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.

### Oregonians with Active Benefits

- **1,474,153** Oregonians with Active Benefits

### Applications Processed

- **256,417** Applications Received since November 2021
- **12,952** Current Applications Pending

### Oregonians Served by Program

- **Medical**
- **SNAP**
- **CASH**
- **ERDC**

### Applications Processed Same Day/Next Day

- **49.5%** Processed Same Day /Next Day since November 2021
- **25%** Pending Worker Action
- **75%** Pending Oregonian Action
- **26%** Denied
- **5%** Pending Oregonian Action

### Oregonians can receive benefits from multiple programs at one time

- **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

Applications Processed Same Day/Next Day

- **January**: 50,626
- **February**: 712,722
- **March**: 1,278,060
- **April**: 17,242

Average % of applications processed same day/next day

- **69%** Approved
- **25%** Denied
Eligibility – Work Completed

Eligibility Activities Completed

- High Priority Tasks Processed
- Appointments Completed
- Calls Answered

High Priority Tasks Processed vs. Received

- High Priority Tasks Processed
- High Priority Tasks Received

Eligibility Queue Call Center Data

- *Maximum Wait Time: 86 min, 85 min, 75 min, 100 min

Call Volume

- Calls Answered
- Abandoned Calls
- 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.