

Workers' Compensation Board

The Workers' Compensation Board provides timely and impartial resolution of disputes arising under workers' compensation law and the Oregon Safe Employment Act by:

- Producing timely and legally supportable decisions.
- Conducting an efficient, effective, and expeditious review of appealed cases.
- Processing cases to the Court of Appeals in a timely manner.
- Providing timely scheduling of hearing requests.
- Providing mediation services to parties requesting an alternative to the hearing process.

503-378-3308; 877-311-8061 (toll-free)
www.wcb.oregon.gov

Senior Health Insurance Benefits Assistance (SHIBA) Program

The Senior Health Insurance Benefits Assistance (SHIBA) Program provides Oregon Medicare beneficiaries accurate and objective information and helps them understand their rights and options by:

- Providing a network of volunteers to answer questions and provide counseling to Medicare beneficiaries and their families.
- Conducting education and outreach to the public about Medicare and other health insurance options.

503-947-7979, 800-722-4134 (toll-free)
www.oregonshiba.org

Ombudsman offices

DCBS has two ombudsman offices that serve as advocates for injured workers and small employers in workers' compensation issues. The Ombudsman for Injured Workers (OIW) informs injured workers about their rights and responsibilities. The Small Business Ombudsman (SBO) assists employers with workers' compensation issues related to audits, classifications, experience modifications, coverage, market availability, claims, and rules. Both offices conduct trainings, answer questions, and make informal presentations.

OIW: 503-378-3351; 800-927-1271 (toll-free)
www.oregon.gov/DCBS/OIW

SBO: 503-378-4209
www.oregon.gov/DCBS/SBO

Director's Office

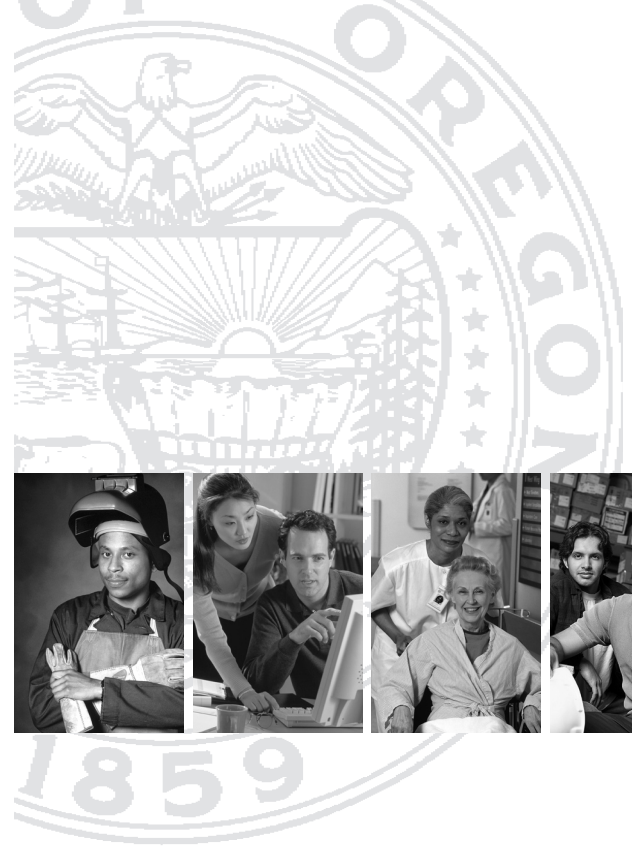
The Director's Office provides general policy, personnel, and communications leadership to the department. Other services provided to all divisions include research and analysis and financial and budgetary management provided by the Information Management Division and Fiscal and Business Services.

503-378-7872
www.dcbs.oregon.gov



Department of Consumer & Business Services

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Divisions, Programs, and Offices

Our mission

The Department of Consumer and Business Services' mission is to protect and serve Oregon's consumers and workers while supporting a positive business climate in the state.

Our goals

DCBS has three fundamental goals to advance the department's mission:

- Protect consumers and workers in Oregon.
- Regulate in a manner that supports a positive business climate.
- Be accountable to the public we serve, with excellent service to our customers.

Workers' Compensation Division

The Workers' Compensation Division protects injured workers' benefits and rights in the workers' compensation system by:

- Ensuring that employers maintain workers' compensation insurance coverage.
- Ensuring that injured workers receive timely benefits and quality medical care.
- Facilitating injured workers' early return to work through incentive programs to employers.
- Resolving medical, vocational, disability, and other disputes.
- Providing consultation and technical assistance to workers, employers, insurers, claims examiners, attorneys, medical providers, and others.
- Administering the Workers' Benefit Fund programs.

503-947-7810; 800-452-0288 (toll-free)
www.wcd.oregon.gov

Oregon Occupational Safety and Health Division (Oregon OSHA)

Oregon OSHA advances workplace safety and health, reduces workplace injuries and illnesses, and reduces the cost of workers' compensation insurance by:

- Inspecting worksites for safety and health compliance.
- Investigating workplace fatalities, major accidents, and safety and health complaints.
- Providing training and consultation services.
- Developing occupational safety and health rules.

503-378-3272; 800-922-2689 (toll-free)
www.orsosha.org

Division of Finance and Corporate Securities

The Division of Finance and Corporate Securities encourages a wide range of financial services, products, and information for Oregonians, provided in a safe, sound, equitable, and fraud-free manner by:

- Supervising state-chartered or state-licensed financial institutions and financial-service providers.
- Regulating the sale of securities in Oregon, reviewing securities offerings, and licensing those who sell them and those who advise about or manage securities.
- Investigating complaints and alleged violations issuing penalties as appropriate.
- Providing education and other resources to help consumers can recognize and avoid fraud and inappropriate products and services.

503-378-4140, 866-814-9710 (toll-free)
www.dfcs.oregon.gov

Building Codes Division

The Building Codes Division ensures safe building construction while supporting a positive business climate by:

- Adopting and administering uniform statewide building codes.
- Providing building code and rule interpretation.
- Assisting local government building departments and facilitating dispute resolution.
- Enforcing license, code, and permit requirements.
- Certifying inspectors and licensing trade professionals.
- Facilitating economic development efforts around the state.
- Conducting inspections where local entities do not.

503-378-4133
www.bcd.oregon.gov

Insurance Division

The Insurance Division ensures the financial soundness of insurers, the fair treatment of consumers, and the affordability and availability of insurance products by:

- Licensing insurance companies, producers (agents), adjusters, and consultants.
- Reviewing insurance products and premium rates and monitoring insurer solvency.
- Monitoring insurers and producers to enforce insurance laws and issuing penalties for violations as appropriate.
- Helping resolve consumer complaints, advocating reforms to address common consumer problems, and educating the public about insurance issues.

503-947-7980
www.insurance.oregon.gov