

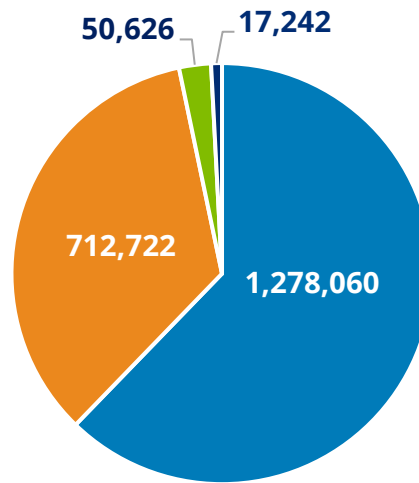
# ONE Operations Data – April 2022

## Oregonians with Active Benefits

Oregon<sup>one</sup>eligibility

**1,474,153**

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

**256,417**

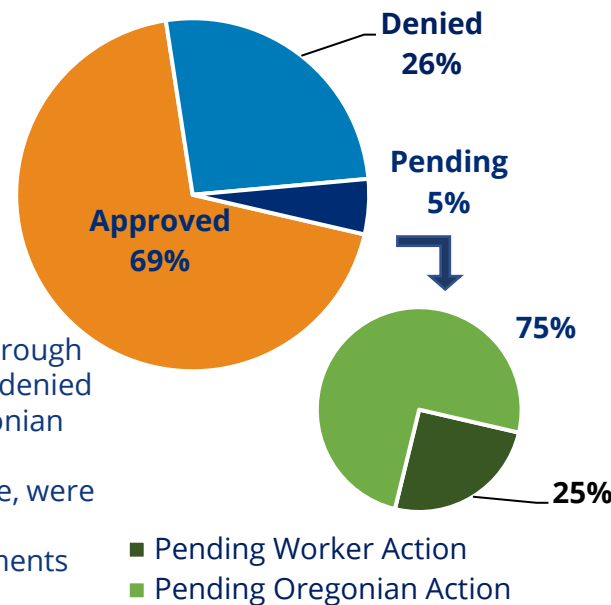
Applications Received since November 2021

**49.5%**

Processed Same Day /Next Day since November 2021

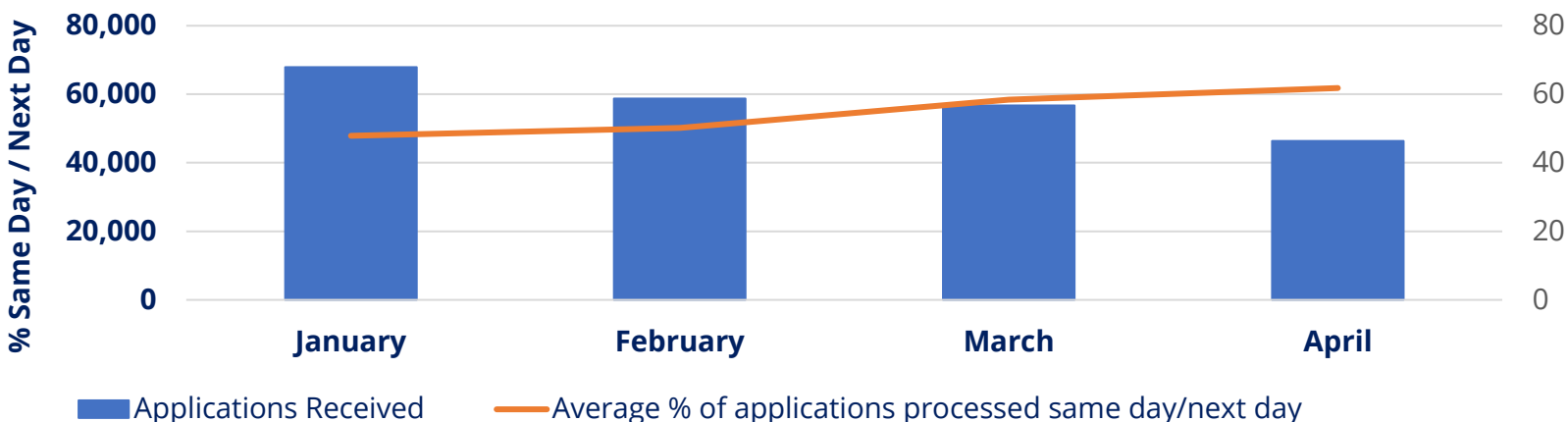
**12,952**

Current Applications Pending



- Since November 2021, 256,417 applications have been processed through the ONE system. 69% were approved per eligibility rules; 26% were denied per eligibility rules; and 5% are awaiting further action (by the Oregonian or Eligibility Worker)
- From November 2021 – April 2022, 49.5% 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

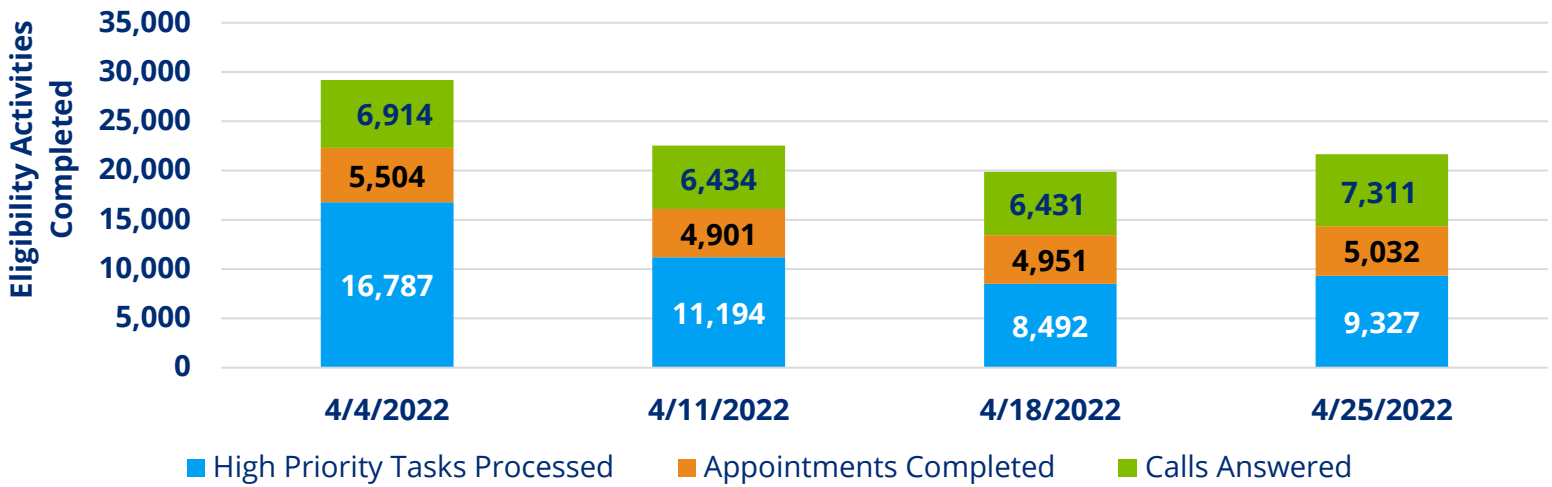
### Applications Processed Same Day/Next Day



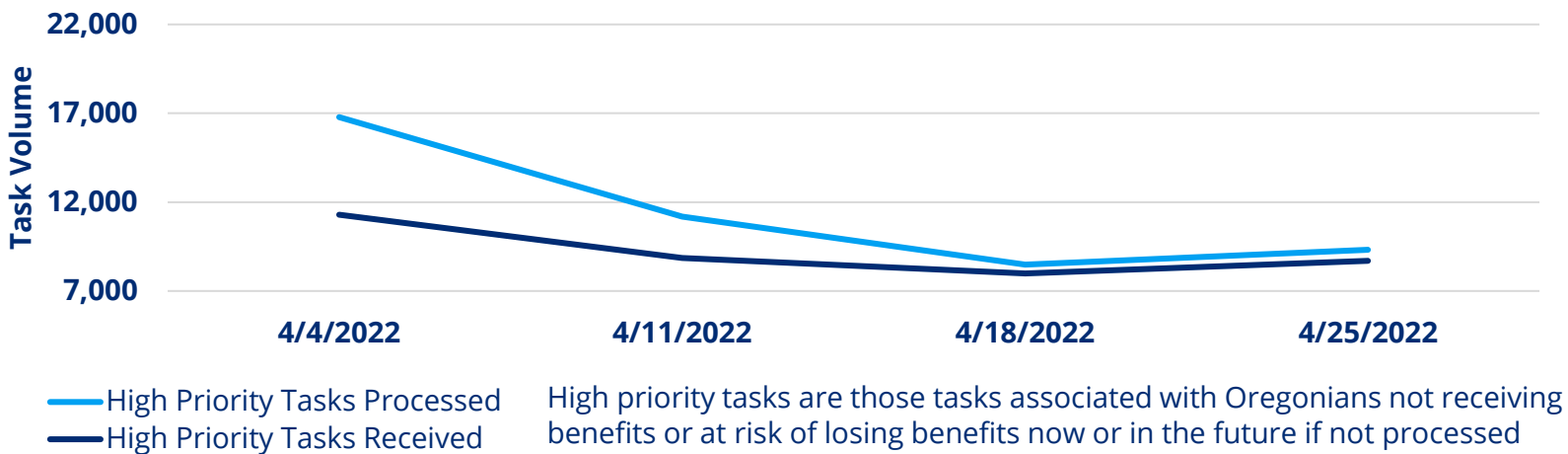
# ONE Operations Data – April 2022

## Eligibility – Work Completed

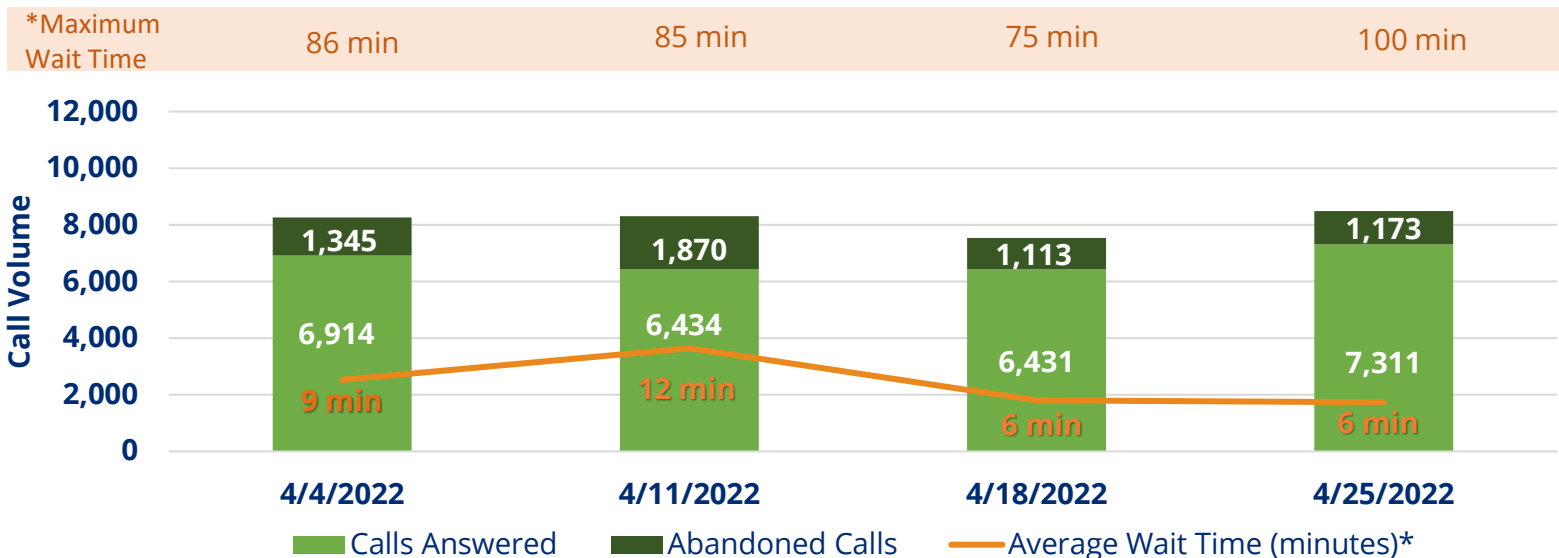
Oregoneligibility



## 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