



Member phone benefit update and request procedures (11/7/23)

JCC phone benefit Information:

- Phones come with **limited length of phone service**. Following that, the member will need to purchase additional service time if they wish to continue using it.
- We are not able to fund the phone service on a continual basis.
- If a member **loses or breaks a phone, or it is stolen**, we cannot replace the phone or service time for them. This is a **one-time** support service.
- Member can choose to continue purchasing service on their own for the JCC-provided phone for as long as they wish. The phone is theirs to keep.

Long-term free phone service option:

- For long-term phone service, members can apply for Oregon Telephone Assistance Program/Lifeline (often referred to as Obamaphone).
 - There is currently one option for the Lifeline provider: Access Wireless
<https://www.accesswireless.com/lifeline>
 - Choose the Lifeline Only (OR) option for cell phone.
 - With this provider, members receive a free phone when signing up.
- Please see the Oregon OTAP/Lifeline website for additional information
<https://www.oregon.gov/puc/pages/oregon-lifeline.aspx>

Member phone request process:

1. Request phone by email to:
 - a. jccphonerequests@careoregon.org
 - b. Copy: rosenthalr@careoregon.org
2. Include in email:
 - a. Member name
 - b. Date of birth
 - c. Member number, if possible
 - d. Basic description of member situation, if available, including
 - i. What is the member's living arrangement (homeless, room sharing, trailer, housed, shelter, etc.)?
 - ii. Does member have any additional needs that are not being met by community resources outside of JCC?
 - iii. What other resources/programs is the member connected to, that you are aware of?
3. Requests will be responded to **within three business days**. Fulfillment of phone requests, once approved, will be completed within **two additional business days**.

Please note: We do everything we can to address phone requests in a timely manner, but we are not able to guarantee an immediate response.

4. Phone request fulfillment:
 - a. **Members are not able to pick up phones directly from Jackson Care Connect or its employees.**
 - b. Due to current safety policies, JCC requires a member of your organization (or other community

partner the member is working with) to pick up the phone at our office.

- c. If pickup from our main office is not possible, we will work with you to try to find an alternate option.
5. If there are any unforeseen delays in getting the phone handed over to the member, please let JCC staff know as soon as possible so that we may update our records.

The phone and service supplied by Jackson Care Connect is a one-time support option. We are not able to offer phone service on an ongoing basis or supply a phone more than once.