

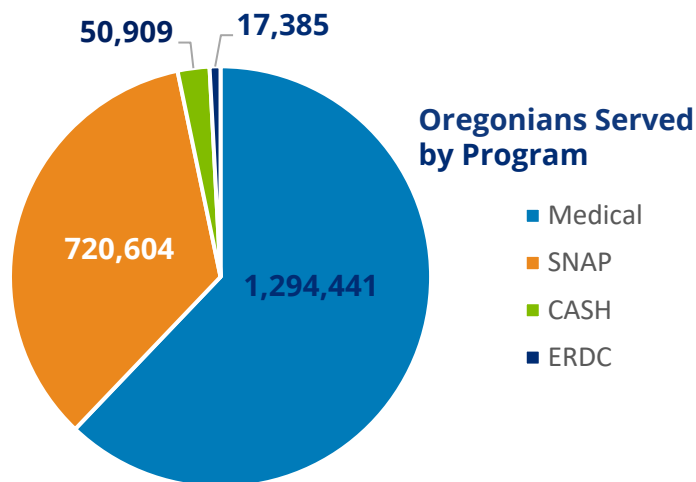
ONE Operations Data – May 2022

Oregonians with Active Benefits

Oregon^{one}eligibility

1,480,640

Oregonians with Active Benefits



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

243,463

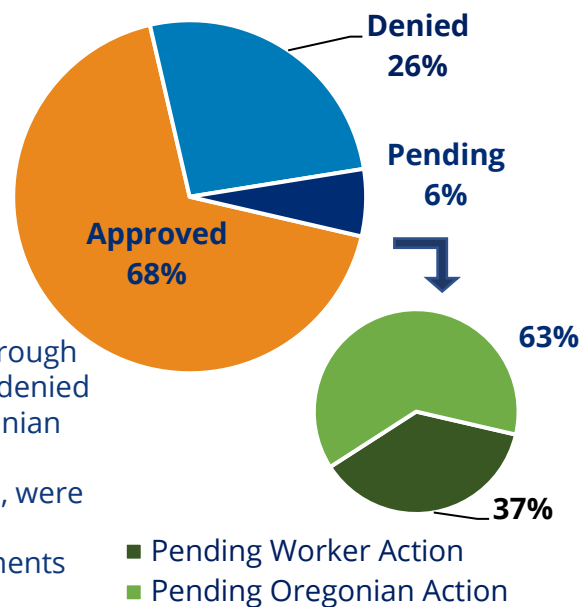
Applications Received since December 2021

41.6%

Processed Same Day /Next Day since December 2021

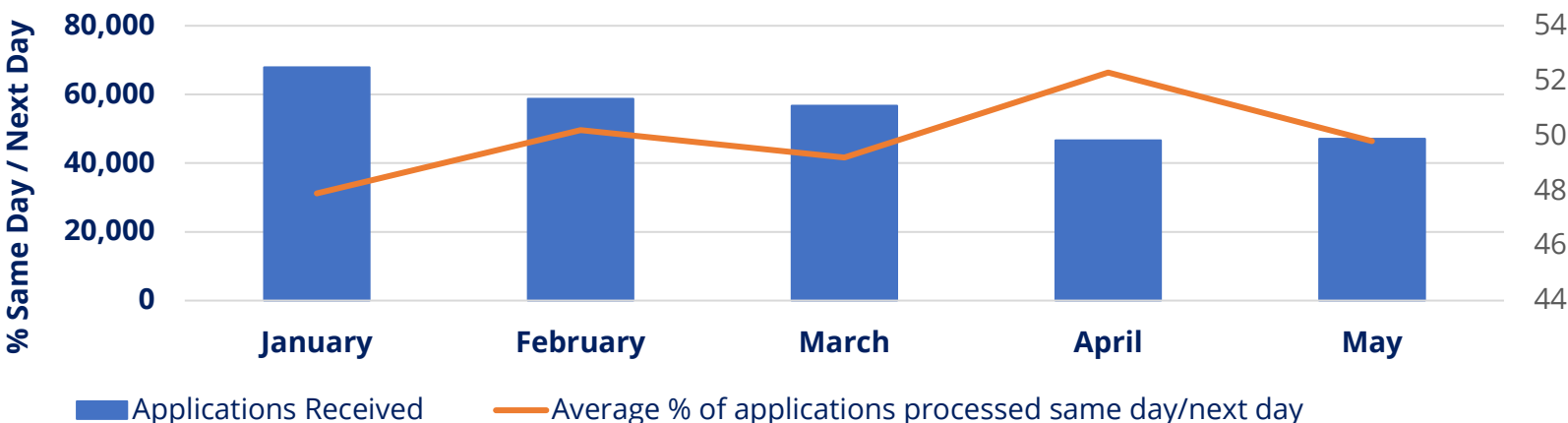
17,940

Current Applications Pending



- Since December 2021, 243,463 applications have been processed through the ONE system. 68% were approved per eligibility rules; 26% were denied per eligibility rules; and 6% are awaiting further action (by the Oregonian or Eligibility Worker)
- From December 2021 – May 2022, 41.6% 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

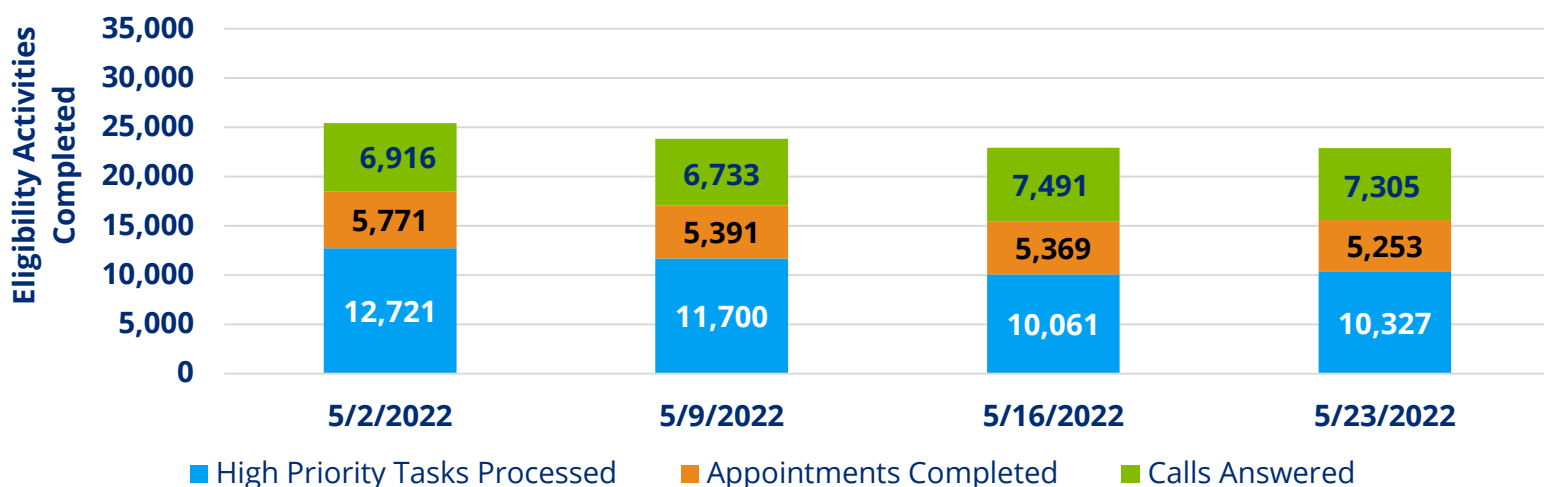
Applications Processed Same Day/Next Day



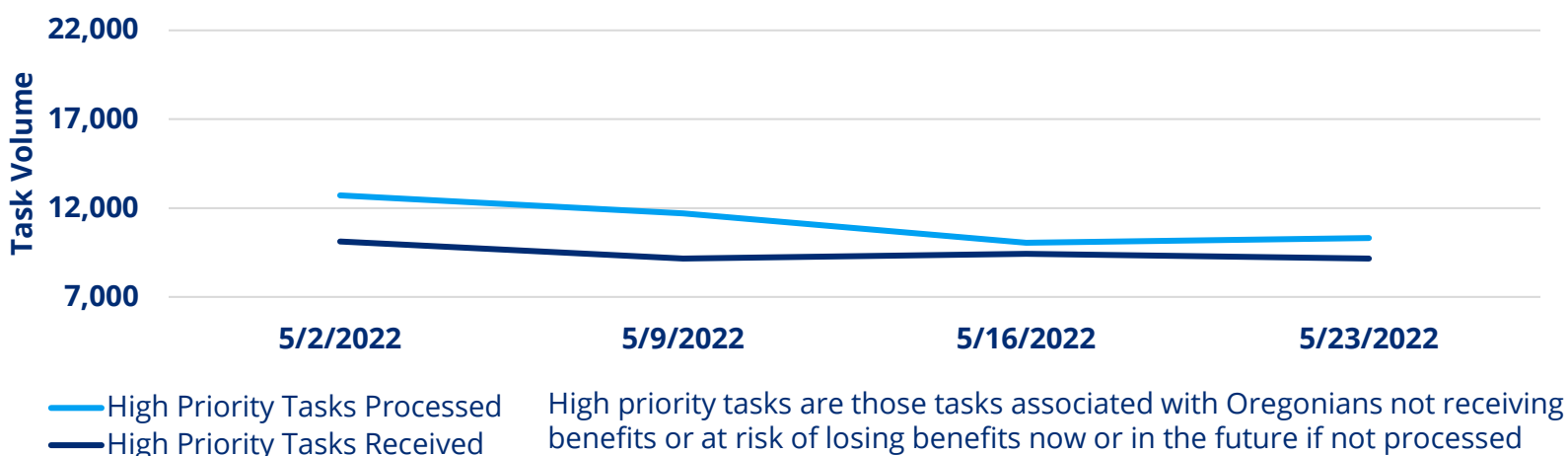
ONE Operations Data – May 2022

Eligibility – Work Completed

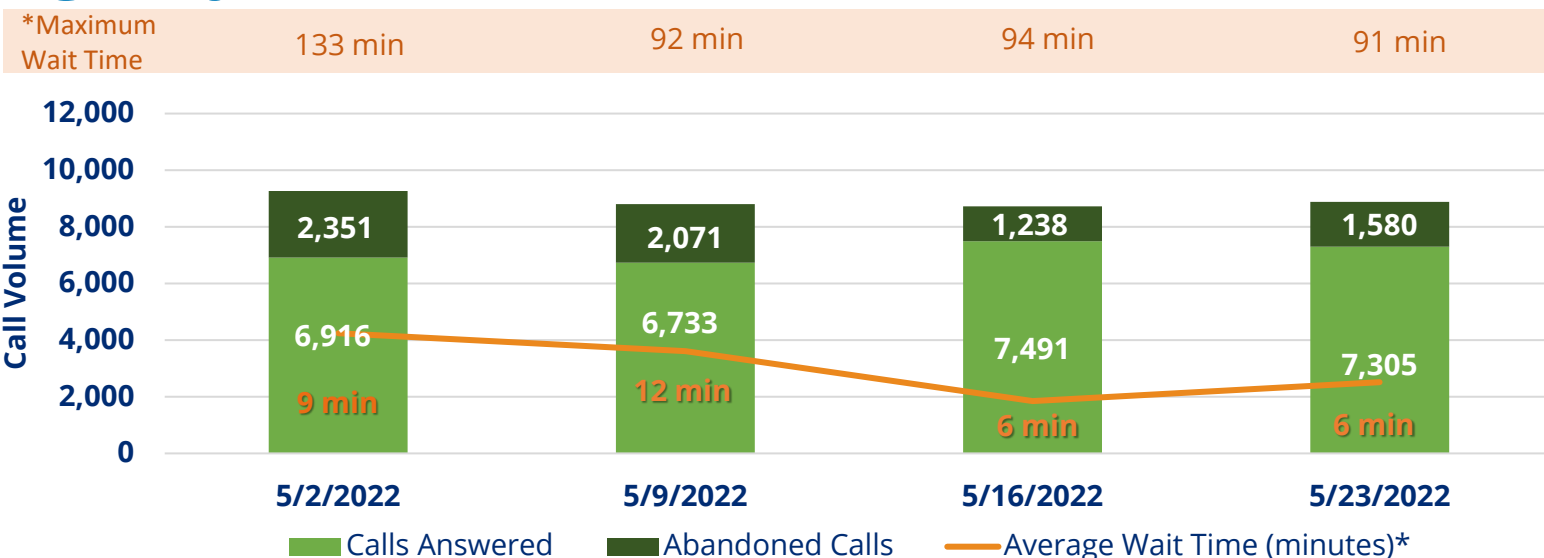
Oregoneligibility



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