Coordinator, call 1-877-222-8387 or go to <http://www1.va.gov/homeless/page.cfm?pg=21>.

Oregon Department of Veterans Affairs (ODVA) provides assistance with Veterans benefits & entitlements information, VA claims process, representation and advocacy, Trauma (PTSD) counseling, Veterans Homes for those in need of nursing care, and employment assistance through federal funded reintegration projects. Call **800-828-8801** or go to <http://www.odva.state.or.us/>.

National Coalition for the Homeless has a directory of shelters and homeless assistance programs online. This does not list every program in the country, so be sure to check your phone book for local programs. The following are those listed for the State of Oregon. <http://www.nationalhomeless.org/index.html>

Directory of Homeless & Housing Advocacy Coalitions.

The following is a list of Homeless and Housing Advocacy Coalitions for the State of Oregon. Not all of these coalitions provide direct services, but they may be able to tell you about local programs or services.

Open Door Counseling Center, 34420 SW TV Highway, Hillsboro Oregon 97123, phone: 503-640-6689 fax: 503-640-9374

Southwest Oregon Community Action, 2110 Newmark, Coos Bay, OR 97420
541/888-7022, FAX: 541/888-7027

Oregon Rural Housing Coalition, 310 Columbia Blvd., St. Helens, OR 97051
503/397-3511, Fax: 503/397-3290

Oregon Coalition on Housing & Homelessness
1154 Madison NE, Salem, OR 97303, 503/399-9080
www.ochh.org

Salvation Army - provides services, including shelter and transitional housing, for homeless individuals and families. For local services and information contact: The Salvation Army, Cascade Division, 8495 SE Monterey Avenue, Happy Valley, OR 97086
503-794-3200, www.tsacascade.org

United Way - provides a variety of services through local organizations. Check the phone book for a local post or locate local organizations online at www.unitedway.org.

Local churches and faith-based organizations, such as Catholic Charities, Salvation Army, and Volunteers of America, may have a variety of programs to assist you. Find these organizations by calling your county or city Department of Social Services. Check the blue pages of the phone book for the number.

Veterans Industries of Oregon, Inc. is a non-profit corporation dedicated to providing service to the community by assisting veterans. Veterans Industries of Oregon provides housing, computer training, and other services to disadvantaged veterans. P.O. Box 41431, Eugene, Oregon 97404, (541) 461-0833 Email: vio@rio.com

Homeless Veterans Reintegration Project - 2 NW Second Street, Portland, OR 97209, (503) 226-7387

HOUSING

It is important to know that you have a place to go when released. The first step in returning to the community is finding a place to stay. This section includes ways to locate emergency shelter, transitional programs, and permanent housing assistance. Transitional or temporary housing can serve as a step toward full independence upon your release. However, there are often waiting lists for housing assistance programs, so you should ask about applying as soon as

possible. If you are released and find yourself homeless, emergency assistance is available.

To find out if there are homeless veteran service providers in your area, call 1-800- VET-HELP, write to NCHV, 333 1/2 Pennsylvania Ave., SE Washington, DC 20003-1148, or go to www.nchv.org.

Portland VA Medical Center/ Community Reintegration Services, a program for Veterans who are homeless or at risk for homelessness. PO Box 1034 (V3DOM), Portland, OR 97207 (800) 949-1004 (Outside of Portland), Portland (503) 220-8262, or go to: <http://www.va.gov/portland/CRS/index.htm>

Parole Transition Program, 225 NW Couch Street, Portland, OR 97209 , an alcohol and drug free community transitional housing program for individuals under parole and probation supervision by the Multnomah County Community Corrections Department. The Estate provides 36 short term (one to three months), and 15 long term (six to nine months) units of transitional housing. While at the Estate and the Medford, individuals receive case management services and are housed in an alcohol and drug free environment. Case managers work with parole officers and assist the participants in achieving these four goals: 1. Meeting basic living needs, 2. Finding stable housing, 3. Receiving services that lead to employment and/or mental health disability assistance , 4. When applicable, successfully completing a chemical dependency treatment program.

Oregon Halfway House, Incorporated, Services for men on probation, pre-release, Oregon parole through Federal Court. Provide the following services: residence and outpatient services, counseling, employment skills training, Antibus monitoring, vocational assistance, life skills training, financial budgeting, job development, referral to community resources. 6000 NE 80th Avenue, Portland, OR 97218, (503) 231-7785

Portland Housing Center, 3233 NE Sandy Blvd., Portland, OR 97232, 503.282.7744
www.portlandhousingcenter.org

Central City Concern - SRO rooms and family housing (for adult in A/D treatment and custody of at least one child under age 18.) Several buildings. Call to get on wait list and find out about program information. Come in and fill out form to get on waiting list. Subsidized and nonsubsidized housing available. 232 NW 6th Avenue, Portland OR 97209. Phone: 503-294-1681 Central City Concern buildings include the following (contact CCC housing number above to get on list): www.centralcityconcern.org

Estate Hotel, 225 NW Couch. Portland OR 97209. 4th floor of this hotel is alcohol and drug free. 57 open market units, 54 alcohol and drug units, and 51 corrections program units (special needs). Estate phone number: 503-294-3208.

Richard L. Harris Hotel, 8 NW 8th Street, Portland OR 97209. 503-227-1243. 180 alcohol and drug free units. 7 open market SROs. 1 open market studio.

Shoreline, 123 West Burnside. Portland OR 97209. 503-274-1812 ext 38. Shoreline is the housing component of the CCC jobs program. After employment, rent is calculated at 30% of income (to a cap of \$360).

Biltmore, 310 NW 6th, Portland OR 97209. 503-228-4550. 78 SRO units. Monthly rent is 30% of income. Room inspection each month. (Pinnacle Mgmt.)

Blanchett House, 340 NW Glisan, Portland OR 97209. 503-226-3911. 18 SRO units. Work based recovery program for men with no source of income.

Everett (managed by Transition Projects), 306 NW Broadway. Portland OR 97209. 503-823-4888. 29 SRO units. Corrections program, referrals through parole or probation officers. Transitional housing.

Transitional Projects, Inc. - 503-823-4930. TB card required. Portland Rescue Mission: 475 NW Glisan Street, Portland, OR. 97209 Men only. TB card/church services required. Check-in at 5:30pm, first come first served. Must not be visibly intoxicated.

Northwest Pilot Project - 1430 SW Broadway, Portland OR 97201. This is a housing program that assists homeless and at risk adults age 55 and over

who are capable of independent living to obtain and maintain permanent affordable housing in Multnomah county. For more information call: (503) 227-5605.

Valley Homestead and Inn at the Orchard - Share House manages both shelters, which serve homeless families and single women. Supportive services offered include shelter, clothing, and three meals a day; classes in areas such as parenting, budgeting, and nutrition; a supportive community environment; information and referral; limited case management; and advocacy. The goal is to provide a temporary refuge where residents may recover their ability to meet their basic needs of shelter, food, and clothing. For more information contact: Share House, (360) 695-7658.

Shared Housing (Program of Ecumenical Ministries) Shared Housing is a referral and matching service that brings together those who need affordable housing with those who can provide it, in exchange for vital services landlords may need. Four major types of home-sharing arrangements include: rent only, reduced rent & services, room & board, and room & board plus salary. Clients seeking a place to live may contact Shared Housing to arrange an in-person interview is scheduled for clients seeking a place to live. Those providing residences may be interviewed over telephone. We service four counties in the Oregon area; are Multnomah, Clark, Clackamas, and Washington County in Oregon; No Drop-ins appointments are required. For more information call: (503) 225-9924 (Portland area and Washington County). Office located in the First Baptist church on 909 SW 11th Avenue, Portland, OR 97205

Share House - Share House is an emergency shelter for single homeless men. Share House provides hot meals to anyone seven days a week. Share House also provides: Telephone, mailbox, clothing, showers, and laundry, nurse on site, referral services, and volunteer counselors for various organizations. The Transportation Assistance Program provides persons with gasoline vouchers and local and long distance bus tickers. To find out more about this program, call (360) 695-7658.

Oxford House - The primary purpose of Oxford House, Inc. is to establish enough self-run, self-supported recovery houses to provide an opportunity for every recovering individual to learn that a clean and sober way of life – forever. Each house is self-run and self-supported, and following a standardized system of democratic operations. For more information write: Oxford House, Inc. 9312 Colesville Road, Silver Springs, Maryland 20901, (301) 587-2916, FAX (301) 589-0302. Locally: Vancouver: (360) 695-4167 Portland HOTLINE: (503) 251-5835.

Patton Home - (Ecumenical Ministries). 63-unit building, semi-furnished. Patton Home opened in October 2002 and provides drug and alcohol free housing for clients in recovery. Random u/a's required. A relapse results in automatic eviction, which goes on client's record. Clients may move in having between 30 and 90 days sober, at Patton Home manager's (and referring VA case manager's) discretion. Rent is \$395, w/ \$150 deposit depending on results of credit rating and criminal background check. \$30 screening fee. Income limit of \$24,000 a year. Assaults or sexual offenses are disqualifying. Contact Patton Home at 4619 North Michigan, Portland OR 97217, (503) 281-1844.

Mark O. Hatfield Alcohol & Drug Free Community - Supportive residential environment for those in recovery from chemical dependency, dual diagnosis, and chronic mental illness. It is a Section 8, moderate rehabilitation program owned and operated by Central City Concern housing department (503-525-8483). Residents pay up to 30% of their incomes if it does not exceed \$23,000 per year. For further information contact: Hatfield Community Admissions Office, 204 SW 8th Avenue, Portland OR 97205.

The Sally McCracken Alcohol and Drug Free Community - Located 532 NW Everett, Portland, OR 97209. Provides an alcohol and drug free environment that is supportive of long term recovery from alcohol and drug dependence. It is single room occupancy for homeless individuals in recovery. You must document at least 30 days of sobriety prior to residency and be

involved in an ongoing program of recovery. Section 8, moderate rehabilitation program operated by Central City Concern. A tenant pays up to 30% of his or her income if it does not exceed \$23,000 per year. For more information call the Sally McCracken Building Manager at (503) 274-1970.

Atherton Woods – New apartment homes located near the Vancouver Mall featuring moderate rents with maximum monthly income caps. The address is 4719 NE 72nd Avenue, Vancouver, WA 98661, (360) 254-7683.

YWCA Safe Choice - Women's Shelter/ Vancouver WA. PO Box 2987 Vancouver WA 98668. Contact Penny P.: 360-695-0012 Evening: Heidi

YWCA Portland - Yolanda House: Contact: 503-535-3266

Bridgeview Community Shelter - 707 NW Everett. 503-222-4906 For people with chronic mental illness. Case management required. No walk ins.

Cascade AIDS Project - 620 SW 5th, #300. (503) 223-5907. Transitional and permanent housing program. For HIV+ clients who meet eligibility requirements. Must be a CAP client. Call for intake.

EMI (Eutychus Ministries Int.) - PO Box 70031, Vancouver WA 98665. 360-721-4310. Clearinghouse for community connections with assistance in finding housing, job training, jobs, a church home, support for parents and children; specifically services veteran population. Religious and spiritually.

Salvation Army Shelter - Harbor Lights: 30 SW 2d. call: 503-239-1259.

Portland Impact - 4704 SE Hawthorne. 503-988-6000. Families with children only. Need referral. Up to 4 week stay with case management, transition apartments, no fee. Call for appt.

Washington County Family Shelter (Hillsboro Shelter) - 503-640-3263

Open House Ministries - Women with children. Shelter/Transitional Housing: Contact: **Shelter Clearing House**: Vancouver WA. 360-695-9677 Fee: None for shelter.

Housing for Offenders - Everett Hotel: Contact :Transitional Projects. Portland.

503-823-4930 ext. 15 Must be referred by Prob/Parole officer.

Salvation Army Door of Hope - 30 SW 2d. (503) 239-1259. Homeless women with children. Free Alcohol/drug treatment. 503-227-1243.

Royal Palm Project Respond - 310 NW Flanders. 503-827-3949. For people with mental health conditions. 30 SRO units, 30% of income.

Sunrise Place - 5724 NE Prescott. Women in A&D treatment only. Case management. 503-460-3233.

Women's Drug Free Housing - 200 SE 7th. 503-235-0131. Women on probation/parole, up to 9 mos. Transitional Services **referral req'd**.

Portland Rescue Mission. 111 W. Burnside. 503-227-0421. Men only. TB card/church services required. Check in at 5:30 pm, first come first served.

Interfaith Hospitality Network - 503-844-2919. Hillsboro. Washington County. Men or women with children, 30 day limit, case management required, phone screening, alcohol and drug free req.

Breaking Free Ministries – 360-737-9869. Vancouver. Men coming out of jail. Bible study required.

Jean's Place. (503) 823-4930. 55-bed transitional facility for women.

Oregon Veterans Home: State operated nursing home in 700 Veterans Dr., The Dalles, OR 97058. 1-800-846-8460. Contact Admissions Coordinator: Roxanne Kuehl. Call for application. Must have income. State will require a portion of your income per mo. 142 beds. Three levels of care: independent, domiciliary, and nursing home care.

Transitional Living Unit - Phone (503) 220-8262, ext. 33990, Toll Free (800)949-1004, ext. 33990, Portland VA Medical Center P.O. Box 1035, V3DOM/CRS), Portland, OR 97207 (Located in Vancouver, WA)

Long-term or Permanent Housing

Public housing waiting lists can be long, but the length of time can vary from place to place. Even if you are not sure where you want to live yet, apply to get on the waiting list so that you have as many options as possible. To learn how to

apply, contact the local housing authority listed in the phone book blue pages under "Local Government, Public Housing Authority ".

Portland / HUD Families and individuals/ Many SRO's. Apply at each building.

Costs: 30% of income: Call for list of apartments, 503-326-2561/503-802-8300

Apartment finder: Helps find low income/subsidized housing, **Aptfinder.org**

EMPLOYMENT SERVICES

Oregon WorkSource provides all the information, technology and services business needs to thrive; and job seekers need to achieve successful careers. They represent a unique concept in the labor market - everything in one place. WorkSource is a joint venture of organizations dedicated to addressing Oregon State's employment needs. www.worksourceoregon.org

One Stop Centers (WorkSource Affiliates) serve special populations and are electronically linked to the system. All affiliates offer self-service resource rooms and job search activities. Services for job seekers include:

- Daily job postings
- Computers
- Internet access
- Telephones
- Fax machine
- Stamps, resume paper, envelopes
- Resume assistance
- Job applications for some employers
- Tutorials on typing, Word, Excel and 10-key

Local Veterans Employment Representatives (LVER) and **Disabled Veterans Outreach Program (DVOP) specialist** assigned by the **State Employment Security Department** to help veterans find and keep jobs. LVERs are located with the local WorkSource site or affiliate Job Service Centers (JSC). DVOP Specialists work under the supervision of the LVER to develop job and training opportunities for veterans with service-connected disabilities, linking veterans with employers and making sure follow-up services are provided. To find a LVER or DVOP near you, visit your state employment service office listed in the phone book blue pages under "State Government, Employment Security Department," or go to: <http://www.worksourceoregon.org>

Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) can save an employer as much as

\$2,400 in taxes when they hire a worker who historically has had a hard time landing a job. And it's easy. All an employer has to do is hire a qualified worker, fill out the Pre-Screening Notice (8850) and Individual Characteristics Form (9061) and drop them in the mail within 21 calendar days from the start date of employment. An ex-felon who has a hiring date, which is not more than one year after the last date on which they were convicted or released from prison, and is a member of an economically **disadvantaged family is qualified for WOTC.**

An employer can get a tax break of 40 percent up to first \$6,000 of the wages paid to a qualified worker who worked at least 400 hours during the first year of employment. That adds up to a \$2,400 tax credit for filling a job they planned to fill anyway. However, if the new employee only works 120 to 399 hours an employer can still receive a credit of up to 25 percent of the qualified first year wages up to \$6,000. This allows a credit amount up to \$1,500. The Employment Security Department is the "Right Connection" to the Work Opportunity Tax Credit. If an employer wants more information and forms, contact their local WorkSource Center.

Federal Bonding Programs

Purpose—Bonding is a unique and innovative tool for marketing an applicant to an employer. As an employer incentive, it conveys a businesslike approach. The employer gets the worker's skills, abilities and knowledge without taking risk of potential employee dishonesty. There are **no forms** or other papers for the employer to sign, and **no processing** to delay matters – **the insurance can be put into effect instantly.** The **bond insurance can apply to any job** and covers any employee dishonesty that occurs on or away from the employer's work facility. Full or part-time employees' paid wages (with federal taxes automatically deducted from pay) can be bonded; these Fidelity Bonds cannot cover self-employment.

Why bonding is needed -Job seekers who have in the past committed a fraudulent or dishonest act, or who have demonstrated other past behavior that

casts doubt upon their credibility or honesty, often experience a special barrier to gaining employment due to their personal backgrounds. Such persons are routinely classified as “at-risk” job applicants when their past life experience raises an obstacle to their future ability to secure employment. More specifically, *employers view these applicants as being potentially untrustworthy workers*. This fear is further heightened by the fact that Fidelity Bond insurance commercially purchased by employers to protect against employee dishonesty usually will not cover those at risk – these persons are designated by insurance companies as being “NOT BONDABLE.” As a result, at risk job applicants are routinely denied employment. **Ex-offenders**, including anyone with a record of arrest, conviction, or imprisonment, and anyone who has ever been on probation or parole, are at-risk job applicants. Others, similarly at risk and NOT BONDABLE **are ex-addicts** (persons with a history of alcohol and drug abuse), persons having a **poor credit record**, or who have declared bankruptcy, **economically disadvantaged persons who lack a work history**, and individuals who were **dishonorably discharged** from the military. Other job seekers also can be classified as at-risk if bonding can eliminate the barrier to their employment.

What is a Fidelity Bond? -Fidelity bonding is a form of business insurance usually purchased to indemnify employers’ for loss of money or property sustained through the dishonest acts of their employees (i.e. theft, forgery, larceny, and embezzlement). This “employee dishonesty insurance” is generally considered a good business management practice, and is purchased by many employers. However, while other types of insurance set premiums that vary according to the degree of risk, Fidelity Bond premiums are always set based upon taking no risk. As a result, insurance companies usually will not cover at-risk persons under Fidelity Bonds, a practice that has created a special barrier to employment for the growing large number of persons (i.e. ex-addicts, credit risks, etc.) whose personal credibility is questionable due to other dishonest or deviant past acts.

For disabled veterans, if you have a VA Medical Center in your vicinity with a Veterans Industries/Compensated Work Therapy program, you may want to

inquire as to how you could be a participant and possibly access their unique Fidelity Bonds.

Vocational Rehabilitation Services

Various forms of vocational services are available for disabled and/or homeless veterans in Oregon. Remember that 'disability' does not necessarily mean that you are drawing a 'disability award', but that you have a condition that is disabling (physical, mental health, addiction, etc.).

State: The Oregon Department of Vocational Rehabilitation is available to veterans with disability barriers to work. Although other barriers are considered, it is the significance of the disability and how it impedes employment that determines whether you will qualify for their assistance.

VA Regional Office, Chapter 31 for Service-connected disabled veterans: Normally this resource is available to veterans with service-connected (military-related) conditions that are rated by the VA at 30% or above. However, it is recommended that veterans with 10% and 20% ratings apply, as services could be extended to those who can provide evidence of a 'significant employment barrier'. Seek your closest VA Regional Office, call 1-800-827-1000, or go to: www.vba.va.gov/bln/21/ro/rocontacts.htm.

VA Medical Center: Most VA Medical Centers that have domiciliary or homeless programs have some form of vocational assistance. Although some services can be extended to veterans with 'homelessness' barriers alone, most of their work programs are targeted for individuals with disabling conditions (you do not have to be service-connected). Contact your closest Center to inquire into their Incentive Therapy, Compensated Work Therapy (or Veterans Industries) and Supported Employment options or contact: **Vocational Rehabilitation Services**, Portland Oregon, (503) 220-8262, 1-800-949-1004, or <http://www.va.gov/portland/CRS>

VA HEALTH CARE

If eligible for veteran's benefits:

We encourage you to enroll in the VA Health Benefits System as soon as you are released. Every **VA Medical Center** has a **Health Care for Homeless Veterans Coordinator** who helps veterans and their families find resources inside and outside the VA Health Care system. Call 1-877-222-8387 or go to www.visn20.med.va.gov, to find the medical center nearest you.

<i>Portland VA Medical Center</i>	<i>3710 SW Veterans Hospital Road. Portland, Or 97239 (503)220-8262</i>
<i>Vancouver Division</i>	<i>1601 NE Fourth Plain Blvd Vancouver, WA 98661 (360)696-4061</i>
<i>Roseburg</i>	<i>913 NW New Garden Valley Blvd Roseburg, Or 97470 (541)440-1000</i>
<i>White City Domiciliary</i>	<i>8495 Crater Lake Hwy, White City, Or 97503 (541)826-2111</i>

If ineligible for veteran's benefits, free or low-cost health care may be available from the following sources:

Department of Social and Health Services (DSHS) can tell you where to find health care facilities for the homeless. Check the phone book blue pages under local, city, or county government for the number.

National Health Care for the Homeless Council has a list of health care providers working with homeless people across the nation. For a list of providers in your state, go to www.nhchc.org.

Many local organizations and communities run free clinics. Look in the phone book blue pages under "Public Health" to contact local government office for clinics in your area.

Special Health Information for Veterans: If you think you may be at risk for AIDS and HIV infection after your release, contact the nearest VA Medical Center to be tested, and seek counseling. Those at highest risk for AIDS and HIV infection are:

- people who share needles or syringes to inject drugs or steroids;
- men who have sex with other men;
- those born to mothers who have HIV
- people who received blood transfusions before 1985;
- anyone who has sex with anyone who is at risk for HIV / AIDS.

Veterans, homeless, and incarcerated people are at high risk for **Hepatitis C** (HCV), a serious disease that can cause cirrhosis (scarring of the liver) and liver cancer. If you think you are at risk after your release, contact the nearest VA Medical Center to be tested and seek HCV counseling. You are at risk if:

- you ever used a needle to inject drugs;
- you had a blood transfusion or organ transplant before 1992;
- you were a health care worker and had contact with blood;
- you were on long-term kidney dialysis;
- your mother had hepatitis C when she gave birth to you.

The Veterans Health Administration also recommends testing if:

- you are a Vietnam-era veteran;
- you have had exposure to blood on your skin;
- you have had multiple sex partners;

- you have tattoos or body piercing;
- you have ever snorted cocaine;
- you have liver disease;
- you have a history of drinking a lot of alcohol;
- you have had an abnormal liver function test.

MENTAL HEALTH SERVICES

If eligible for veterans' benefits:

Contact the Homeless Veteran Services Coordinator at the local **VA Medical Center** or **Vet Center**. Call 1-877-222-8387 to or go to www.visn20.med.va.gov, to find the medical center nearest you.

Vet Centers in Oregon:

Eugene Vet Center 1255 Pearl Street, Suite 200 Eugene, OR 97402 <i>Phone:</i> (541)-465-6918 <i>Fax:</i> (541)-465-6656	Grants Pass Vet Center 211 S.E. 10th St. Grants Pass, OR 97526 <i>Phone:</i> (541)-479-6912 <i>Fax:</i> (541)-474-4589
Portland Vet Center 8383 N.E. Sandy Blvd., Suite #110 Portland, OR 97220 <i>Phone:</i> (503)-273-5370 <i>Fax:</i> (503)-273-5377	Salem Vet Center 617 Chemeketa St., NE, Suite 100 Salem, OR 97301 <i>Phone:</i> (503)-362-9911 <i>Fax:</i> (503)-364-2534

If not eligible for veterans' benefits, the following sources may be able to tell you where you can go to get help:

National Alliance for the Mentally Ill lists community mental health services providers at: www.nami.org, or call 1-800-950-6264. NAMI Oregon (503)230-8009 namioregon@qwestoffice.net

National Mental Health Association offers support groups, rehabilitation, socialization, and housing services through 340 community organizations located across the country. Call 1-800-969-NMHA, or find a local office online at www.nmha.org. Mental Health America of Oregon 503-725-5953 (beckie.child@gmail.com).

SUBSTANCE ABUSE TREATMENT

If eligible for veterans' benefits:

Contact the Addictions Treatment Center at the local **VA Medical Center**. Call 1-877-222-8387 to or go to www.visn20.med.va.gov, to find the medical center nearest you.

VA Southern Oregon Rehabilitation Center & Clinics,
8495 Crater Lake Hwy., White City , OR 97503, Phone: 541-826-2111, Fax: 541-830-3500

If not eligible for veterans' benefits, the following sources may be able to tell you where you can go to get help:

The Department of Health and Human Services **Drug and Alcohol Treatment Referral Routing Service** can refer you to local programs. Call 1-800-662-4357.

Focus On Recovery Helpline - A 24-hour national alcohol and drug abuse addiction and treatment hotline: 1-800-888-9383.

FINANCIAL HELP

The American Legion provides **Temporary Financial Assistance**, (TFA) from its national headquarters to help maintain a stable environment for children of veterans. To obtain an application, look in the phone book to contact a local post, or contact the National Headquarters to find the post nearest you.

If you are unemployed with little or no income, you may be able to get **food stamps**. A person may normally qualify for \$85 to \$100 worth of food stamps per month. Call the toll-free information number at 1-800-221-5689, or find a list of food stamp hotlines for each state at www.fns.usda.gov/fsp/contact_info/hotlines.htm. You can also contact the local Department of Human Services, many drop-in shelters, or legal aid services to ask for an application.

Supplemental Security Income (SSI) benefits can be applied for before your release, even though you will not receive the benefits until after you are released. Food Stamps can be applied for together with SSI. Normally, it takes about three months to review an application, so apply well before your release date. It is best to get help filling out the application. For detailed information or assistance, call 1-800- 772-1213, or your local social security administration office listed in the phone book blue pages, or go to: <http://www.socialsecurity.gov/ssi>

Federal Emergency Management Agency (FEMA) has a program called Emergency Food and Shelter Program to help prevent homelessness. Contact the local Office of the Mayor *or* United Way to ask who awards this money in your area and what the rules are.

LEGAL HELP

Veteran status issues:

You should talk to a **Veterans Advocate Service Officer** for help with discharge upgrades, seeking benefits, and filing a VA claim (call 1-800-562-2308 for the nearest Service Officer).

Other legal issues:

Most law is state-specific. Most common legal problems are governed by the law in the state where you live or where the problem occurred. When looking for

legal help, make sure that information you find applies to your state, or that the lawyer or other service provider is qualified to work in your state.

The **American Bar Association** has a web site with guidelines about free legal services and links to directories of legal aid offices and pro-bono programs. Go to: www.abanet.org

Legal Services or Legal Aid offices have staff lawyers to provide free legal help to poor clients. The lawyers are usually experts in the types of problems that poor clients often have. Look in the yellow pages for a local Legal Aid office or check online for the program, nearest you. Go to www.oregonlawhelp.org.

Pine Tree Legal Assistance has an online list of organizations across the nation that provides free legal help to clients who qualify. Go to www.ptla.org/links/services.htm.

Lawyers in private practice sometimes volunteer in "pro-bono" programs to take cases for poor clients free of charge. Check the yellow pages to contact your **Local Bar Association** to learn if there is a pro-bono program in your community, or go to www.abanet.org/barserv/stlobar.html.

WOMEN VETERANS

Most VA **Medical Centers** and readjustment offices have a designated Women Veterans Coordinator to assist women veterans in accessing VA benefit programs and healthcare services. Call 1-877-222-8387 or go to www.visn20.med.va.gov, to find the medical center nearest you.

Portland VAMC Women's Veterans Program Coordinator- Carole Most (503)220-8262 ext. 55595

SECTION III

SEEKING FEDERAL BENEFITS

The Department of Veterans Affairs publishes a booklet called "**Federal Benefits for Veterans and Their Dependents**" that describes the types of benefits available and lists the addresses and phone numbers for VA facilities nationwide. Write the VA Regional Office (VARO) to request a copy.

U.S. Dept Of Veterans Affairs - Regional Office Portland

1220 SW 3rd Ave

Portland, Oregon 97204

Call 1-800-827-1000 or find information about benefits at www.vba.va.gov.

Eligibility for VA Benefits During Incarceration

Veterans incarcerated and incarcerated dependents may apply for the same compensation, dependency and indemnity compensation (DIC) – service connected death benefits – and pension benefits as veterans who are not incarcerated. However, Congress restricts the amount of benefits that may be paid to a veteran or dependent while he or she is incarcerated. These benefits are institutionalized as part of law: 38 U.S.C Sec 5313 (a), 38 C.F.R., Sec. 3.665 (a), (d), which reads as follows:

If a veteran is incarcerated as the result of a "felony" conviction as defined by law: "Any offense punishable by death or imprisonment for a term exceeding one year, unless specifically categorized as a misdemeanor under the law of the prosecuting jurisdiction."

Then, the amount paid to a veteran incarcerated for a service-connected disability is generally limited by law to the 10 percent disability rate, or half the amount of the ten percent rate if the veteran's disability rating is 10 percent. (If the veteran is rated before incarceration as 20 percent disabled or higher, he will receive only the amount payable to a 10 percent disabled veteran.) Incarcerated DIC recipients will receive one-half the amount paid to a veteran receiving compensation payments for a 10 percent-rated disability.

A veteran may not receive non-service connected VA pension benefits, or any portion of these benefits, while incarcerated for a felony or misdemeanor. However, his family may receive an apportionment of such benefits under the procedure described above. (See 38 C.F.R. Sec.3.666)

One important requirement for eligibility for VA benefits is that the veteran has to have been issued either an honorable or general discharge, or would have received one if not

for re-enlisting. If a veteran had two periods of service, one honorable and the other less than honorable, he may still be eligible for VA benefits based on the honorable period of service.

VA Medical Care can not be provided to veterans in prison, but VA health facilities may provide care to you after your release. Contact 1-877-222-8387 to find the medical center nearest you.

Benefits Payments While Incarcerated

There is a 60-day "grace period" following a conviction when you may still receive full benefits. To avoid an overpayment, it is important that you notify the VARO immediately when you go to prison if you are receiving payments. If you do not notify the VA and receive overpayment, you and your family will lose all financial payments until the debt is paid.

For example, Joe is a veteran who receives a VA pension. He commits a crime, is convicted, and is incarcerated, but doesn't tell the VA right away and keeps getting paid for 6 months. After serving his sentence of 18 months, he is released and applies to the VA to have his pension restarted. He will have an overpayment which must be recovered from the restarted benefits. Until the overpayment is recovered, Joe will have to go without that income.

Your award for compensation or pension benefits should resume from the date you are released, as long as the VA receives notice of release within one year. Form 21-4193, Notice to Department of Veterans Affairs of Veteran or Beneficiary Incarcerated in Penal Institution, available through your counselors should be completed before release, signed by a prison official and submitted to VA Benefits Administration.

Apportionment

Although legally, the veteran can only receive a portion of the full amount payable for his or her disability rating, the remaining balance may be "apportioned to the individual's dependent family". To apply for apportionment, the veteran must send a letter that identifies the veteran and the apportionment claimant and makes it clear they are requesting an apportionment of his VA benefits to the VA Regional Office (VARO) that has jurisdiction over the veteran's case. VA regulations clearly specify this apportionment amount will only go to family members if they can show financial need for such amount. This applies to the spouse, children, or dependent parents who are involved in the application.

In deciding whether any apportionment is appropriate, the amount of the apportionment, and to whom it will go, the following factors are considered:

- The family member's income and living expenses;
- The amount of compensation available to be apportioned;
- The needs and living expenses of other family members; and
- Special needs of any of the family members.

For example: a veteran incarcerated rated as 80 percent disability can only receive the amount he or she would get if he or she were 10 percent disabled. However, his or her

family may be apportioned up to 70 percent, the difference of the 80 percent rating. (DIC may also be apportioned with similar restrictions.)

There is a 60-day “grace period” following conviction where the veteran, or Dependency or Indemnity Compensation (DIC) recipient, may still receive full benefits. If the veteran continues to receive benefits after the 60-day period, it will result in an “overpayment”. The VA considers it to be the recipient’s responsibility and fault if this occurs because the recipient failed to notify the VA of his or her incarceration. Attempts to obtain a waiver in these situations of overpayment are often unsuccessful. As a rule, the veteran loses most, if not all, financial benefits until the VA recovers the entire overpayment. It has also been a standard procedure that the family will not be entitled to receive an apportionment until the debt is completely recovered.

For more information concerning VA debt collection rules that may affect the veteran incarcerated, telephone: 1-800-827-1000 and request a Veterans Service Organization representative or, write to a Veterans Service Organization.

One other relevant restriction on veteran’s incarcerated eligibility for service connected disability compensation is that: “No total disability rating based on un-employability, may be assigned to an incarcerated veteran”.

It is important to remember that most VA decisions, including those on apportionment, can be appealed to the Board of Veterans Appeals and, if need be, to the Court of Appeal for Veterans Affairs.

Re-starting Benefits at Release

It is important that each disabled veteran receiving compensation or DIC payments promptly notify the VARO. Regular full benefit payments should begin upon release, providing the VA is notified of the veteran’s release, including placement within a community treatment center or halfway house in the community, within one year of release. VARO needs formal notification from the prison of your release in order to re-start benefits: The sooner that document is provided to VARO, the sooner VARO can begin to process your request.

Seeking Help After Release

If you would like to get benefits or think you have a pending claim before the VA, it is best to get professional help to assist you.

Many Veterans Service Organizations (VSOs) have trained staff who can help you with your VA claim, and can legally represent your claim before the VA. Some also help homeless and at-risk veterans find the support services they need. You can contact any VSO listed in the Guidebook to learn an office near you.

Seeking Benefits On Your Own

Although we encourage you to seek the aid of a service representative, you may choose to apply for VA benefits on your own. Write your local VA Regional Office or find the forms online at: www.vba.va.gov/pubs/forms1.htm. You can also apply for certain benefits online at: <http://vabenefits.vba.va.gov/vonapp/main.asp>.

HELP SEEKING BENEFITS

If you would like to get benefits or think you have a pending claim before the VA, it is best to get professional help to assist you.

Many Veterans **Service Organizations** have trained staff who can help you with your VA claim, and can legally represent your claim before the VA. Some also help homeless and at-risk veterans find the support services they need. You can contact any VSO listed below to see if there is a service representative near you.

National & Department Service Officers are located at the VARO-Portland unless otherwise noted. Address as follows:

**1220 SW Third Ave
Portland, Oregon 97204
(800) 827-1000**

Although we encourage you to seek the aid of a service representative, you may choose to apply for VA benefits on your own. Write the VARO or find the forms online at: www.vba.va.gov/pubs/forms1.htm. You can also apply for certain benefits online at: <http://vabenefits.vba.va.gov/vonapp/main.asp>.

Below are brief descriptions of forms needed to file for certain VA benefits. Be sure you use a return address where mail will get to you as quickly as possible. Make photocopies of all forms for your records before sending your packet to the VARO nearest you.

- VA Form 21-526 - Application for Compensation or Pension- must be filed to apply for compensation or pension. Mail your DD-214 and the following forms to the VARO nearest your release destination 30 to 45 days before your release.
- VA Form 21-4138 - Statement in Support of Claim - lets you explain why you deserve the benefits you are asking for because of your disability or disorder. It is best to have an experienced service representative help you complete the form.
- VA Form 21-4142 - Authorization for Release of Information - If you have received medical or mental health care, that may be relevant to your claim, from anyone other than a VA Medical Facility, you need to fill out a VAF 21-4142 giving permission for release of medical records to the VA.
- VA Form 10-10EZ - Enrollment for Medical Benefits - is used by the VA to determine if you can receive medical benefits. Complete the form and bring it with you to the VA medical facility where you will seek evaluation for treatment.
- VA Form 28-1900 - Vocational Rehabilitation for Disabled Veterans - is needed to apply for the vocational rehabilitation program to help veterans who were disabled during their service

reach maximum independence in daily living, to learn the skills needed to get a job, and to find and keep a job. Send Form 28-1900 to the VARO in your area 10 to 15 days before your release.

- VA Form 70-3288 - Request for and Consent to Release of Information from Claimant's Records - is used to get records relevant to your claim from VA facilities (regional offices, medical centers, outpatient clinics, and vet centers). Request a fee waiver under section 38 C.F.R. Sec.1.526 (h), which requires the VARO to provide a veteran with one set of his or her records free of charge.

CHECKLIST

Using This Guide

Ask about classes or resources to help you plan for your release.

Make a list of your needs.

Make a list of who may be able to help you.

Write letters and/or contact organizations by phone or email.

Write down the steps you take so that you do not repeat them.

Just for Veterans

Know where to call toll-free for help.

Contact organizations about what services they have to offer.

Think about your housing needs and gather information about what is available locally.

Learn about job resources and create a plan to find a job.

Learn about health issues, and what services are available.

Learn about the resources available for substance abuse and mental health treatment in your area.

Learn about your options to get financial help.

Begin to take care of other legal issues.

Learn about homeless veterans services.

Learn about resources for women veterans

If you are not currently receiving benefits, find out if you can or should be.

If you are receiving benefits, notify the VA when you go to prison to avoid an overpayment.

Contact a veteran service representative to represent you and help you file a claim.

Apply for apportionment so that some of the money withheld may be given to eligible family members.

RESOURCE ADDRESSES/SITES

US Dept of Veterans Affairs (USDVA) www.va.gov/

Veterans Health Administration – VISN 20 www.visn20.med.va.gov/

Portland VA Medical Center www.va.gov/portland/index.asp

Oregon State Department of Veterans Affairs <http://www.odva.state.or.us/>

The American Legion - Dept of WA www.legion.org/

Disabled American Veterans – Portland Chapter www.dav1pdx.org; Salem Chapter www.chapter6.org

Veterans of Foreign Wars – Post Locations
www.vfwkc.org/post_location/Department.asp

Vietnam Veterans of America –Oregon State Council www.vva/map2/OR-3.html

WorkSourceOregon www.worksourceoregon.org

DSHS Assistance Manual www.oregon.gov/DHS/index.shtml

Social Security Administration www.ssa.gov/

National Coalition for Homeless Veterans www.nchv.org

<i>This publication may be available in alternative format upon request. Please contact the Chief, Veterans Community Reintegration Services at (503)220-8262 X33766</i>

"HOW TO" GUIDE

HOW TO WORK OUT CHILD SUPPORT ISSUES

More detailed information available on the Internet at www.dcs.state.or.us

Who: The Oregon Child Support Program establishes paternity and child support orders, and enforces child support obligations. In cases involving families who are receiving or have received public assistance and in certain non-assistance cases the Oregon Department of Justice, Division of Child Support provides services. In cases where no public assistance is involved the County District Attorney is responsible.

What: Parents who have been incarcerated may have child support debts and issues that need to be addressed. A child support debt that is not being actively addressed can affect your ability to keep a drivers license, recreational licenses like hunting and fishing and any state-issued occupational certificates or licenses. These can be suspended until child support issues are resolved. Your passport can also be denied or revoked. Additionally, if you have arrears, you will be required to begin paying down that debt once you become employed.

PAYMENTS

Almost all child support payments in Oregon are now collected through a system or payroll withholding, in the same way that taxes are withheld from take-home pay. If you have outstanding issues with child support payments, whether because of a recent incarceration or payment history, you should consider addressing them prior to securing employment so you are aware of what your payroll deduction will be for child support and can budget accordingly.

Employers payroll systems are designed to withhold child support payments, and it is against federal and state law to discriminate against anyone because of child support withholding. Child Support withholding is not considered a wage garnishment, and is not treated as such. This system of child support withholding protects both parents and their children; ensuring accurate accounting for the parent paying support, and ensuring consistent and timely payment to parents receiving support.

Special Conditions

If you are currently incarcerated with at least six months remaining before your release date and you have an income of less than \$200 per month, you may be eligible for a modification to your child support order that will stop the support obligation until 60 days after your release. This allows time to secure employment upon release, modify your support to fit your new pay scale, and resume financial support for your children at the time. The Oregon Department of Justice, division of Child Support can provide additional information about the special conditions surrounding incarcerated parents.

Where To Begin:

You may want to do some research to determine:

If you have child support arrears to be paid;

If your child support order is appropriated for the wages you currently earned;

If you are unemployed, what sort of Compliance Agreement you should put in place to protect yourself and your children.

There are options available to allow you to pay off child support arrears, pay child support that is affordable at your income level, or show your intent to provide support once you gain employment.

How: Contact the State of Oregon Dept of Justice, Division of Child Support at (503) 229-5825, extension 0. A staff person can look up your case, answer basic questions, and refer you to the appropriate office and case manager to work you to resolve all your questions and needs.

You can find publications that provide information about Child Support at:
http://www.dcs.state.or.us/forms_publications.htm

HOW TO ADDRESS OREGON DRIVER LICENSE ISSUES

More detailed information available on the internet at: www.odot.state.or.us/dmv/

Who: The Oregon Department of Transportation, Motor Vehicles Division, oversees all Oregon driver records and licensing.

License Reinstatement: If your driver license has been suspended or revoked you must go through a process of reinstatement to get it back. Each individual case is unique and will vary.

Contact: Call the Motor Vehicles Division (Portland (503) 299-9999) and ask for a "Requirement Letter". You must have your Oregon Drivers License number, or provide your name and date of birth. The Motor Vehicles Division will research your driving record and provide you with a letter outlining what you need to do to reinstate your license.

The Requirements Letter will include all outstanding fines, the courts through which they must be cleared, and license suspension dates. If there are additional issues concerning your driving record, those too will be noted in the letter.

Clear: You must clear all outstanding fines through each jurisdiction and court before reinstatement is possible. Keep all receipts and paperwork of fine payments for proof in case something gets misplaced or does not get filed.

Expired: If your license has been expired for more than one year, you will be required to take and pass your test again (both written and driving) to get your license back. You will be charged license fees for an original license.

Fees: In addition to regular license fees (renewal fees if your license has not been expired for over one year), you must pay a \$75.00 reinstatement fee.

How to Obtain a Copy of Your Criminal Record

This information applies if your criminal history is limited to Oregon jurisdictions. If you have been arrested or convicted for crimes outside the state of Oregon, contact the police bureau in the city or town in which you were arrested to find out the process for securing copies of criminal records for that state's jurisdictions.

Who: Oregon State Police, Identification Services Section

What: You can obtain a copy of your own Oregon criminal history report through the Oregon State Police. The report includes all activity that occurred in the State of Oregon – including both arrests (even where there were not charges or convictions) and convictions.

Cost: \$12.00 for a non-notarized record, additional \$5.00 (total \$17.00) for notarized record.

How: Obtain a copy of your fingerprints. One “card” is a full set of ten fingers. Three businesses in Multnomah County that provide this service are:

Fingerprint Services 418 SW Washington (503) 228-4311 \$10.00 per card	Passport Immigration Photos 439 NW Broadway (503) 224-5014 \$8.00 per card	Inter-Asia Services 8436 SE Division (503) 788-3433 \$8.00 per card
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How to Obtain an Oregon Identification Card

Who: The Oregon Dept. of Transportation, Motor Vehicles Division, Issues Oregon Identification Cards.

Cost: Original \$26.00; replacement \$21.00; renewal \$11.00

Where: In person at one of the following DMV offices:

Field Offices

West Portland: 1502 SW 6th Ave
Portland Dr Test Cir: 8710 SE Powell
North Office: 8260 N Interstate Ave
Northeast Office: 1836 NE 82nd Ave
Beaverton Office: 14250 SW Allen
Gresham Office: 2222 E Powell Blvd
Hillsboro Office: 1300 SW Oak

Express Offices

Lloyd Center: 990 Lloyd Center
Tanasbourne renewals: 185th Cornell Rd, Hillsboro

When: Field Offices (except Portland Drive Test Center) have regular office hours Monday/Tuesday and Thursday/Friday from 8:00am to 5:00pm; Wednesday the office hours are 8:30am to 5:00pm. Lloyd Center Express office is open Tuesday through Friday from 9:00am to 6:00pm; Saturday from 9:00am to 5:00pm. Tanasbourne Renewals Office is open Tuesday through Friday from 9:00am to 6:00pm; Saturday from 9:00am to 3:00pm.

Portland Drive Test Center is open Tuesday, Thursday, and Friday from 7:30am to 5:00pm; Wednesday from 8:00am to 5:00pm and Saturday from 8:00am to 12:30pm.

How: For an original Oregon Identification Card you must provide three support documents as evidence of your identity and date of birth. DMV does not accept photocopies; you must bring original documents with you. All documents submitted must be acceptable to DMV. DMV has the discretion to reject or require additional evidence to verify your identity. Documents you may use as primary ID are as follows:

- o US Territorial or Canadian government-issued birth Certificate
- o Military or Armed Forces ID card
- o Passport; acceptable up to five years after expiration
- o US Immigration documents
- o Valid out-of-state, US Territorial government or Canadian driver license, instructional permit or identification card.
- o US Social Security Card
- o Oregon Department of Corrections ID Card
- o Immigration or naturalization documents or ID Card

Other Evidence of Identity:

- o Student body identification card
- o Marriage certificate or license
 - o Vehicle title or registration
 - o Company identification card
 - o Liquor Control Service Permit
 - o Personalized check/statement or savings account statement
 - o Driver license renewal reminder
 - o Voter registration card
 - o Property tax statement
 - o W-2 tax form
 - o Medical or health card
 - o Certified copy or a school transcript

Evidence of Residence Address:

(One document from this list may be used if current address is not shown on any documents used as evidence or age and identity listed above.)

- o Mortgage Documents
- o Rent receipt showing the applicant's name and address that is signed by the building owner or manager and is dated within 30 days of the application for identification card. If the receipt is for an apartment, the receipt must include the name of the apartment complex and the number of the specific apartment the applicant rents.
- o Current telephone directory
- o Billing from a utility company that is dated within 30 of the application for identification card.
- o A utility "hook up" order dated within 30 days of the application for identification card.
- o Payment booklet

- o Cancelled mail dated within 30 days of the application for identification card.

How to Obtain a Copy of your Birth Certificate

If you were born in Oregon, more detailed information available on the Internet at: <http://www.oregon.gov/DHS/ph/chs/order/index.shtml>

Who: The Oregon Health Division, Vital Record Unit, provides Birth Certificates for people born in Oregon.

Cost: \$15.00 for the first copy; \$12.00 for each additional.

Where: In person at the Vital Record Unit, 800 NE Oregon St Suite 205 Portland, OR. The office is three blocks east of the Convention Center, on the Max line.

When: Office hours are 8:00am to 4:30pm, Monday through Friday. The best times to come are between 8:00am and 9:30am and 2:00pm to 4:00pm.

How: You must have acceptable identification, a completed order form (available at the office), and payment. Acceptable documentation including one of the following: A valid Oregon Drivers License or Identification Card, Select Service Card, Alien Registration Card, Passport.

If you were born outside of Oregon, birth records are kept by the state in which you were born. Contact your state of birth's Vital Statistics Dept. to receive instructions.

How to Obtain a Social Security Card

This information applies to both an initial Social Security Card and replacing a lost Social Security Card.

More detailed information is available on the internet at <http://www.ssa.gov/ssnumber/>

Who: The Social Security Administration, a federal agency in the Department of Health and Human Services, provides Social Security Card.

Cost: No Charge

Where: In person, Monday through Friday, at any of the Social Security Administration Offices listed below.

Downtown Office:	1538 SW Yamhill	9:00am to 4:30pm
East Office:	2625 SE 98 th	9:00am to 4:00pm
Northeast Office:	211 NE Schuyler St	9:00am to 4:30pm
Milwaukie Office:	17421 SE McLoughlin Blvd	9:00am to 4:30pm
Beaverton Office:	11950 SW 2 nd Ave	9:00am to 4:00pm

When: Office hours are shown with each location; Social Security Offices are generally very busy the first week of the month and on Mondays.

How: You must complete a form SS-5 and provide one identifying document (e.g. drivers license, marriage or divorce record, military record, employer ID card, adoption record, insurance policy, passport, health insurance card (but not a Medicare Card), school ID card). Your identification must be original, not a copy.

HOW TO ANSWER THE TOUGH ONES

1. Why did you leave your last job?

If you were fired from your last job how do you answer?

If you prepare for this question prior to the interview you have a better chance of coming up with an answer that has some thought behind it and just might be acceptable.

- a) Be honest. If you were fired because of : (fill in the blank), admit your mistake, or wrong. Look at it from the employer's point of view, explain that you now understand why they did what they did and don't fault them. They are not the one being interviewed.
- b) Show that you've learned from your mistake. You might want to say that you've come to recognize the cause of your termination and certainly do not want to repeat that situation again. If you can show examples of how that would be great (i.e. read self-improvement books, sought counseling, attend support group activities, have a mentor etc.)
- c) Assure the interviewer that you have worked on correcting this flaw or mistake and are willing to prove it if hired because of the consequences from being fired.
- d) BE SINCERE. To be believable it must be sincere.

2. Can't pass a background check. Have a conviction. Again, take a look at your conviction and take ownership of it.

- a) Be honest about it.
- b) Show that you've learned from it and maybe your time spent incarcerated helped you to turn your life around because you've seen where your activities were taking you. You might want to look at it as "Being convicted might have saved your life and for that you are grateful".
- c) You can show remorse by apologizing for your actions and having the tax payers support your incarceration by tax dollars.
- d) What did you do while incarcerated to improve yourself. Education, learning some new skills, supervising others, activities that benefit others, volunteerism, etc.
- e) Sell why you would be a good worker.
 - 1) Accountability. You are accountable to your P.O. You might want to offer the employer the name of your P.O. and how to contact them.
 - 2) Commitment in restoring self esteem and trust in yourself. You lost your self-esteem and trust when you were incarcerated and now you are committed to changing that around, by being the ideal employee your next employer ever had.
 - 3) Loyalty to your employer for giving you the opportunity in becoming a model employee and citizen.
 - 4) Repaying back to society by becoming a tax payer and not a tax burden.
- f) Be sincere. Again, to be believable you have to be sincere.

3) Bad Credit Report

A lot of Employers are doing Credit Reports prior to the job offer. Just like a background check this type of report will reveal a lot about a potential employee.

- a) What you can do is to get a copy of your credit report. Go over it with an expert and see what it reveals about you.
- b) Make note of any errors in the report and take steps to have them corrected.
- c) Take ownership and explain what you have learned by having this kind of report and show action steps in turning this around. Prepare to give examples.
- d) Explain future actions so that it will not be a repeat problem but rather one that you will keep tabs on. i.e.
 - 1) Keeping creditors informed of any changes in your income status.
 - 2) Working with creditors in continuing to make payments at a reduce rate until you can return to full payment status.

A great example of showing self improvement is how you approach the job search activity.

- a. I looked at job search as a full time job with these components.
 - 1) Developed a job search plan that includes
 - a) Getting up and getting ready as if I'm going to work.
 - b) Review your plan for the day, make up a "to do" list, i.e.
 - Search for jobs, internet, papers, etc.
 - Follow leads
 - Research companies
 - Prepared for interview
 - c) Work my list, check off accomplished items, and add items to be done.
 - d) End of day review, make up tomorrows activities.
 - e) Make sure to have lunch, and 10 to 15 minute breaks just like a real job.
 - f) Network, Network, Network.
 - g) Having a Positive Mental Attitude.