ONE Operations Data – March 2022

Oregonians with Active Benefits

1,465,549
Oregonians with Active Benefits

Approved 70%
Denied 26%
Pending 4%

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

Approved 70%
Denied 26%
Pending 4%

Applications Processed Same Day/Next Day

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 can be received from multiple programs at one time.

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- 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

Applications Processed Same Day/Next Day

- December: 60,000
- January: 65,000
- February: 70,000
- March: 75,000

Average % of applications processed same day/next day
Eligibility – Work Completed

High Priority Tasks Processed vs. Received

Eligibility Queue Call Center Data

*Maximum Wait Time

93 min 71 min 59 min 65 min

Call Volume

2/28/2022 3/7/2022 3/14/2022 3/21/2022

3,757 3,612 2,276 2,296

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*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.