

- Reach Out Oregon (part of Oregon Family Support Network) is providing a statewide telephone and chat service providing support for parents and caregivers. Individuals can call or chat online about their children who experience emotional, behavioral, or physical health, intellectual or developmental disabilities, or educational issues. The parent “warmline” is available at 833-REACHOR (833-732-2467) to provide support by phone, or via the Reach Out Oregon website at <https://www.reachoutoregon.org/> for chat, email and Facebook messaging. Hours are noon to 7 p.m. Tuesday through Thursday, and messages can be left at any time. The service is staffed by certified family support specialists who have training and personal experience in parenting children with emotional, developmental or physical health concerns. Parents and caregivers can get assistance with navigating the complex and complicated system of services, day-to-day practical tools for parenting children with challenging behaviors or issues, and just plain support and understanding from someone who “has been there”.
- Trauma-Informed Oregon is seeking Steering Committee members with representation from multiple systems, agencies, identities and regions across Oregon. This committee will help shape the trauma informed care work in Oregon and give voice to the strengths and needs of the community. Applications are due **March 31st, 2020**. More information is available at <https://traumainformedoregon.org>
- All Medicaid providers must offer language access services.

Ensuring clear communication is important during any health care appointment. This is why OHA expects all Oregon Health Plan providers to provide meaningful access to language services as required by the [Americans with Disabilities Act](#), [Title VI of the Civil Rights Act](#), [Section 1557 of the Affordable Care Act](#), and corresponding federal law at [45 CFR Part 92](#).

This includes, but is not limited to:

- * American Sign Language interpretation services to individuals who are Deaf or Hard of Hearing and
- * Spoken language interpretation services for individuals with limited English proficiency (LEP).

Interpreter services must be free, timely and protect the privacy and independence of the LEP individual. The interpreter must be a certified or qualified health care interpreter (HCI). This can be an interpreter on

- * [OHA's current HCI registry](#)
- * or any other interpreter that meets the qualifications required by state and federal law.

For more information, read:

[OHA's questions and answers about language assistance services.](#)