

## Oregonians Prefer New Method Of Claiming Unemployment Benefits

Unemployed workers say they save time, trips to their local employment office and prefer filing their weekly claims using a new touch-tone telephone system, according to a recent study by the state Employment Division.

A new Weekly Claim Line offered by the employment Division allows applicants who have a touch-tone telephone to call a local or toll-free number and answer a series of questions that were previously asked on a mail-in claim card.

The new system, called interactive voice response, can process continued claims 24 hours a day, seven days a week. Because of the convenience and simplicity of the new claim line, applicants who are eligible to receive benefits may now receive an unemployment benefit check each week, instead of every two weeks.

The claim line was tested at several Employment Division offices throughout the state and is now available statewide in English and Spanish.

"This is one of several technology enhancements we're developing to improve our services to Oregon workers," said Pam Mattson, Administrator of the Oregon Employment Division. "The applicants who have used the Weekly Claim Line in our test sites seem to understand it better than the mail-in cards, and they make fewer errors in responding to the eligibility questions. This improves customer service, reduces the follow up work our employees would normally do, and allows us more opportunities to work with customers who need one-on-one consultation."

To use the system, applicants enter their social security number, a personal identification Number and answer a series of pre-recorded questions by pressing the appropriate buttons on a touch-tone phone. The information provided by the applicant is fed directly into a mainframe computer where the claim record is updated.

The entire process takes less than five minutes each week and saves ap-

plicants the cost of postage for mailing in a claim card. To protect against unemployment insurance fraud, the telephone claim line has the same safeguards as the traditional mail-in system.

A recent survey of Oregonians using the system in the Portland metropolitan area showed that:

92% of Employment Division customers preferred the Weekly Claims Line to the traditional mail-in system;

92% reported that they never receive a busy signal when using the touch-tone system;

83% reported that they never had to visit and Employment Division office when using the Weekly claims Line; and

75% of customers never had to phone the office with claims questions while using the Weekly Claims Line.

Unemployed workers who are interested in using the Weekly Claim Line to draw their unemployment benefits should contact their local Employment Division office.

### HOW DOES YOUR HOME MEASURE UP?



- Interior Repair
- Exterior Maintenance
- Historic Restoration
- Water Conservation
- Yard Care

Piedmont Neighborhood Association Presents  
**Home Repair Fair**

Saturday, November 7  
10:00 a.m. - 6:00 p.m.  
Holy Redeemer School  
127 N. Portland Blvd.

- Weatherization
- Fire Prevention
- Home Security
- Energy Efficiency
- Gardening

Meet Area Vendors\*\*\*Talk With Experts\*\*\*See Hands-On Demonstrations\*\*\*Win Prizes For Your Home\*\*\*Free Giveaways

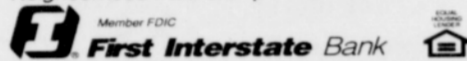
Admission: \$2.00 Adult Children are Free.

Half-price admission with this Ad!

Win a Tool Box with the tools & supplies every home owner needs for basic home repairs \*\*\* A drawing every hour.

Take Portland Blvd. exit from I-5 N, go east to Vancouver Avenue.

A community event funded in part with a grant from the Oregon Community Foundation's Neighborhood Partnership Fund and



## Park Block Revels To Be Held Sunday, December 6th In South Park Blocks

Join the fun and frolic of the Twentieth Annual Park Block Revels Sunday, December 6th in Portland's scenic South Park Blocks. At 12:15 p.m., medieval trumpeters announce the start of festivities with the unfurling of banners and trumpet fanfares. Every hour on the hour from 1 to 4 p.m. free musical and dramatic performances take place at the sixteen participating Park Block Neighbors.

From Portland State University to SW Salmon Street all along the Park blocks the Neighbors host entertainers from the Dickens Carollers, the Metropolitan horn Choir and much more. In addition to the many fine free performance, several of the Neighbors spon-

sor an "Open House."

Join the Oregon Historical Society for their Annual Holiday Cheer and Author's Party, and the Portland Art Museum's "Hat's Off to the Second Century Birthday party. Demonstrations and delectable food and holiday cheer will be served all day at the Broadway Revue.

Since 1973, thousand of people have joined the cultural institutions surrounding the South Park blocks for this winter festival. The many Park Block Neighbors and friends join together to present the finest in family entertainment and fun. Come rain or shine, the Park Block Revels welcomes you to a day of neighborhood festi-

ties. Free event schedules are available at all Park Block Neighbors.

- Park Block Neighbors
- Broadway Revue Restaurant
- First Christian Church
- First Congregational Church
- Gifford-Doving Florists
- Portland Art Museum
- Heathman Hotel
- Oregon Ballet Theater
- Oregon Historical Society
- Portland Center for the Performing Arts
- Portland State University
- Sixth Church of Christ, Scientist
- St. James Lutheran
- The Old Church
- Kinko's Copy

## Influenza Immunization Urged

People 65 and older, and those of any age with chronic lung or heart disease, are among those most at risk for influenza and are especially urged to get immunized during this year's flu season, according to Kathleen A. Gaffney, M.D., state health officer. Dr. Gaffney said influenza, combined with its most common complication, pneumonia, is currently the sixth leading cause of death nationally and in Oregon. "With flu shots readily available, we can dramatically lower the incidence of influenza in Oregon," she added.

Dr. Gaffney said the Oregon Adult Immunization Coalition, a group of health and social service organizations, will launch its second annual "Knock Out the Flu" campaign this fall, aimed at reminding the public that it is time to be vaccinated against flu.

### WHO NEEDS INFLUENZA VACCINE?

Persons at elevated risk of influenza:

- Those 65 years of age or older.
- Residents of nursing homes and other chronic-care facilities.
- Adults and children with chronic chest or heart diseases, including children with asthma, and adults with emphysema and chronic obstructive pulmonary disease.
- Adults and children treated for chronic diseases during the past year, as in inpatient or out patient.
- Children and teenagers (6 months - 18 years of age) who are on long-term aspirin treatment.

Persons at elevated risk of transmitting influenza to high-risk persons:

- Health care personnel in inpatient or outpatient facilities.

- Employees of health care facilities for elderly.
- Providers of home care.
- Household members.

### WHO NEEDS PNEUMOCOCCAL VACCINE?

Persons at elevated risk of pneumococcal infections:

- Persons 65 years of age or older.
- Patients lacking a spleen or with disease affecting the spleen, such as sickle cell disease.
- Persons with chronic illnesses affecting the heart, liver or kidneys.
- Patients with other chronic conditions such as diabetes or impaired resistance to infections, including pneumonia, emphysema and chronic obstructive pulmonary disease.

### CAN BOTH VACCINES BE GIVEN AT THE SAME TIME?

They can be given at the same time (at a different site) without any increase in side effects or reduction in protection against infection.

### WHERE CAN I GET THESE VACCINES?

Influenza vaccine may be obtained through your physician, hospital or clinic, or your local health department. Pneumococcal vaccine may be obtained through your physician.

### IS MEDICARE OR MEDICAID REIMBURSEMENT AVAILABLE?

At the present time Medicare reimbursement is only available for pneumococcal vaccine while Medicaid reimbursement is available for both influenza (\$10.20) and pneumococcal vaccine (\$16.54).

### WHY SHOULD I BE CONCERNED ABOUT INFLUENZA AND PNEUMOCOCCAL PNEU-

### MONIA?

Aside from the inconvenience due to sickness and disrupted daily activities, these infections contribute to a striking increase in hospitalizations and deaths each year.

Deaths from pneumonia and influenza comprise the sixth leading cause of death among all Oregonians and the fifth leading cause of death among resident 50 years of age and older.

From 1979 through 1989, approximately 8,000 Oregonians died due to the effects of pneumonia and influenza. The average number of deaths each year during this interval was 727 and varied from a low of 608 in 1979 to a high of 924 in 1989. There has been a steady increase in deaths during this interval in spite of immunization activities directed largely against influenza.

### HOW OFTEN SHOULD I BE IMMUNIZED?

Influenza vaccine components are changed each year to maximize protection against prevalent viruses and since the duration of protection is usually less than 6-8 months, this vaccine should be obtained on an annual basis.

Pneumococcal vaccine is usually administered only once, but revaccinations may be indicated for certain high-risk individuals.

### WHEN SHOULD I OBTAIN THESE VACCINES?

Pneumococcal vaccine may be given at any time should you fall into a high-risk group listed above.

Influenza vaccine should be obtained each year before the flu season. Vaccinations during October and early November should provide maximum protection against influenza in Oregon.



### COMMISSION MEETING

Date: November 10, 1992  
Place: Portland Building  
1120SW Fifth Ave., 11th Floor  
Portland, Oregon  
Time: 9:30 a.m.

Commission meetings are open to the public. A complete agenda is available at PDC or by calling 823-3200. Citizens with disabilities may call 823-3232 or TDD 823-6868 for assistance at least 48 hours in advance.

PDC is the City of Portland's urban renewal, housing and economic development agency.

### Happy "First" Birthday!

Raevyn  
Nov. 4

From Granpa & Gogin



### Happy Birthday!

Nov. 1st

Tomica & Lynell Carr  
From Dad and Family

### Happy Birthday!

Chinaka Phillips

Nov. 10

From Family

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A Prescription for Personal, Professional and Community Success

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DENNIS KIMBRO

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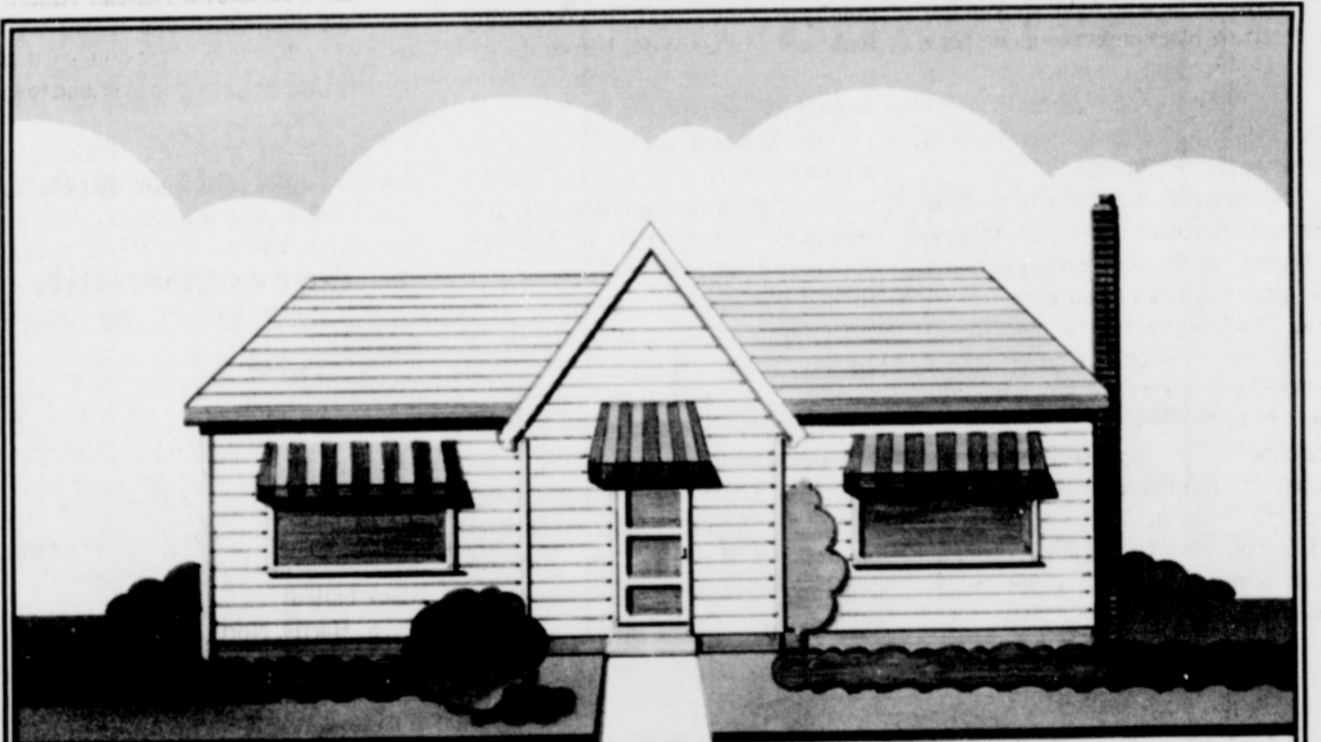


Tuesday November 10, 1992 at 7:00 p.m.  
Mount Hood Room, Red Lion Hotel-Lloyd Center  
1000 NE Multnomah • Portland, Oregon

Tickets \$15.00

For information, please call 293-3403

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# OWN YOUR HOME

We'll Show You How

Whether you're just dreaming of owning a home or you're ready to buy, First Interstate Bank would like to show you how.

Because at First Interstate, we're committed to revitalizing our neighborhoods through home ownership. And, through our Community Lending Center, we place a special emphasis on first-time home buyers.

The Community Lending Center offers potential homeowners a step-by-step approach to buying a home. We'll help you put together a plan to realize your dream of home ownership. We'll focus on finding the loan that best meets your needs and then assist you throughout the home

loan process. And we'll provide information and support after your home loan closes.

We also sponsor community seminars on home ownership.

And if you already own a home we can help, too. We'll show you how to use the equity you've built up in your investment to make home improvements or repairs.

So when it comes to any aspect of buying, owning or maintaining a home, call First Interstate. We're here to show you how.

**Community Lending Center**  
5730 NE Martin Luther King, Jr. Blvd.  
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Phone: 225-3751

