

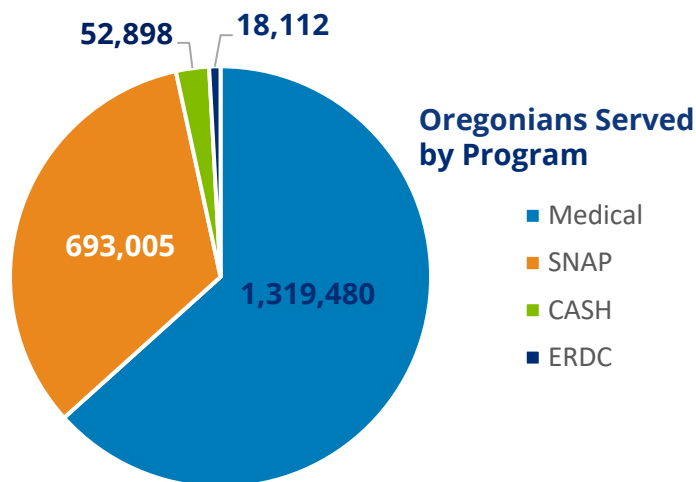
ONE Operations Data – October 2022

Oregonians with Active Benefits

Oregon^{one}eligibility

1,510,376

Oregonians with Active Benefits



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

231,587

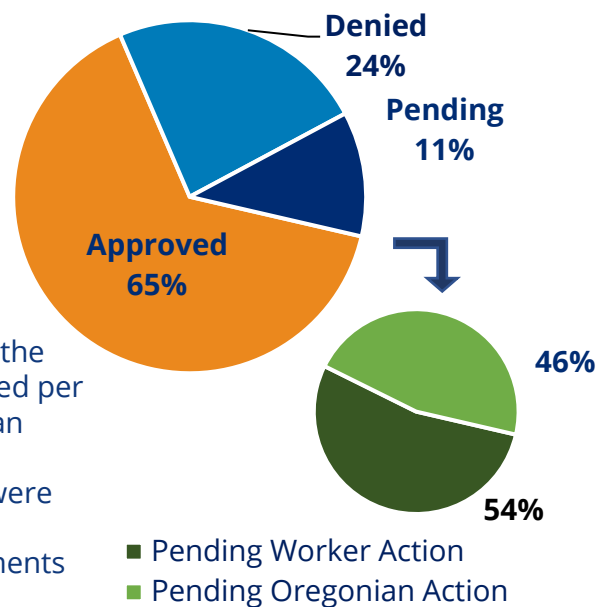
Applications Received since May 2022

45.8%

Processed Same Day /Next Day since May 2022

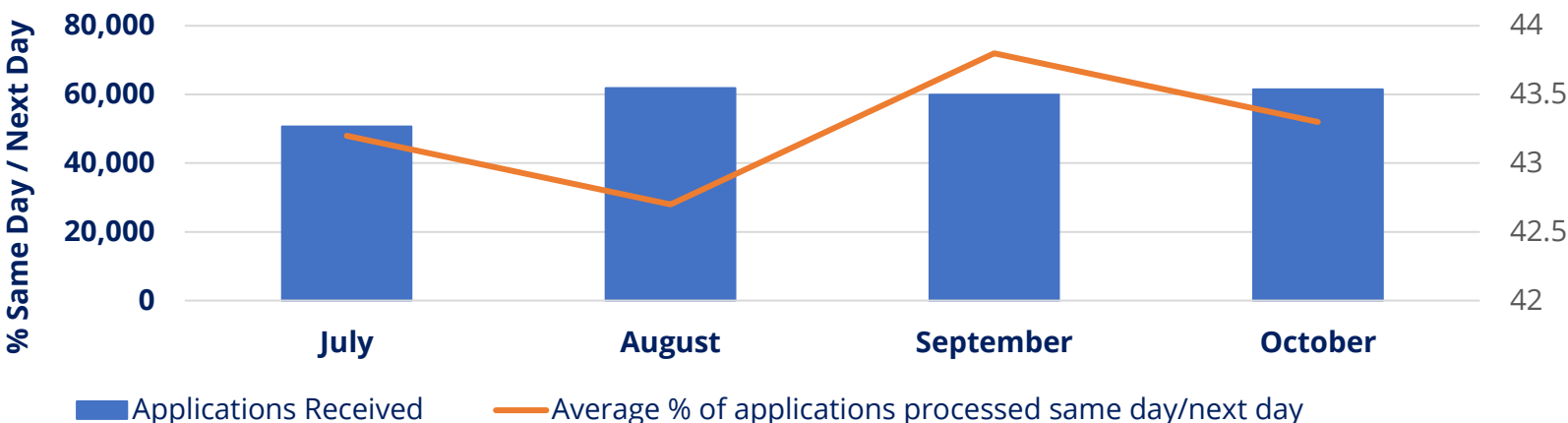
26,478

Current Applications Pending



- Since May 2022, 231,587 applications have been processed through the ONE system. 65% were approved per eligibility rules; 24% were denied per eligibility rules; and 11% are awaiting further action (by the Oregonian or Eligibility Worker)
- From May 2022 – October 2022, 45.8% 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

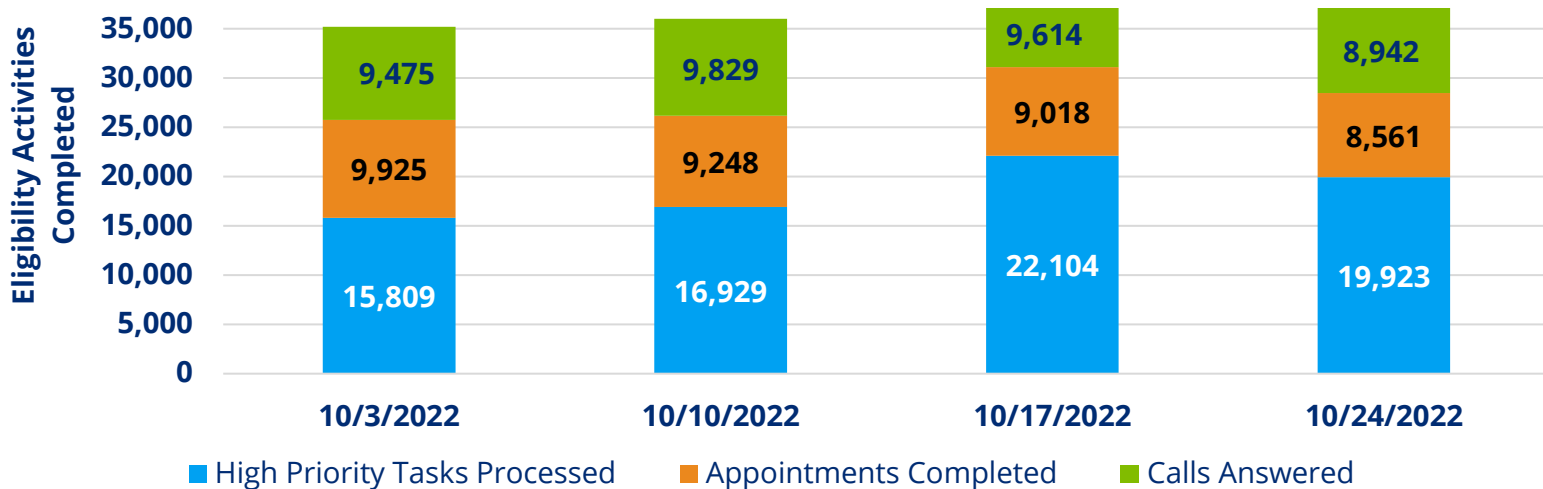
Applications Processed Same Day/Next Day



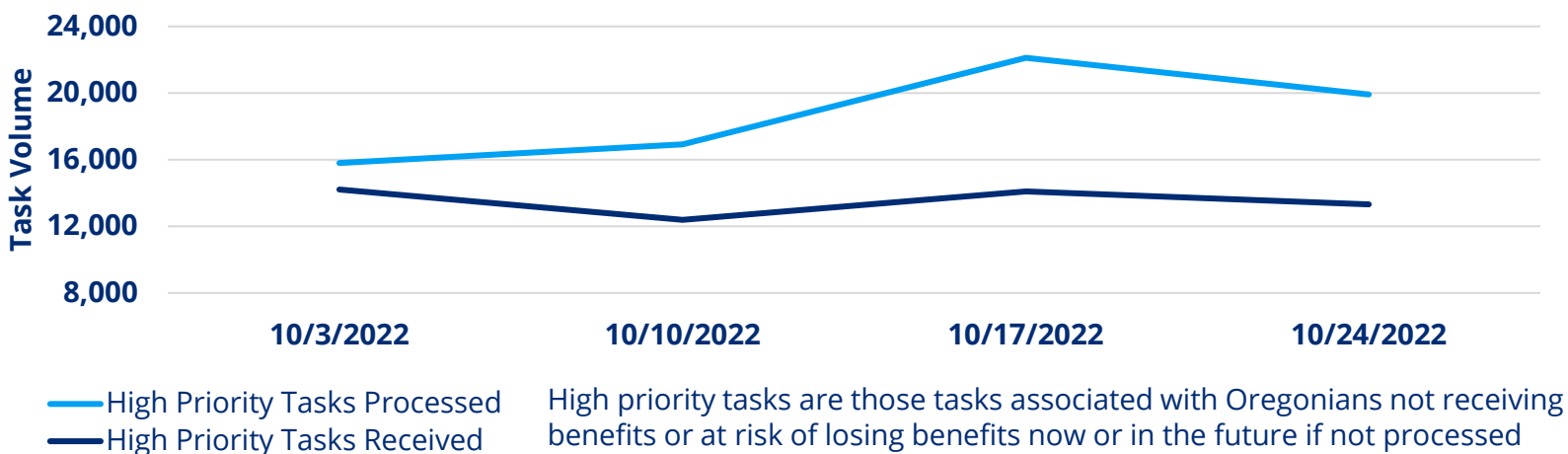
ONE Operations Data – October 2022

Eligibility – Work Completed

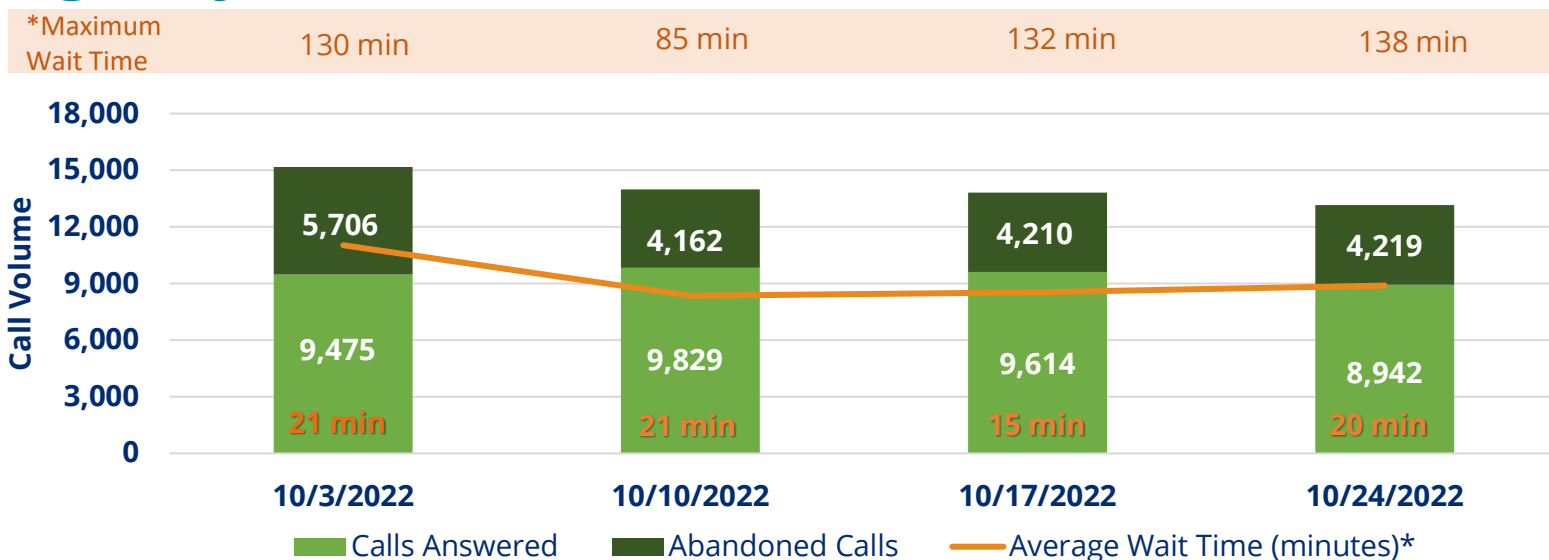
Oregoneligibility



High Priority Tasks Processed vs. Received



Eligibility Queue Call Center Data



*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