

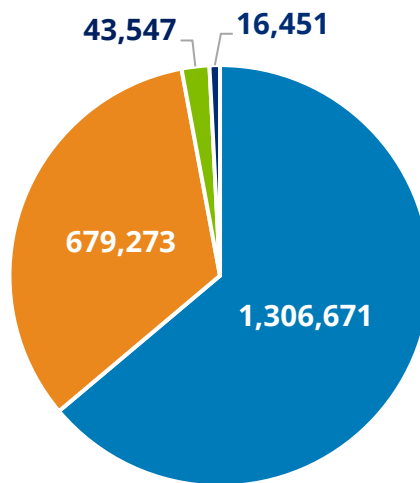
# ONE Operations Data – August 2021

## Oregonians with Active Benefits

Oregon<sup>one</sup>eligibility

**1,403,660**

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

**247,168**

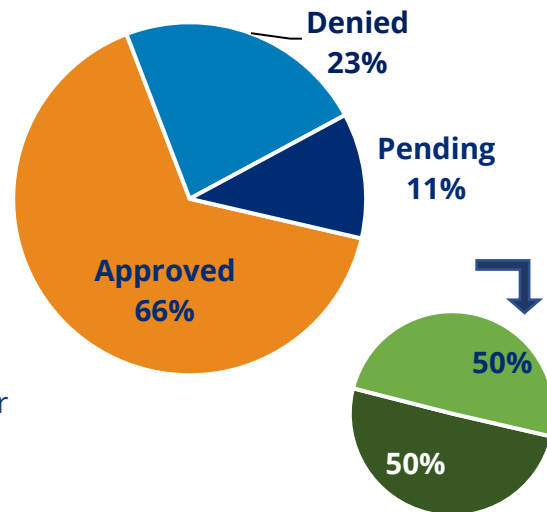
Applications Received since March 2021

**60%**

Processed Same Day /Next Day since March 2021

**28,361**

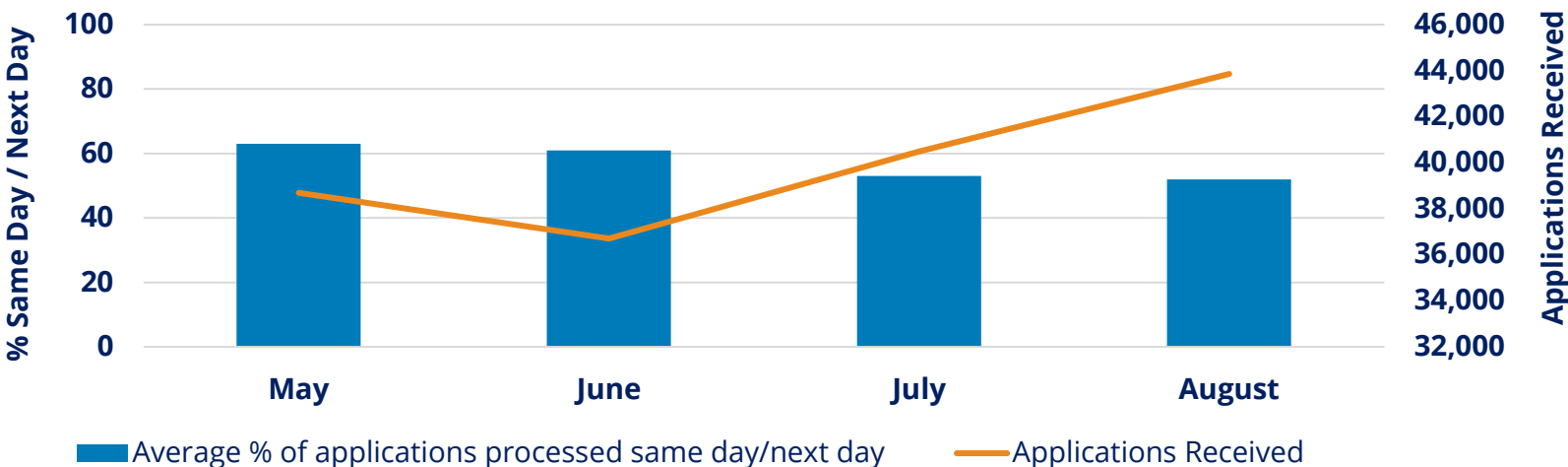
Current Applications Pending



- Since March 2021, 247,168 applications have been processed through the ONE system. 66% were approved per eligibility rules; 23% were denied per eligibility rules; and 11% are awaiting further action (by the Oregonian or Eligibility Worker)
- From March 2021 – August 2021, 60% 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.

- Pending Worker Action
- Pending Oregonian Action

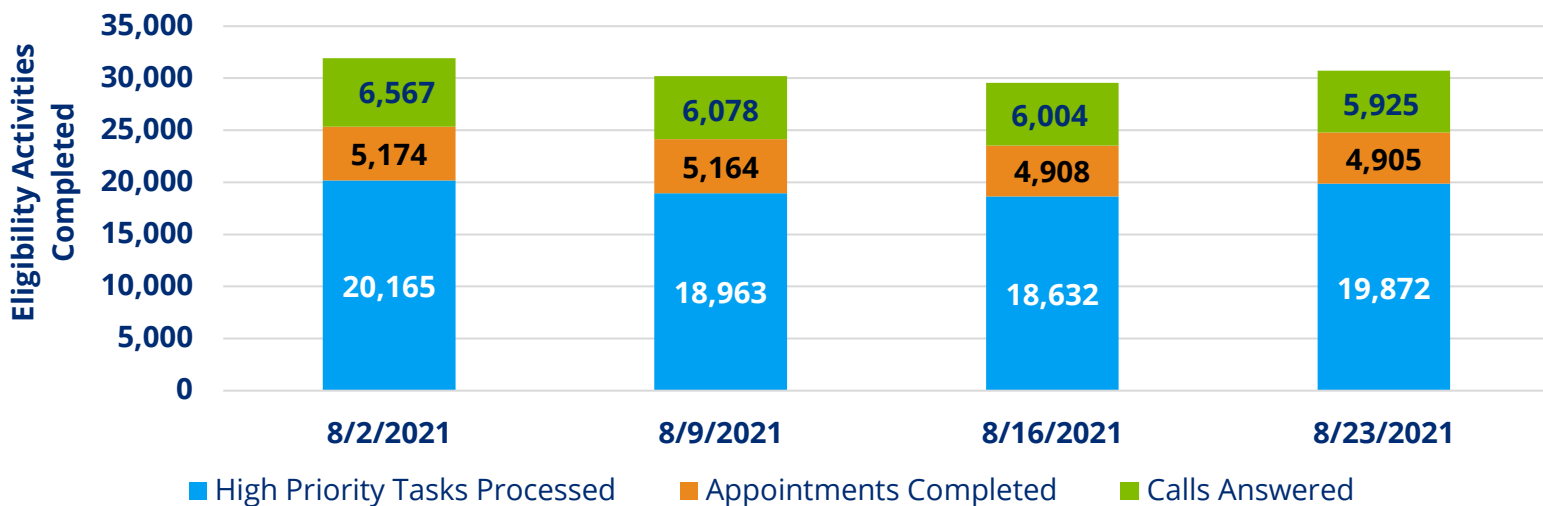
### Applications Processed Same Day/Next Day



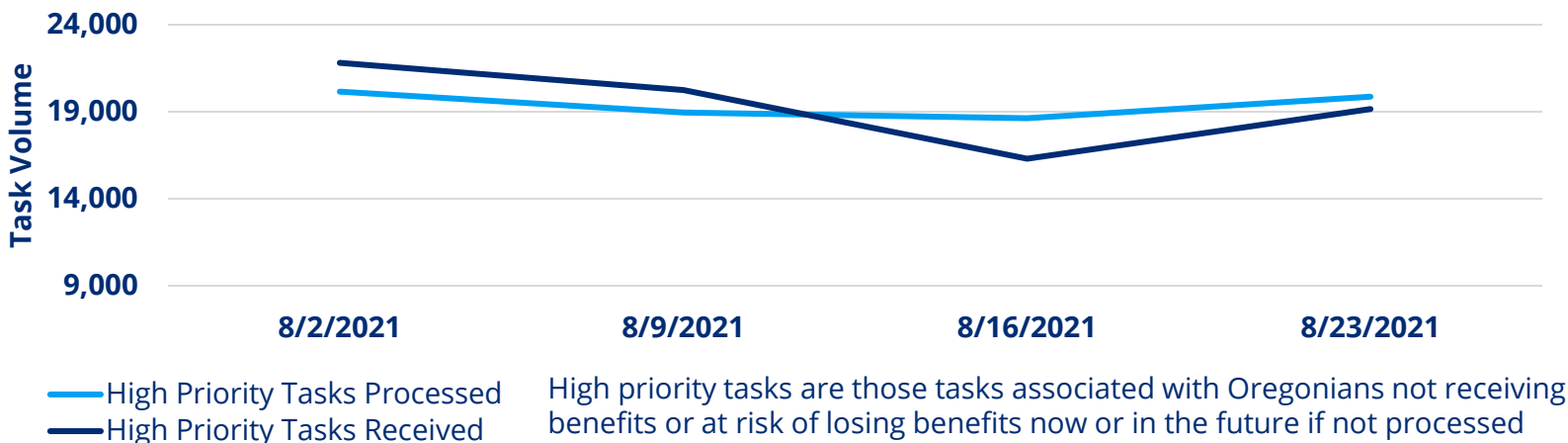
# ONE Operations Data – August 2021

## Eligibility – Work Completed

Oregoneligibility



## High Priority Tasks Processed vs. Received



## Call Center Data

