OREGON **HEALTH** AUTHORITY

Service Based vs Non-Service Based Settings

OHA has templates to capture service-based and non-service-based needs. These templates are also split up by age. Providers are expected to use professional judgment to determine which of these sets of questions to ask individuals aged 12 and 13 per ORS 413.161.

Service Based Settings – These settings allow on-going communication about services between a person and their service provider, such as a case worker, eligibility worker, or medical provider.
Templates:

- Service Based Template for All Ages
- Service Based Template for Age 12 and Up
- Service Based Template for Under Age 12

Non-service Based Settings – These settings collect data from people without ongoing communication, such as a one-time student survey, employee demographic survey, or a census survey.
Templates:

- Non-service Based Template for Age 12 and Up
- Non-service Based Template for Under Age 12

Table 1: Comparison of Service Based and Non-Service Based Use

Service Based Settings/ Templates	Non-Service Based Settings/ Templates
For ongoing communication between clients, members, and participants	Does not have on-going communication with participants
Address demographic and functional needs	One-time demographic data collection
Identifies need for language access	Create a profile of languages spoken in communities that can be used to address community level needs
Identifies need for effective communication and accommodations	Identify and address inequities

OHA can provide information in alternate formats such as translations, large print, or braille. Email OHAREALD.Questions@odhsoha.oregon.gov or call 971-673-3390. We accept all relay calls.