ONE Operations Data – July 2022

Oregonians with Active Benefits

1,492,298
Oregonians with Active Benefits

Approved 67%
Denied 26%
Pending 7%

Approved
Denied
Pending

Oregonians Served by Program

- Medical
- SNAP
- CASH
- ERDC

Oregonians can receive benefits from multiple programs at one time

Applications Processed

198,134 Applications Received since February 2022
46.3% Processed Same Day / Next Day since February 2022
14,928 Current Applications Pending

- Since February 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 February 2022 - July 2022, 46.3% 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

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

April
May
June
July

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

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
### 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

- **Maximum Wait Time**
  - 7/4/2022: 175 min
  - 7/11/2022: 158 min
  - 7/18/2022: 124 min
  - 7/25/2022: 132 min

- **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.*