

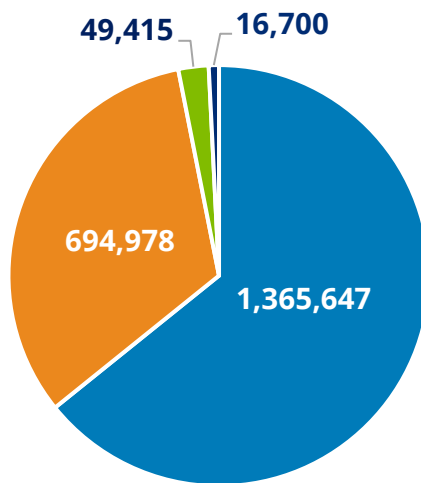
ONE Operations Data – February 2022

Oregonians with Active Benefits

Oregon^{one}eligibility

1,451,967

Oregonians with Active Benefits



Oregonians Served by Program

- Medical
- SNAP
- CASH
- ERDC

- 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

Oregonians can receive benefits from multiple programs at one time

Applications Processed

556,625

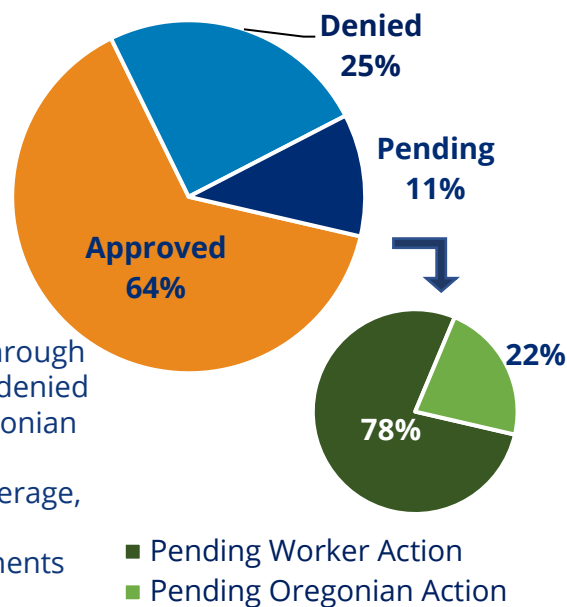
Applications Received since September 2021

40.2%

Processed Same Day /Next Day since September 2021

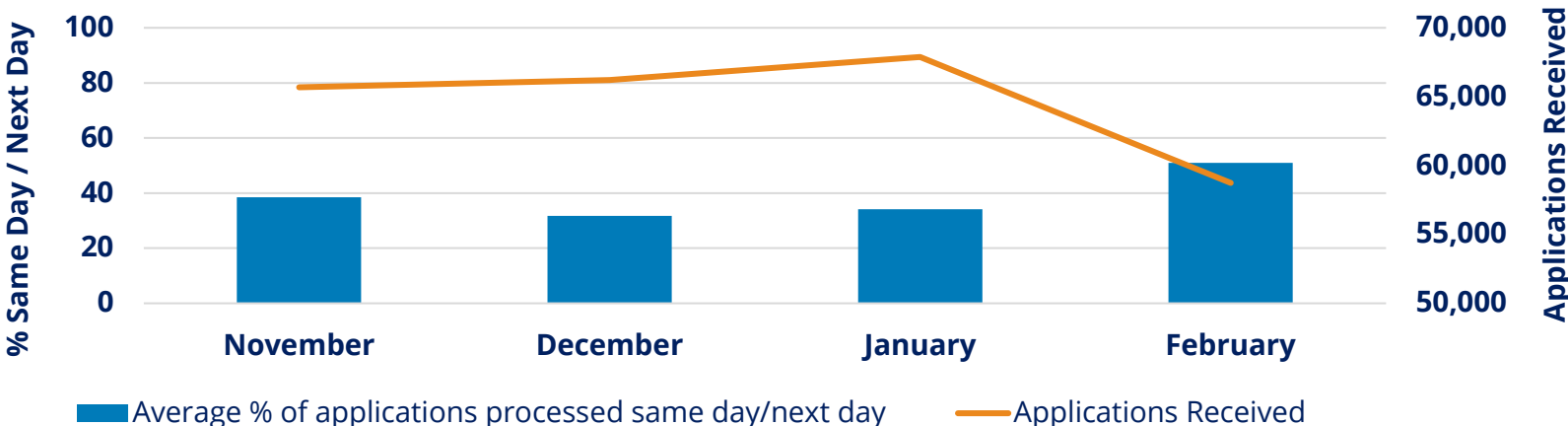
22,917

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

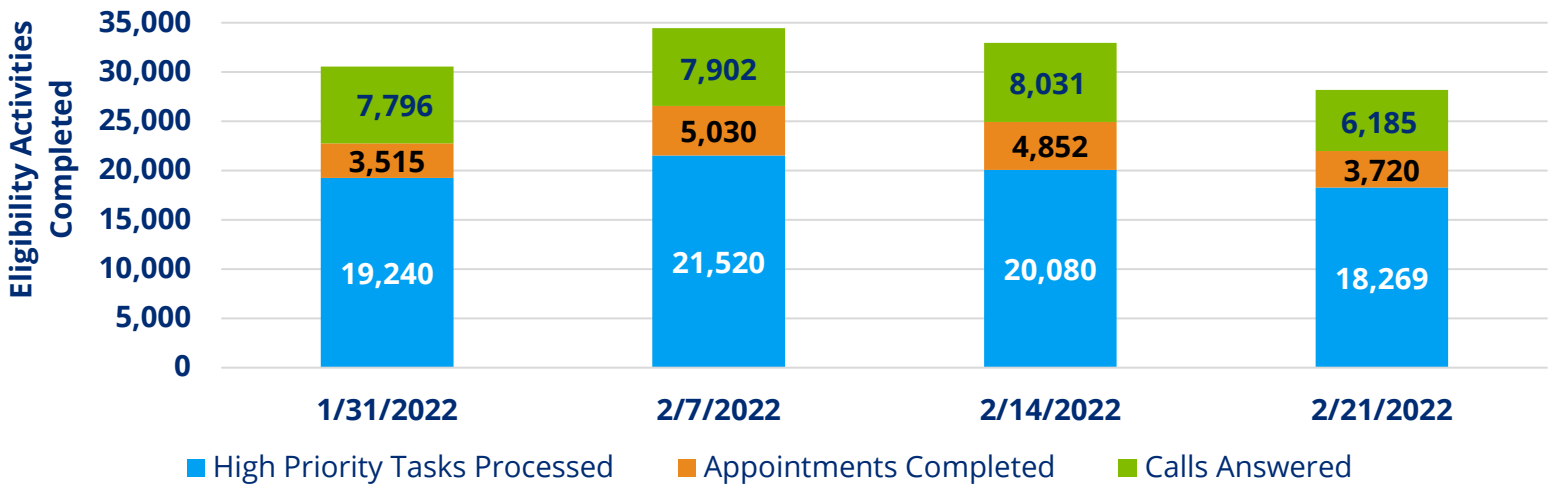
Applications Processed Same Day/Next Day



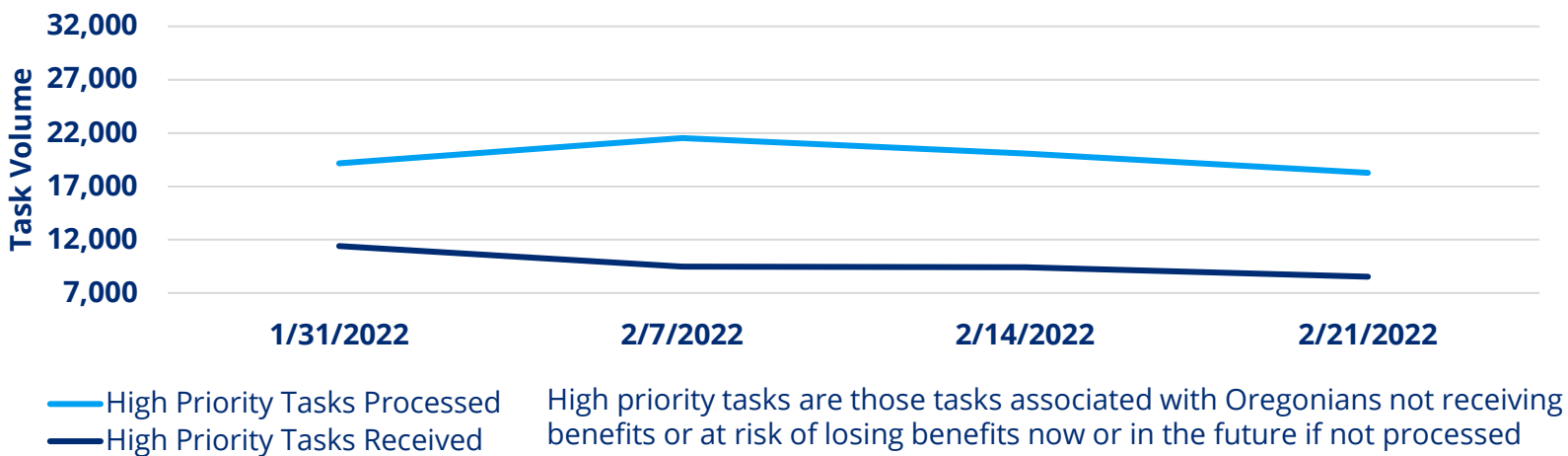
ONE Operations Data – February 2022

Eligibility – Work Completed

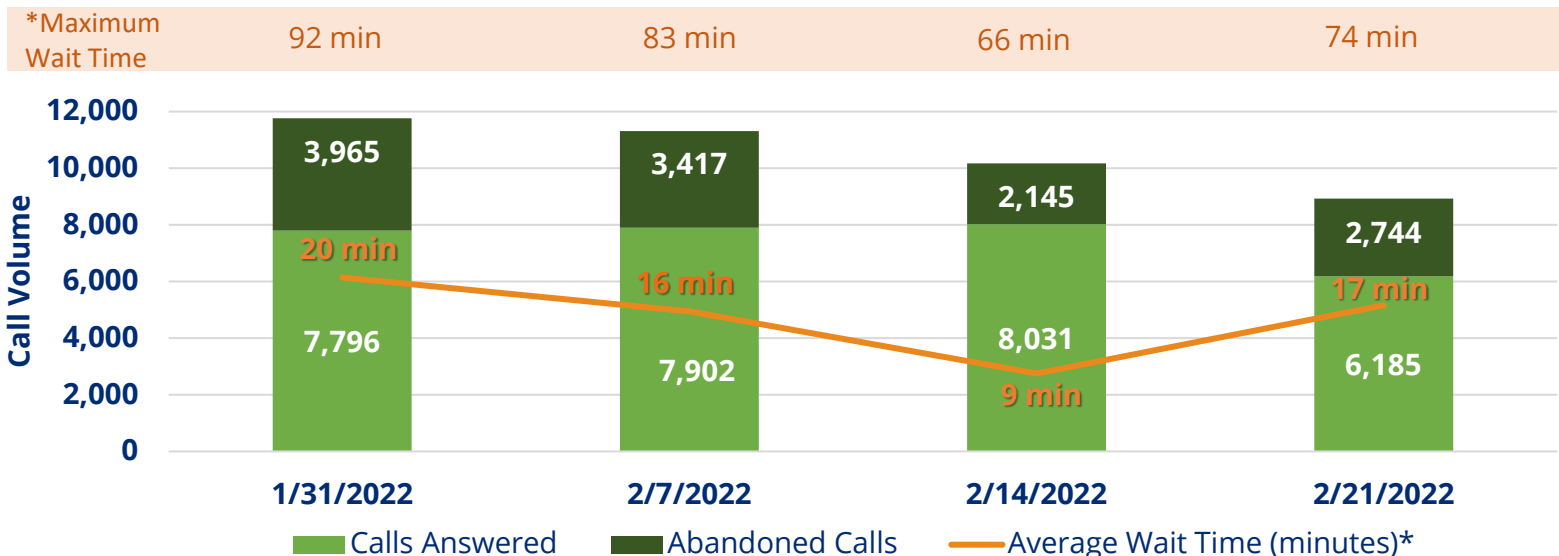
Oregon^{one}eligibility



High Priority Tasks Processed vs. Received



Eligibility Queue Call Center Data



*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