

# Tips for applying for benefits

Oregon residents are applying for medical, food, cash, and childcare assistance at near historic levels. Here are some tips for Oregonians who may need to apply for benefits or who may be waiting to hear back from the state about the status of their benefits.



## Collect documents ahead of time

Before you begin an application, compile all documents you think you might need ahead of time. This can prevent your application from being delayed and taking additional time. These documents could include: Identification, proof of income, social security numbers or other documents to determine eligibility for anyone in the household who is applying for benefits.



## Track your online application status at ONE.OREGON.GOV

If you applied through the ONE online application, you can track your application's status using the same system you used to apply. Log in to <https://one.oregon.gov/> to start tracking. Note: This website is accessible on computers, tablets and phones, but it is not optimized for mobile viewing.



## Submitted an application? No need to reapply

If you have already submitted an online, in person or over the phone application you do not need to reapply. ODHS has your application and will process it as quickly as possible.



## Lowest wait times are in the morning

If you prefer to apply over the phone, the ONE Customer Service Center is open Monday-Friday 7 a.m. to 6 p.m. Currently hold times are lowest in the morning from 7 until 8 a.m.