1,480,640
Oregonians with Active Benefits

Approved 68%
Denied 26%
Pending 6%

ONE Operations Data – May 2022

Oregonians with Active Benefits

1,480,640

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

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

% Same Day / Next Day

January  
February  
March  
April  
May

Applications Received  
Average % of applications processed same day/next day

• Pending Worker Action
• Pending Oregonian Action

Oregonians Served by Program

- Medical
- SNAP
- CASH
- ERDC

Oregonians with Active Benefits

1,480,640

1,294,441
720,604
17,385
50,909

Oregonians with Active Benefits

Medical
SNAP
CASH
ERDC

Applications Received since December 2021

243,463

Applications Processed Same Day/Next Day

Applications Received
Average % of applications processed same day/next day
ONE Operations Data – May 2022

Eligibility – Work Completed

<table>
<thead>
<tr>
<th>Eligibility Activities Completed</th>
<th>5/2/2022</th>
<th>5/9/2022</th>
<th>5/16/2022</th>
<th>5/23/2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Priority Tasks Processed</td>
<td>6,916</td>
<td>6,733</td>
<td>7,491</td>
<td>7,305</td>
</tr>
<tr>
<td>Appointments Completed</td>
<td>5,771</td>
<td>5,391</td>
<td>5,369</td>
<td>5,253</td>
</tr>
<tr>
<td>Calls Answered</td>
<td>12,721</td>
<td>11,700</td>
<td>10,061</td>
<td>10,327</td>
</tr>
</tbody>
</table>

High Priority Tasks Processed vs. Received

<table>
<thead>
<tr>
<th>Task Volume</th>
<th>5/2/2022</th>
<th>5/9/2022</th>
<th>5/16/2022</th>
<th>5/23/2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Priority Tasks Processed</td>
<td>6,916</td>
<td>6,733</td>
<td>7,491</td>
<td>7,305</td>
</tr>
<tr>
<td>High Priority Tasks Received</td>
<td>2,351</td>
<td>2,071</td>
<td>1,238</td>
<td>1,580</td>
</tr>
</tbody>
</table>

Eligibility Queue Call Center Data

<table>
<thead>
<tr>
<th>*Maximum Wait Time</th>
<th>133 min</th>
<th>92 min</th>
<th>94 min</th>
<th>91 min</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Call Volume</th>
<th>5/2/2022</th>
<th>5/9/2022</th>
<th>5/16/2022</th>
<th>5/23/2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Answered</td>
<td>2,351</td>
<td>2,071</td>
<td>1,238</td>
<td>1,580</td>
</tr>
<tr>
<td>Abandoned Calls</td>
<td>6,916</td>
<td>6,733</td>
<td>7,491</td>
<td>7,305</td>
</tr>
<tr>
<td>Average Wait Time (minutes)*</td>
<td>9 min</td>
<td>12 min</td>
<td>6 min</td>
<td>6 min</td>
</tr>
</tbody>
</table>

*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.