ONE Operations Data – February 2022

Oregonians with Active Benefits

1,451,967
Oregonians with Active Benefits

Approved
64%
Denied
25%
Pending
11%

Applications Processed

556,625
Applications Received since September 2021

40.2%
Processed Same Day/Next Day since September 2021

22,917
Current Applications Pending

• Since September 2021, 556,625 applications have been processed through the ONE system. 64% were approved per eligibility rules; 25% were denied per eligibility rules; and 11% are awaiting further action (by the Oregonian or Eligibility Worker)
• From September 2021 – February 2022, 40.2% 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 Served by Program

- Medical
- SNAP
- CASH
- ERDC

Oregonians can receive benefits from multiple programs at one time

Applications Processed Same Day/Next Day

- Average % of applications processed same day/next day
- Applications Received

- November
- December
- January
- February
ONE Operations Data – February 2022

Eligibility – Work Completed

![Bar chart showing Eligibility Activities Completed for different dates:]
- 1/31/2022: 19,240, 3,515, 11,725
- 2/7/2022: 21,520, 5,030, 16,490
- 2/14/2022: 20,080, 4,852, 15,228
- 2/21/2022: 18,269, 3,720, 14,549

Legend:
- Blue: High Priority Tasks Processed
- Orange: Appointments Completed
- Green: Calls Answered

High Priority Tasks Processed vs. Received

![Line chart showing Task Volume for different dates:]
- 1/31/2022: High Priority Tasks Processed: 21,520, High Priority Tasks Received: 21,520
- 2/7/2022: High Priority Tasks Processed: 20,080, High Priority Tasks Received: 20,080
- 2/14/2022: High Priority Tasks Processed: 18,269, High Priority Tasks Received: 18,269
- 2/21/2022: High Priority Tasks Processed: 16,185, High Priority Tasks Received: 16,185

Legend:
- Blue: High Priority Tasks Processed
- Dashed Line: High Priority Tasks Received

Eligibility Queue Call Center Data

<table>
<thead>
<tr>
<th>Date</th>
<th>Calls Answered</th>
<th>Abandoned Calls</th>
<th>Average Wait Time (minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/31/2022</td>
<td>7,796</td>
<td>20 min</td>
<td>92 min</td>
</tr>
<tr>
<td>2/7/2022</td>
<td>7,902</td>
<td>15 min</td>
<td>83 min</td>
</tr>
<tr>
<td>2/14/2022</td>
<td>8,031</td>
<td>9 min</td>
<td>66 min</td>
</tr>
<tr>
<td>2/21/2022</td>
<td>6,185</td>
<td>17 min</td>
<td>74 min</td>
</tr>
</tbody>
</table>

Legend:
- Green: Calls Answered
- Black: Abandoned Calls
- Orange: Average Wait Time (minutes)*

*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.