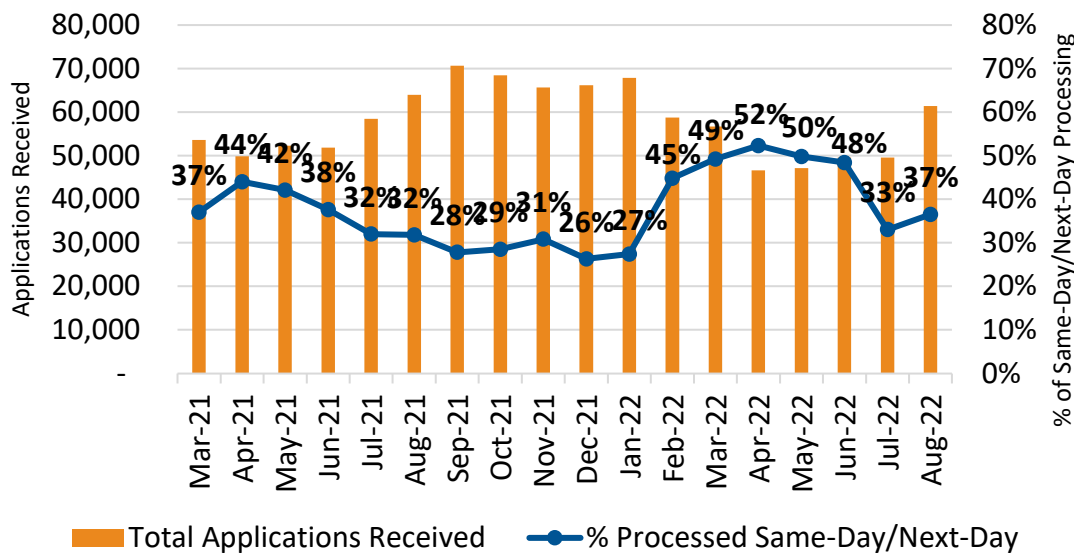


# Eligibility Operations Backlog

Driven by the COVID-19 pandemic, Oregon is seeing a continued historic demand for benefits like medical, food, cash, and childcare assistance. Between March and December 2021, over 600,000 applications for benefits were received in the ONE system, a 26% increase.

## Application Same-Day/Next-Day Processing



As of September 2, 2022, **1,485,272** Oregonians are receiving benefits through the ONE system.

Oregon has a higher standard of application processing than is federally required. We aim to receive applications and determine eligibility on the same day or next day. While our Same-Day/Next-Day service levels fell between March and December, our steps to address the backlog have started making incremental improvements in January 2022.

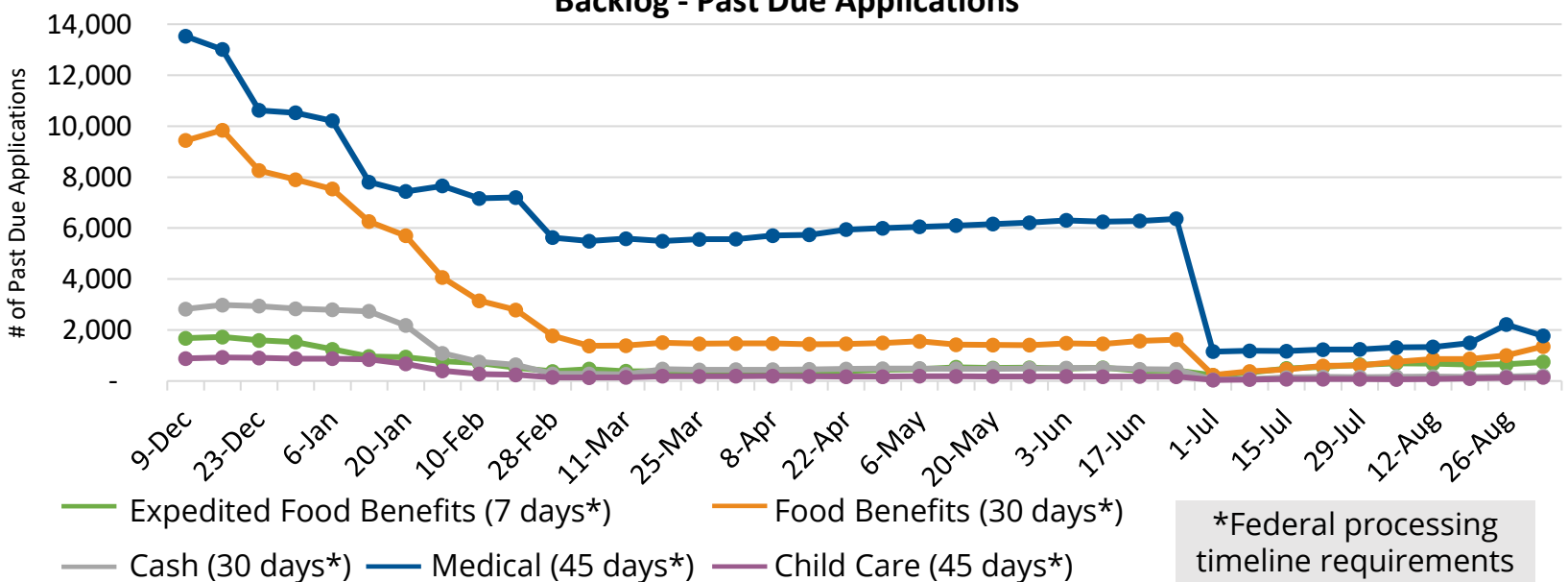
Every month we receive approximately **67,000 applications, 130,000 renewals and 100,000 changes** from Oregonians to receive, maintain, and update their benefits. There is a backlog across the three areas.

## Priorities For Serving Oregonians

- 1. Applications:** Provide benefits to Oregonians who currently do not have benefits
- 2. Renewals:** Maintain benefits for Oregonians who currently receive benefits
- 3. Changes:** Process changes in benefits for Oregonians who currently receive benefits

We are taking several actions to reduce the backlog. Through these actions, as of September 2, 2022, there has been an **85% drop in past due\*** applications since December 7, 2021.

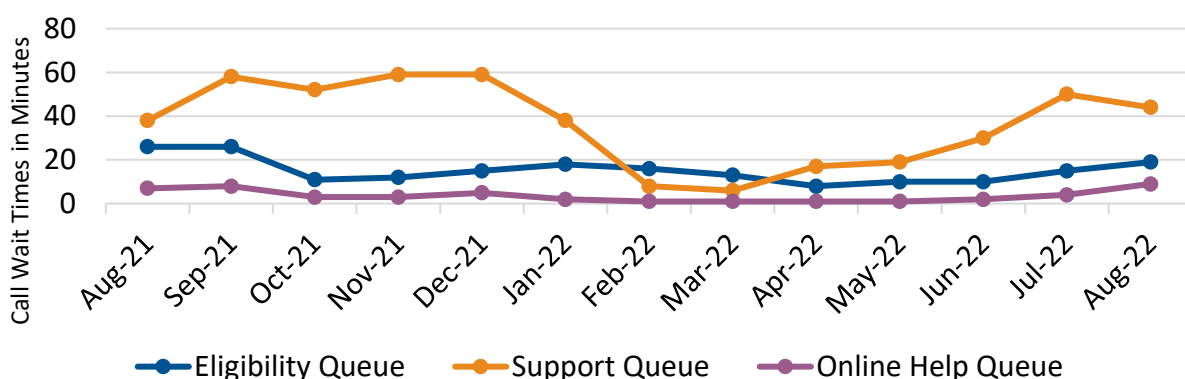
## Backlog - Past Due Applications



\*Federal processing timeline requirements

We automatically extended all food benefit renewals due December 2021 through February 2022 and most due in March and April 2022. As a result of the Public Health Emergency, we are maintaining medical benefits for Oregonians currently receiving them.

## Monthly Average Call Wait Times



## Max Wait Times

For August 2022

Eligibility Queue  
**213 minutes**

Support Queue  
**172 minutes**

Online Help Queue  
**56 minutes**

Ongoing work to eliminate the backlog across applications, renewals, and changes, and to prepare for the end of the COVID-19 Public Health Emergency, includes long-term staffing, system automation, and policy changes to improve services for Oregonians.