

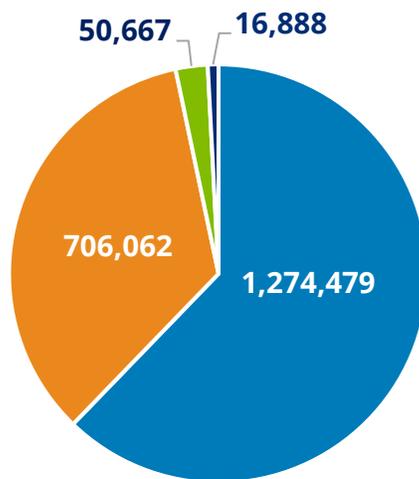
# ONE Operations Data – March 2022

## Oregonians with Active Benefits

Oregon<sup>one</sup>eligibility

**1,465,549**

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

**278,554**

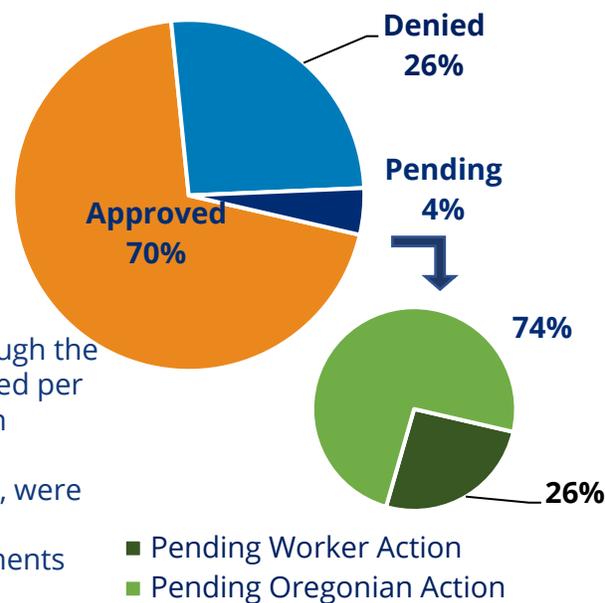
Applications Received since October 2021

**47.6%**

Processed Same Day /Next Day since October 2021

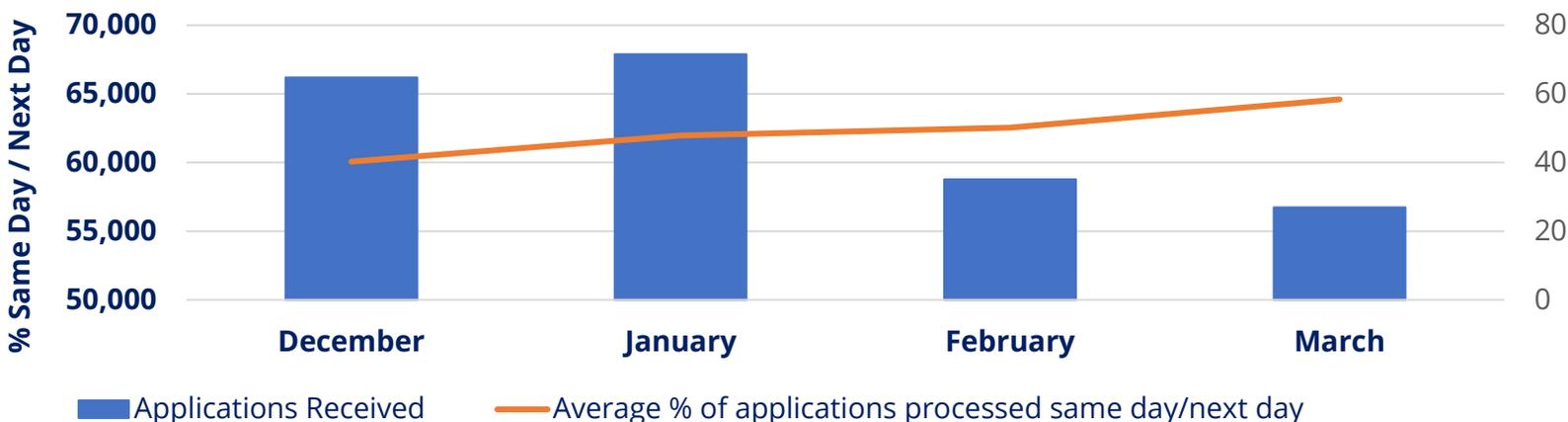
**11,922**

Current Applications Pending



- Since October 2021, 278,554 applications have been processed through the ONE system. 70% were approved per eligibility rules; 26% were denied per eligibility rules; and 4% are awaiting further action (by the Oregonian or Eligibility Worker)
- From October 2021 – March 2022, 47.6% 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

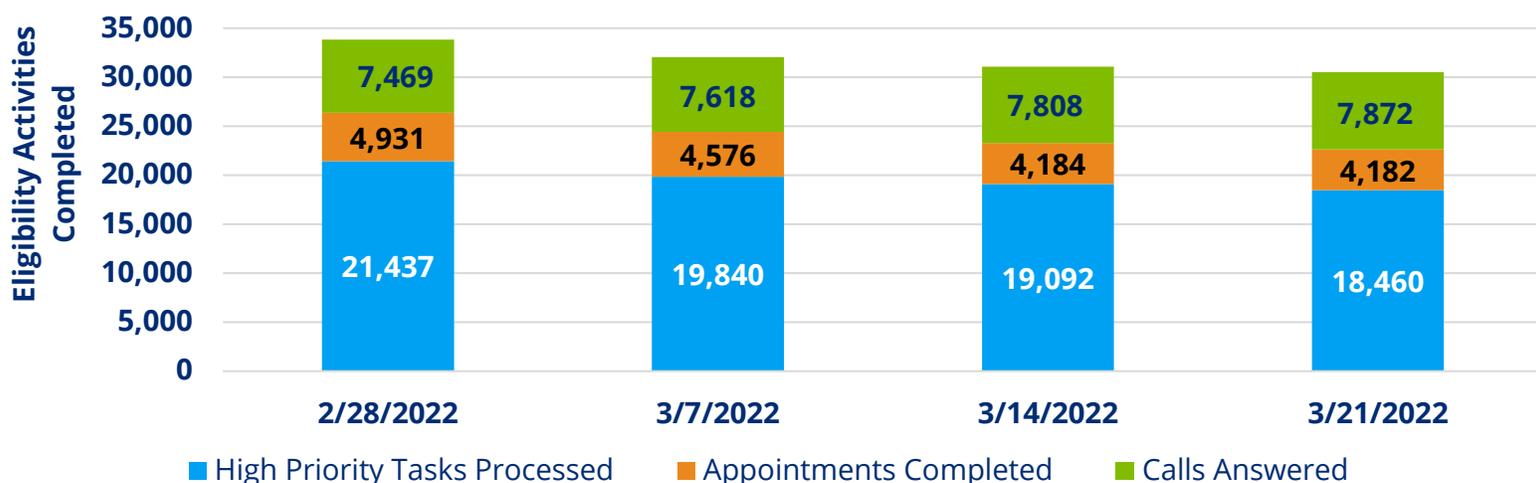
### Applications Processed Same Day/Next Day



# ONE Operations Data – March 2022

## Eligibility – Work Completed

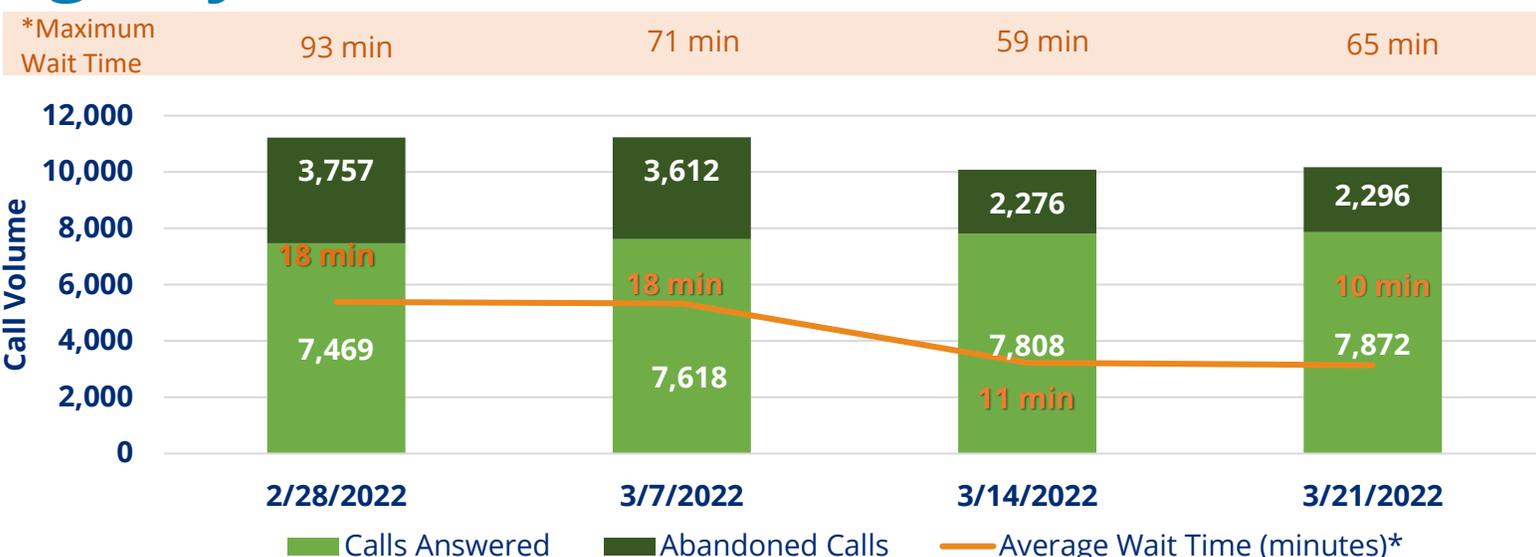
Oregoneligibility



## 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