



Oregon Eligibility Partnership (OEP)

October 2022 update

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Oregon Department of Human Services

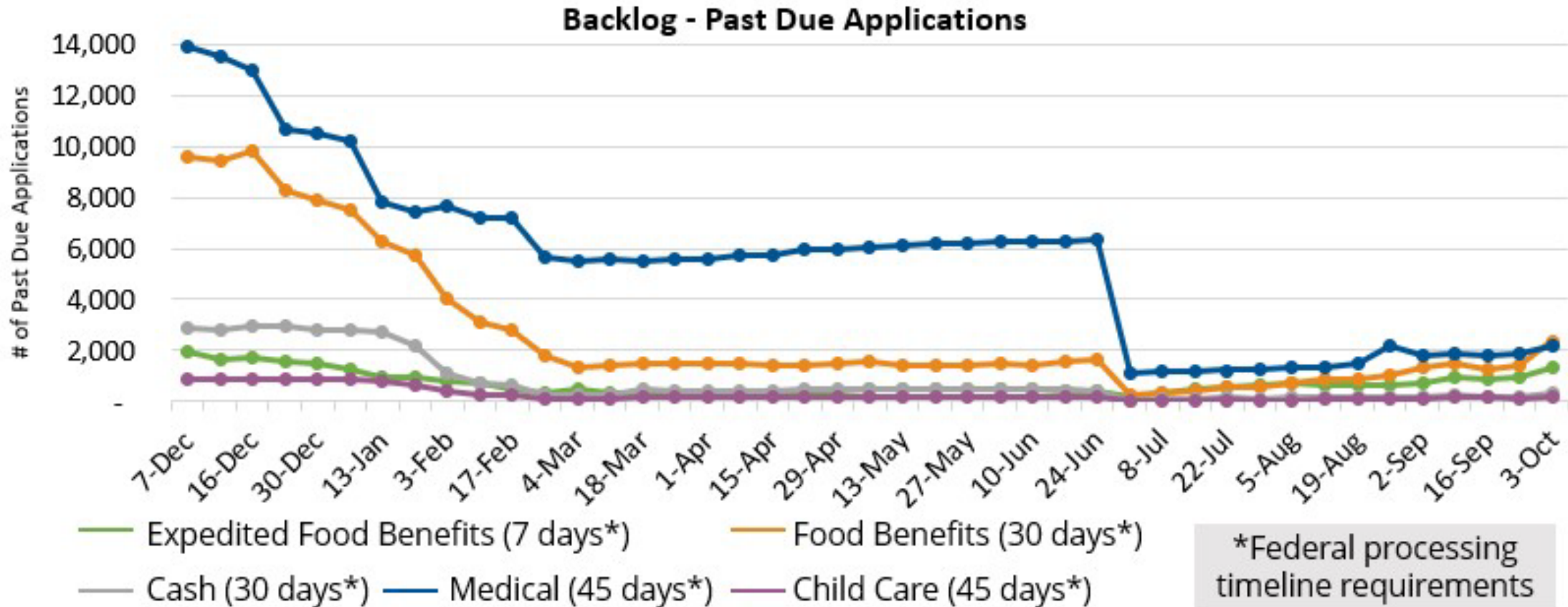
Agenda

OEP provides alignment and communication across programs and agencies for the ONE system and eligibility determination for medical, food, cash and child care benefits

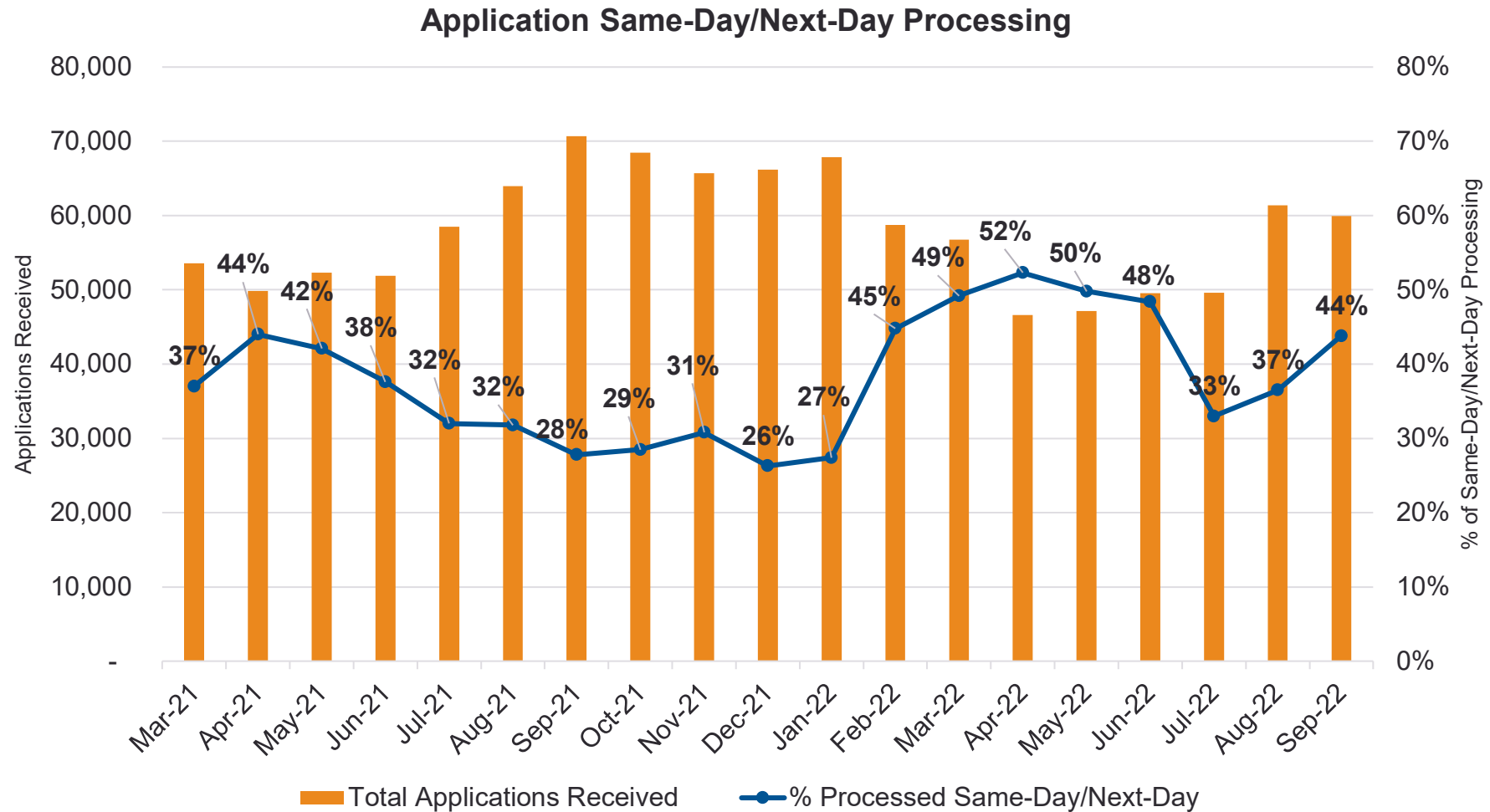
1. Current wait times
2. Staffing projections
3. ONE customer service improvements
4. Questions & answers

Application processing wait times

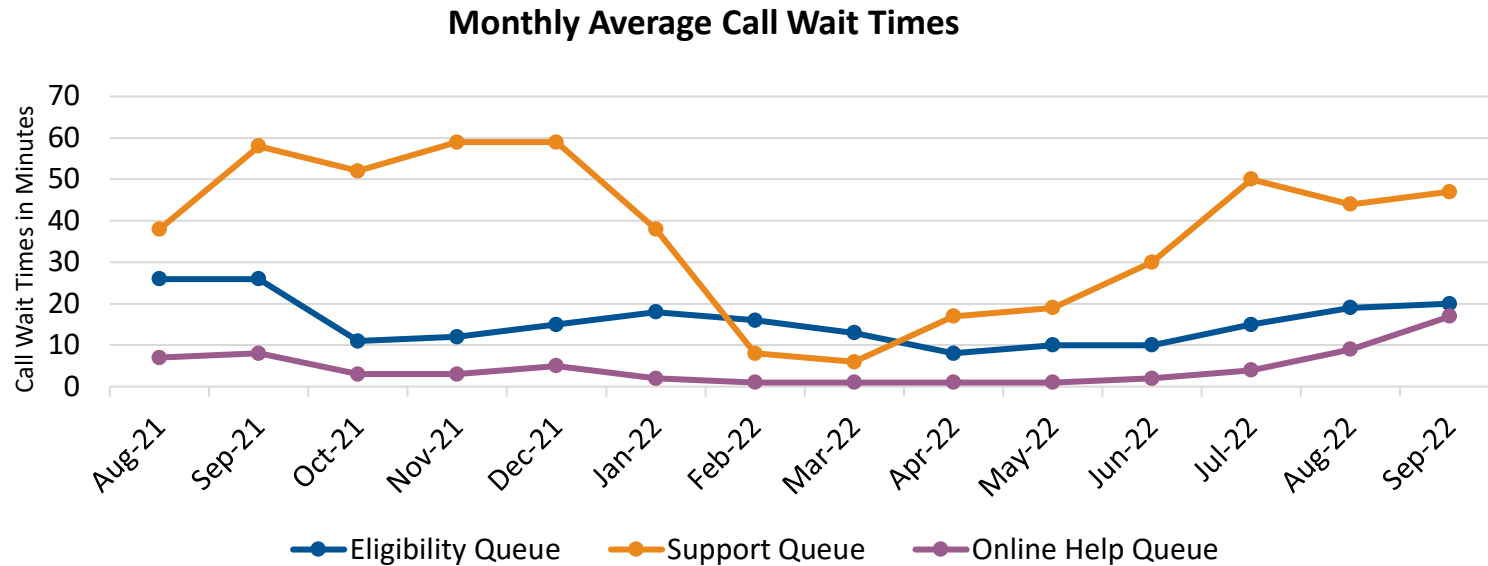
There has been an 78% drop in past due applications since December 2021 but wait times are beginning to grow. Today, 6,510 applications are past their processing deadlines.



44% of applications processed same or next day



ONE Customer Service Center phone wait times



September 2022

Maximum Wait Times

- Eligibility: 172 minutes
- Support Staff: 169 minutes
- Applicant Portal: 92 minutes

Week of September 25, 2022

Average Wait Times

- Eligibility: 20 minutes
- Support Staff: 30 minutes
- Applicant Portal: 13 minutes

ONE customer service improvements, efficiencies



Chat Bot

Current Chat Bot provides 35,000 to 50,000 responses each month. Future functionality to allow individuals to get responses specific to their account including status, actions needed, and unlocking Applicant Portal accounts. Deliver in next biennium.

Mobile App

Transfer Texas Solution for a mobile application for individuals to see benefit status, submit common verification documents, find an office, get messages about the application process. Deliver by end of current biennium.

Robotic Process Automation (RCA)

Multi-phase approach to process automation for SMS nudging, returned mail automation, and periodic reporting. Intent to deliver SMS nudge and returned mail by end of biennium; periodic reporting portion late 2023.

Interactive Voice Response (IVR)

Multi-phase approach with phone platform to add functionality for individuals to determine their benefit or application status, provide updates to contact information, etc. Deliver initial portion by the end of 2023.

Call Back Option

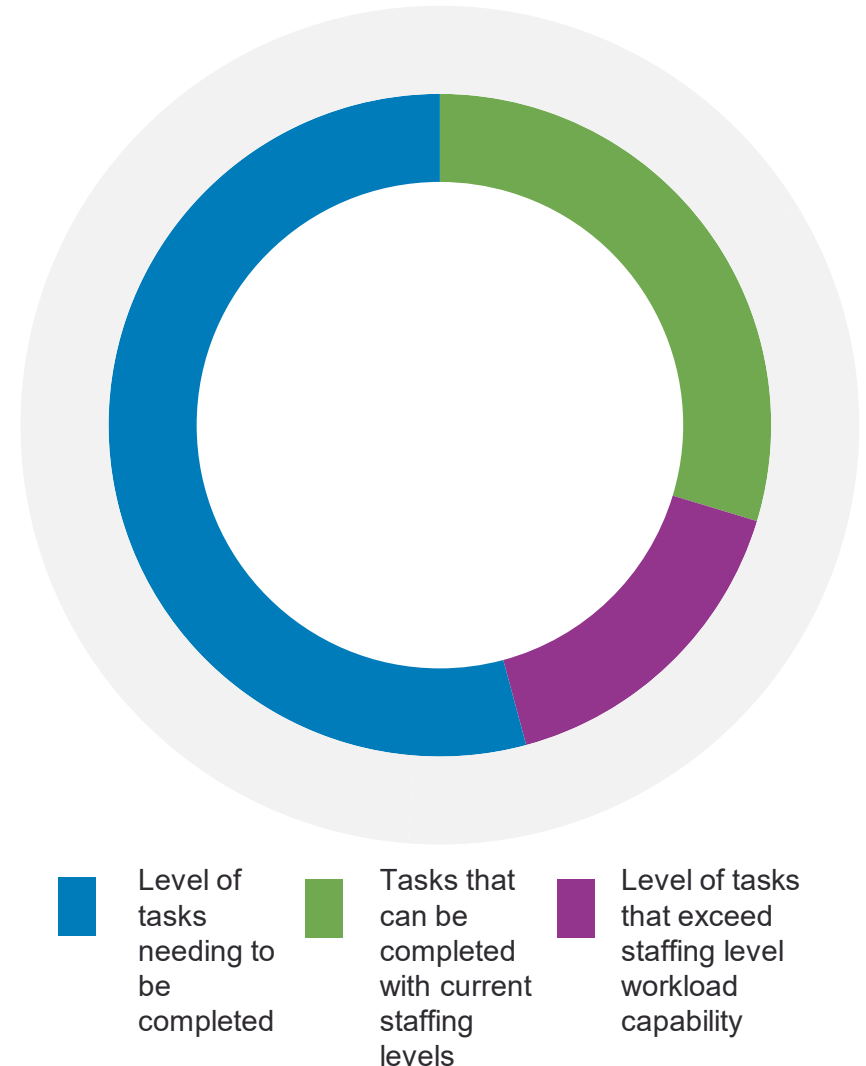
ONE Customer Service Center callers on hold can opt to receive a call back when their place in line comes up. Pilot by end of October 2022.

Workload is too high for timely processing of tasks

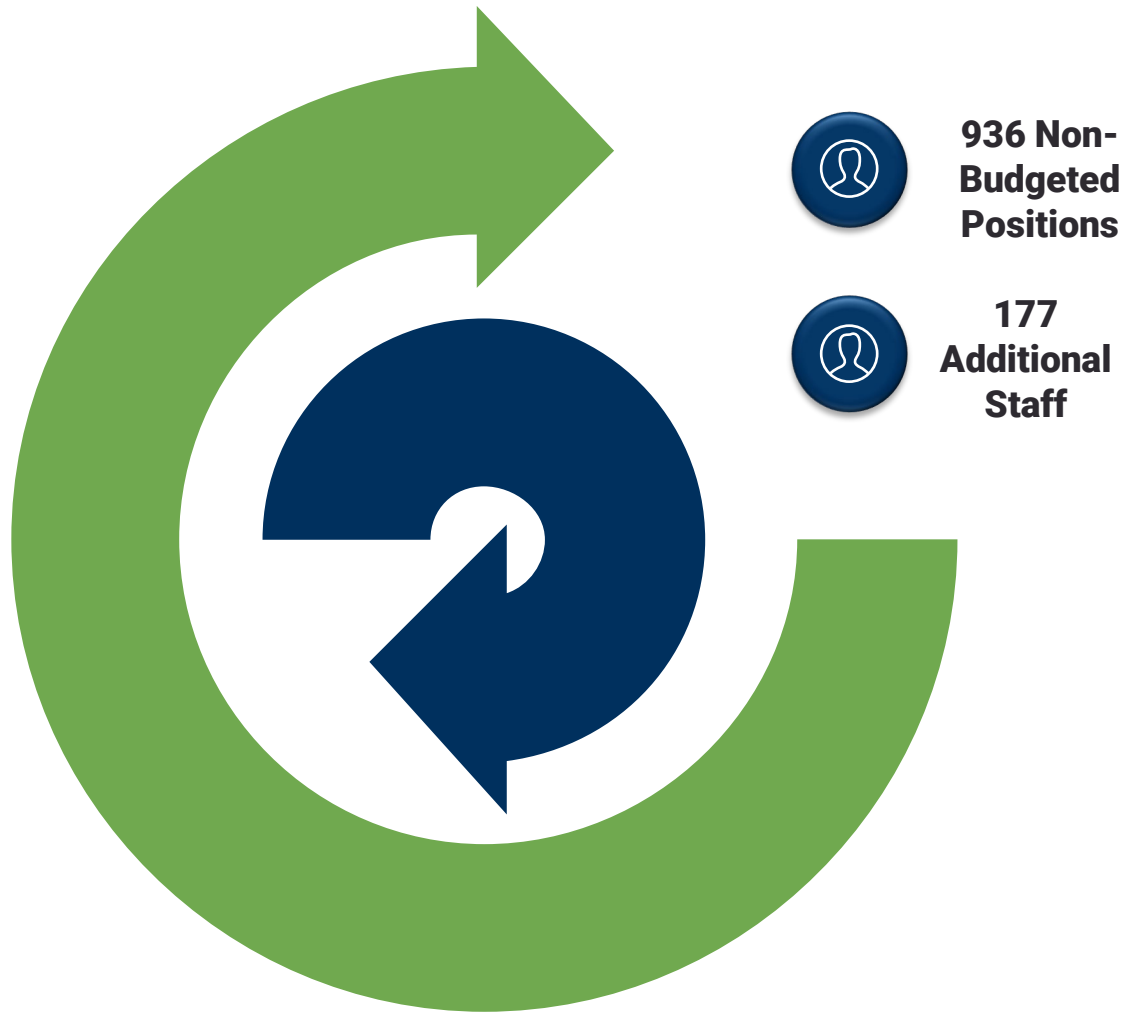
80,000 tasks cannot be processed timely each month.

Adding non-budgeted positions will enable us to process the current volume of applications and redeterminations within federal timeframes most of the time.

While some level of additional tasks may be automated, maintaining staffing levels prevents additional delays.



Adding non-budget positions to increase timeliness



Requests will be made for the funding necessary for serving 1 in 3 Oregonians.

- Hiring 936 non-budgeted positions (NBP) to support eligibility determinations, support staff responsibilities and training.
- Requesting 177 through the ODHS Agency Requested Budget (ARB) and to support concepts proposed in the OHA and ELD ARBs.

ODHS is asking for funding for the NBPs we already have and are hiring.

Other changes coming to ONE, bringing new workload for eligibility staff

1115 Waiver

Basic Health Plan

TANF Redesign

ERDC well-being expansion

PHE Unwind

Farm Bill reauthorization

HOP expansion

Mainframe modernization

Ongoing maintenance and operation



Questions?
