Since August 2021, 402,864 applications have been processed through the ONE system. 66% were approved per eligibility rules; 22% were denied per eligibility rules; and 12% are awaiting further action (by the Oregonian or Eligibility Worker).

- From August 2021 – January 2022, 37.5% of applications, on average, were processed the same day or the next day.
- The operational goal is same day/next day, and the federal requirements vary by program.

Oregonians with Active Benefits

- 1,430,053 Oregonians with Active Benefits

**Applications Processed**

- **402,864** Applications Received since August 2021
- **37.5%** Processed Same Day / Next Day since August 2022
- **38,721** Current Applications Pending

- **Approved** 66%
- **Pending** 12%
- **Denied** 22%

Applications Processed Same Day/Next Day

- Applications Received:
  - October: 64,000
  - November: 65,000
  - December: 66,000
  - January: 67,000

- Average % of applications processed same day/next day:
  - October: 65%
  - November: 70%
  - December: 75%
  - January: 60%

Oregonians can receive benefits from multiple programs at one time:

- **Medical** - Medical benefits which may include OHP, OHP based on LTC, and Medicare savings program
- **SNAP** - Cash food benefits which includes Expedited SNAP
- **CASH** - Cash benefit for families or refugees
- **ERDC** - Employment-Related Day Care (ERDC) is subsidized child care benefit for working parents/guardians
### Eligibility – Work Completed

<table>
<thead>
<tr>
<th>Eligibility Activities Completed</th>
<th>1/3/2022</th>
<th>1/10/2022</th>
<th>1/17/2022</th>
<th>1/24/2022</th>
<th>1/31/2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility Activities Completed</td>
<td>22,425</td>
<td>22,120</td>
<td>20,026</td>
<td>21,328</td>
<td>19,240</td>
</tr>
<tr>
<td>High Priority Tasks Processed</td>
<td>7,035</td>
<td>7,185</td>
<td>6,205</td>
<td>7,933</td>
<td>7,796</td>
</tr>
<tr>
<td>Appointments Completed</td>
<td>6,011</td>
<td>5,760</td>
<td>5,729</td>
<td>5,467</td>
<td>3,515</td>
</tr>
<tr>
<td>Calls Answered</td>
<td>7,035</td>
<td>7,185</td>
<td>6,205</td>
<td>7,933</td>
<td>7,796</td>
</tr>
</tbody>
</table>

### High Priority Tasks Processed vs. Received

- **High Priority Tasks Processed**
- **High Priority Tasks Received**

### Eligibility Queue Call Center Data

<table>
<thead>
<tr>
<th>1/3/2022</th>
<th>1/10/2022</th>
<th>1/17/2022</th>
<th>1/24/2022</th>
<th>1/31/2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Answered</td>
<td>4,419</td>
<td>3,770</td>
<td>2,841</td>
<td>3,215</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>21 min</td>
<td>18 min</td>
<td>15 min</td>
<td>16 min</td>
</tr>
<tr>
<td>Maximum Wait Time</td>
<td>91 min</td>
<td>111 min</td>
<td>120 min</td>
<td>77 min</td>
</tr>
</tbody>
</table>

*Data represents the average time in minutes an individual waits from initially receiving the call to answer for the eligibility queue. Wait times can be significantly longer during peak hours.