Since January 2022, 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 January 2022 – June 2022, 41.8% 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

- **1,488,069**
  - Oregonians with Active Benefits

### Applications Processed

- **213,687** Applications Received since January 2022
- **14,986** Current Applications Pending
- **44.9%** Processed Same Day / Next Day since January 2022

#### Oregonians Served by Program

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

#### 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

- **March**: 60,000
- **April**: 50,000
- **May**: 40,000
- **June**: 30,000

#### Average % of applications processed same day/next day

- **66%**
- **34%**
- **26%** Denied
- **7%** Pending
**Eligibility – Work Completed**

- Eligibility Activities Completed
  - High Priority Tasks Processed
  - Appointments Completed
  - Calls Answered

**High Priority Tasks Processed vs. Received**

- Task Volume
  - High Priority Tasks Processed
  - High Priority Tasks Received

**Eligibility Queue Call Center Data**

<table>
<thead>
<tr>
<th><em>Maximum Wait Time</em></th>
<th>65 min</th>
<th>111 min</th>
<th>104 min</th>
<th>180 min</th>
</tr>
</thead>
</table>

**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.*