

**DEPARTMENT OF HUMAN SERVICES  
SENIORS AND PEOPLE WITH DISABILITIES DIVISION  
OREGON ADMINISTRATIVE RULES**

**CHAPTER 411  
DIVISION 25**

**INFORMATION AND REFERRAL SERVICES**

**411-025-0000 Information and Referral Service**

*(Renumbered from OAR 461-011-0500 10/1/1981)*

Information and Referral Service is defined as a service to be provided by the Seniors and People with Disabilities Division to adults 18 years of age and older who request information and referrals regarding community, medical, and social resources which might be available to meet their need for such resources. Information and Referral Service:

- (1) Shall be provided to persons who request such service or to persons who request such service in behalf of other persons.
- (2) Shall be available without regard to a person's eligibility for public assistance.
- (3) Shall be available to the extent that the sharing of such information does not violate any state or federal law or rule regarding confidentiality.
- (4) Shall include a follow-up with those community, medical, and social resources which provide or make available such services to meet the person's request.

Stat. Auth.: [ORS 410.070](#)

Stats. Implemented: [ORS 410.070](#)