



Presentation to the 2025

Joint Ways and Means Subcommittee on Human Services

Oregon Eligibility Partnership

Nate Singer, Director

March 27, 2025

Agenda

- I. **Who we are**
- II. Program and budget overview
- III. Tracking our progress
- IV. Policy option packages
- V. Key issues
- VI. Closing remarks

one Oregon Eligibility Partnership



Helping people in Oregon get **medical, food, cash and child care benefits**



What we do

We help 1.5 million people

1 in 3 Oregonians

access



Oregon Health Plan
(OHP)



Supplemental Nutrition
Assistance Program
(SNAP)
Summer Electronic Benefit
Transfer (EBT)



Temporary Assistance for
Needy Families (TANF)
Temporary Assistance for
Domestic Violence Survivors
(TA-DVS)
Refugee Services



Employment Related
Day Care (ERDC)

How we serve



Online

benefits.oregon.gov



Phone

ONE Customer
Service Center
Any ODHS office
Any Type B Transfer
Area Agencies on
Aging (AAA office)



In person

Any ODHS office
Any Type B
Transfer Area
Agencies on Aging
(AAA office)



Mail

Oregonians can
continue to apply by
mail or mail in
documentation

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 Oregon Department
of Human Services

Context: Key budget changes over time

2019-21

- **integrated ONE** launched
- **OHA Call Center** teams moved to ODHS
- **Public Health Emergency** declared
- **Healthier Oregon Program** implemented

- **Federal pandemic relief programs** infuse new dollars into benefits programs

2021-23

- **Employment Related Day Care** moved to Department of Early Learning and Care
- **Pandemic waivers** implemented
- **TANF Clothing Allowance**

2023-25

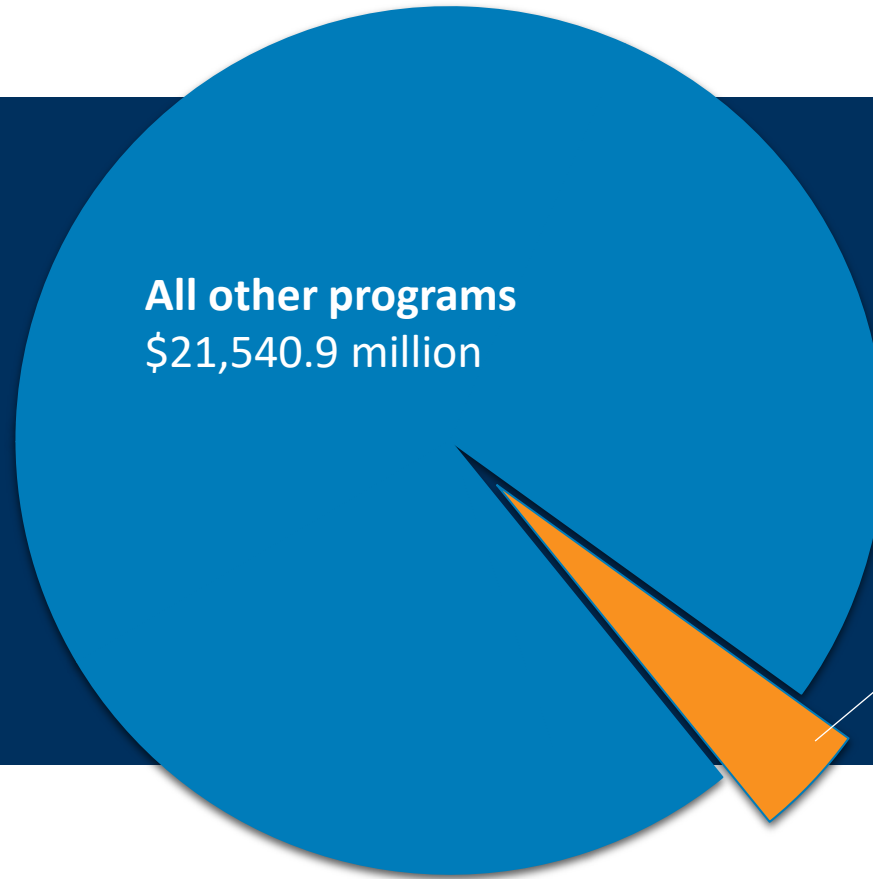
- **Public Health Emergency unwinding**
 - Eligibility redeterminations
 - Phasing out of pandemic relief funding
- **Basic Health Plan** implemented
- **1115 new programs** implemented
- **Summer EBT**
- **OEP established** as ODHS program

2025-27 Governor's Budget: OEP as a portion of total ODHS

ODHS total budget
\$22,493.3 million

All other programs
\$21,540.9 million

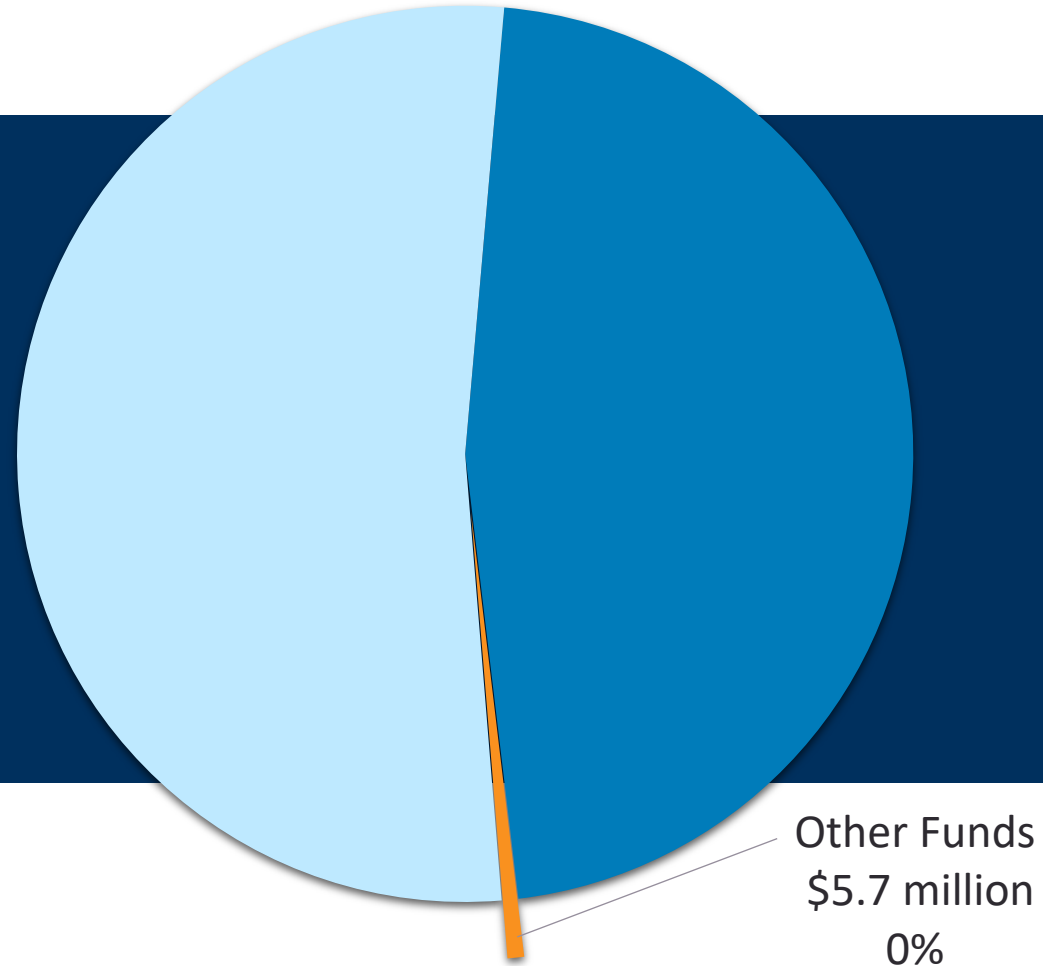
OEP
\$952.4 million
4%



2025-27 Governor's Budget:

Total OEP budget by fund type

OEP total budget
\$952.4 million



2025-27 Governor's Budget:

Major federal funding sources

Medicaid
\$185M

SNAP
\$182.6M

CHIP*
\$6.7M

TANF**
\$3.1M

*Children's Health Insurance Program

**Temporary Assistance for Needy Families

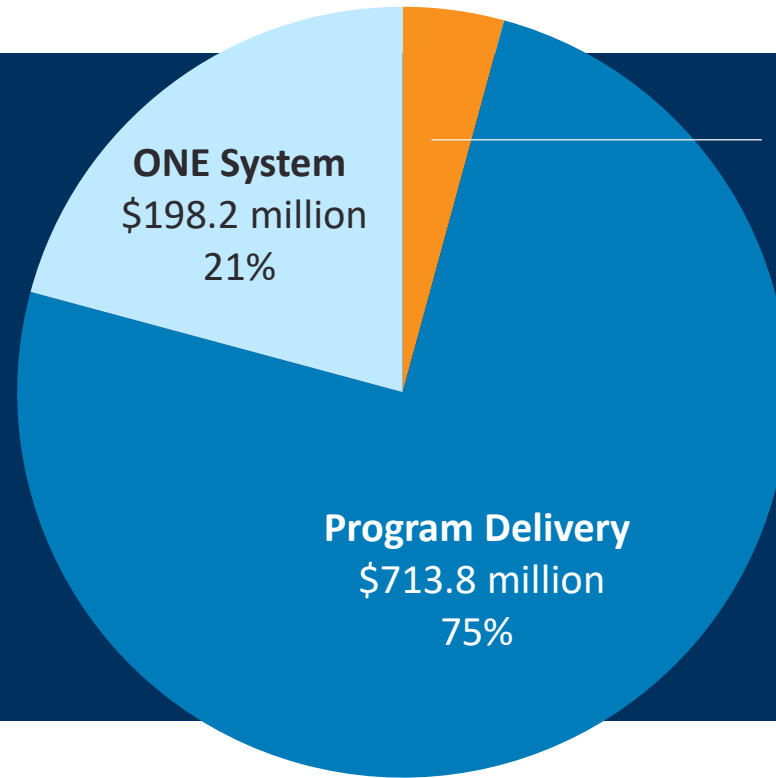
OEP program and budget



2025-27 Governor's Budget:

Total OEP budget by program area

OEP total budget
\$952.4 million

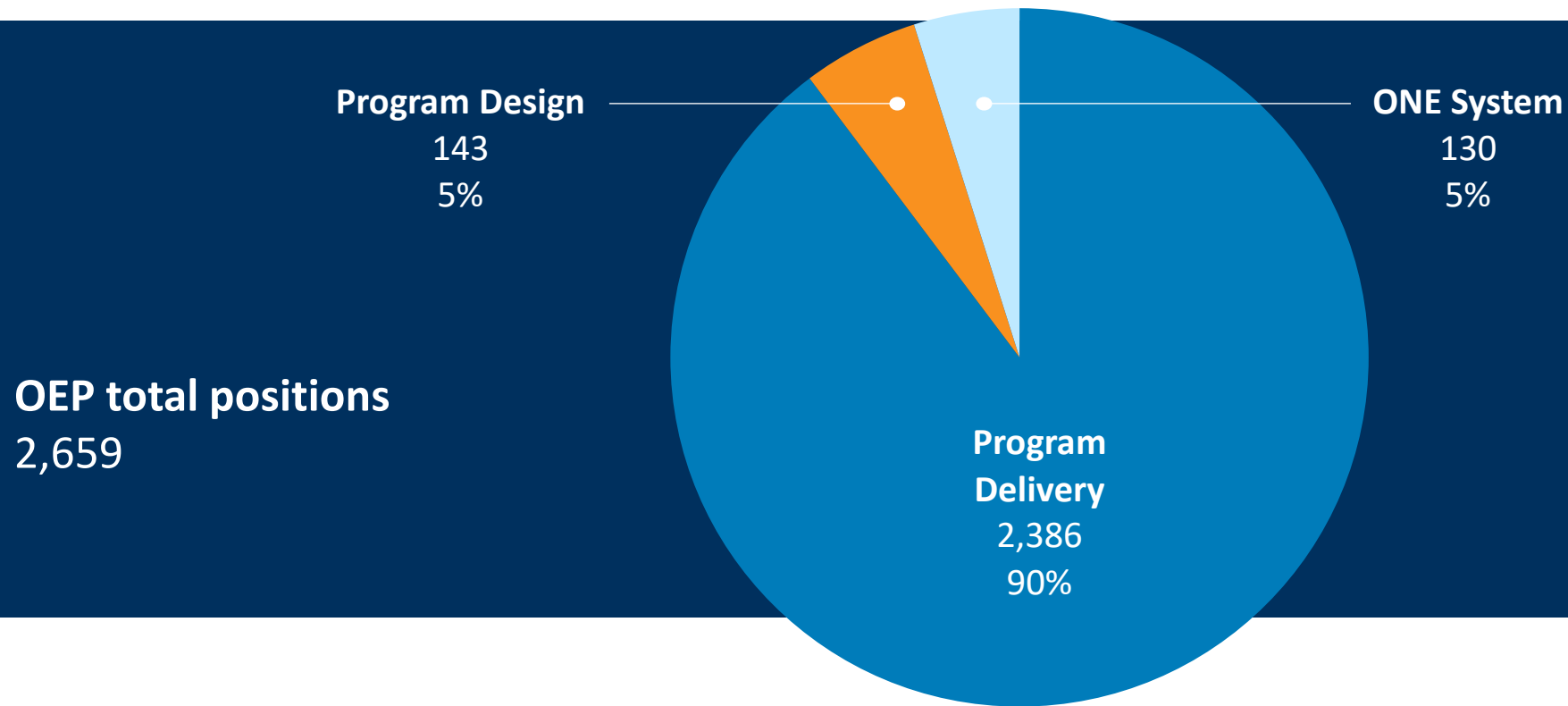


Program Design
\$40.4 million
4%

Program Delivery
\$713.8 million
75%

ONE System
\$198.2 million
21%

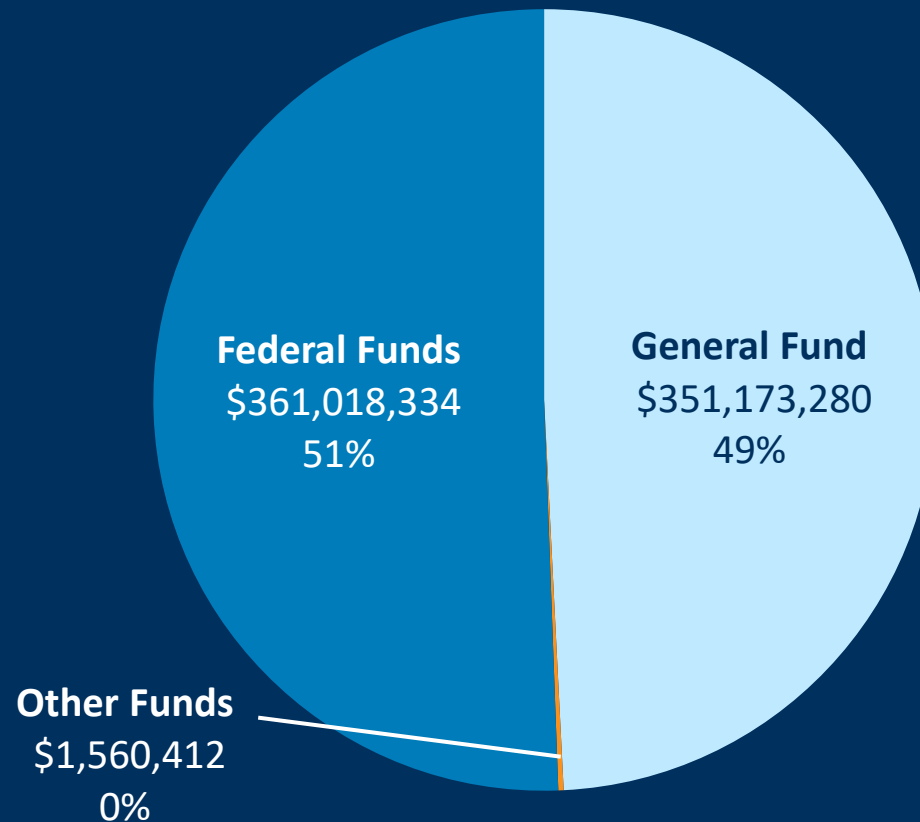
2025-27 Governor's Budget: Positions by program area



Program Delivery: Funding split

**Program Delivery
total funds:**
\$713.8 million

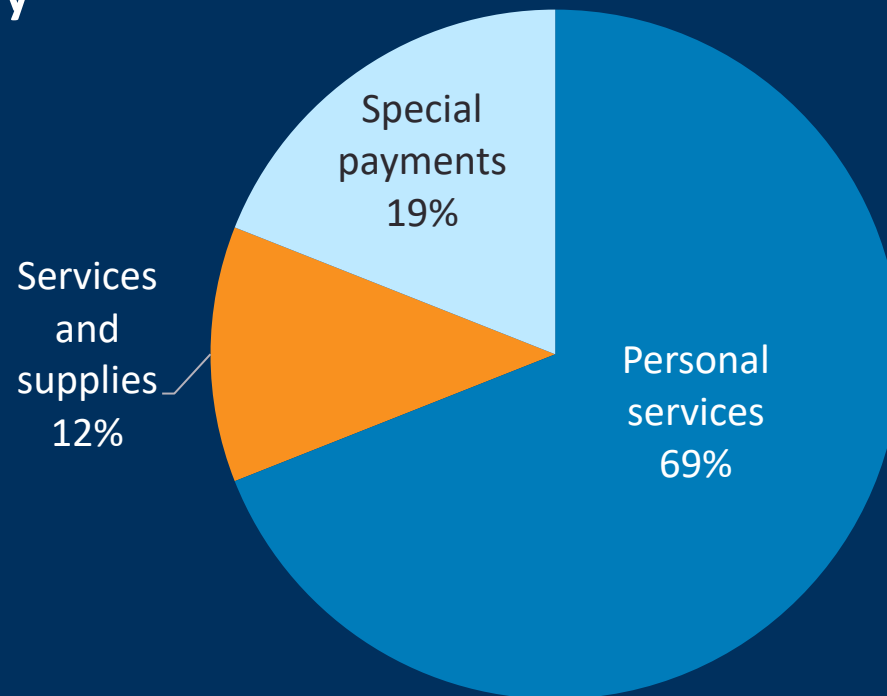
OEP total budget:
\$952.4 million



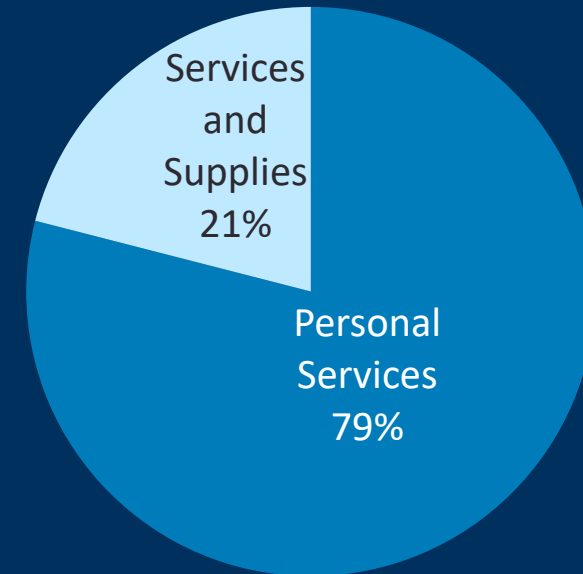
Program Delivery: Cost breakdown

**Program Delivery
total funds:**
\$713.8 million

Local Office Staff



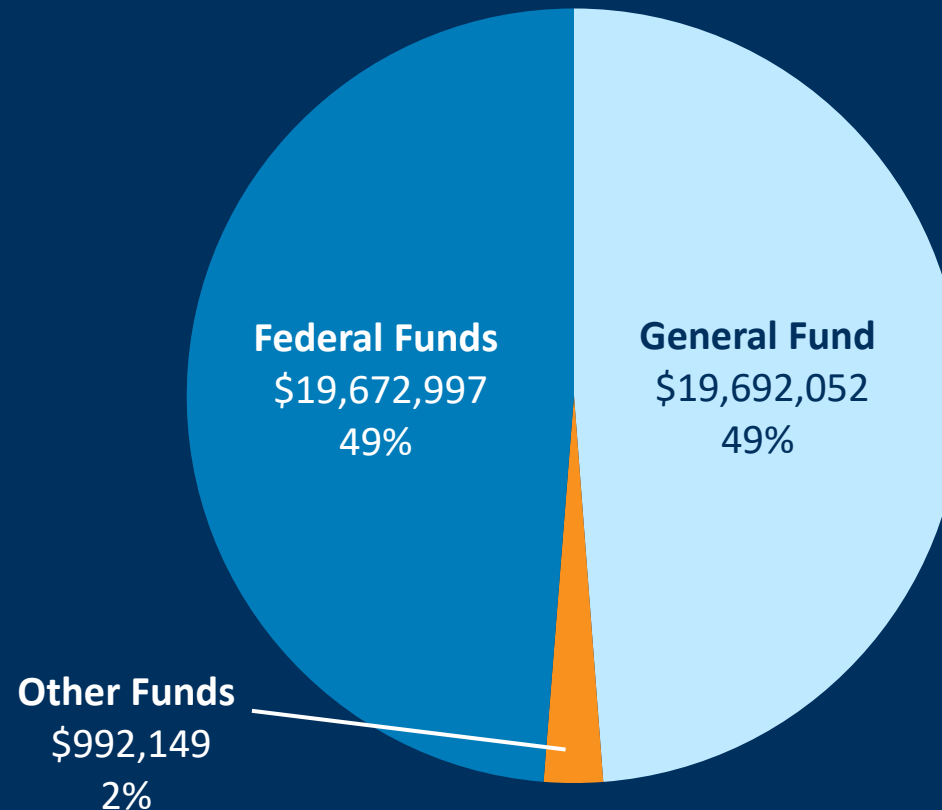
ONE Customer Service Staff



Program Design: Funding split

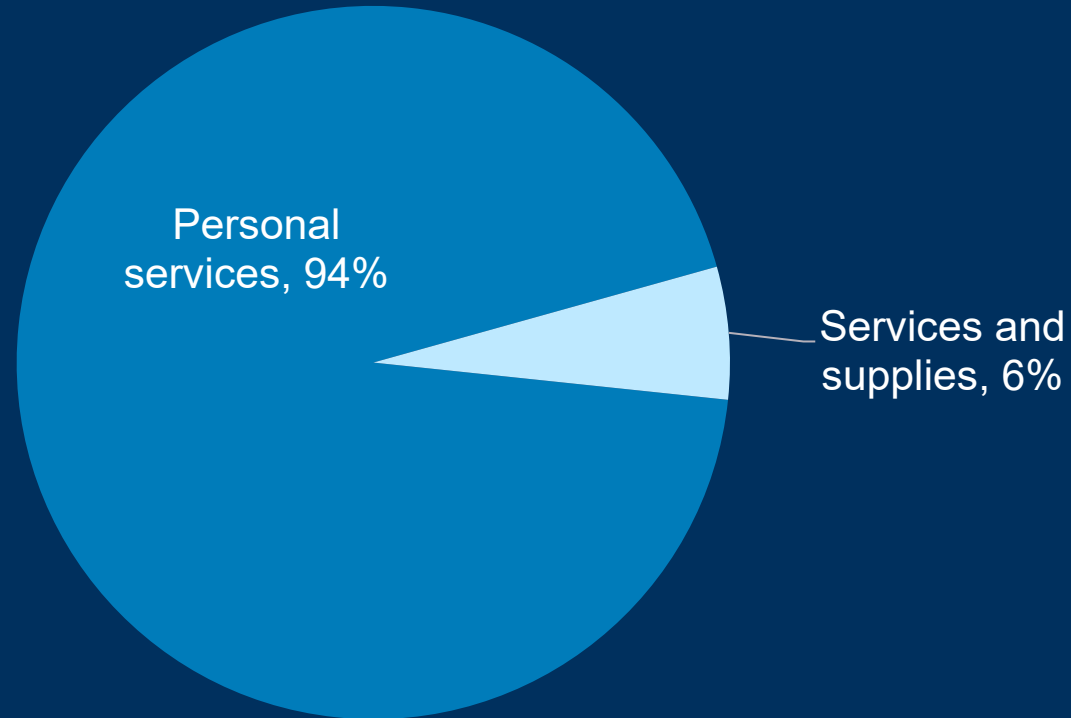
**Program Design
total funds:**
\$40.4 million

OEP total budget:
\$952.4 million



Program Design: Cost breakdown

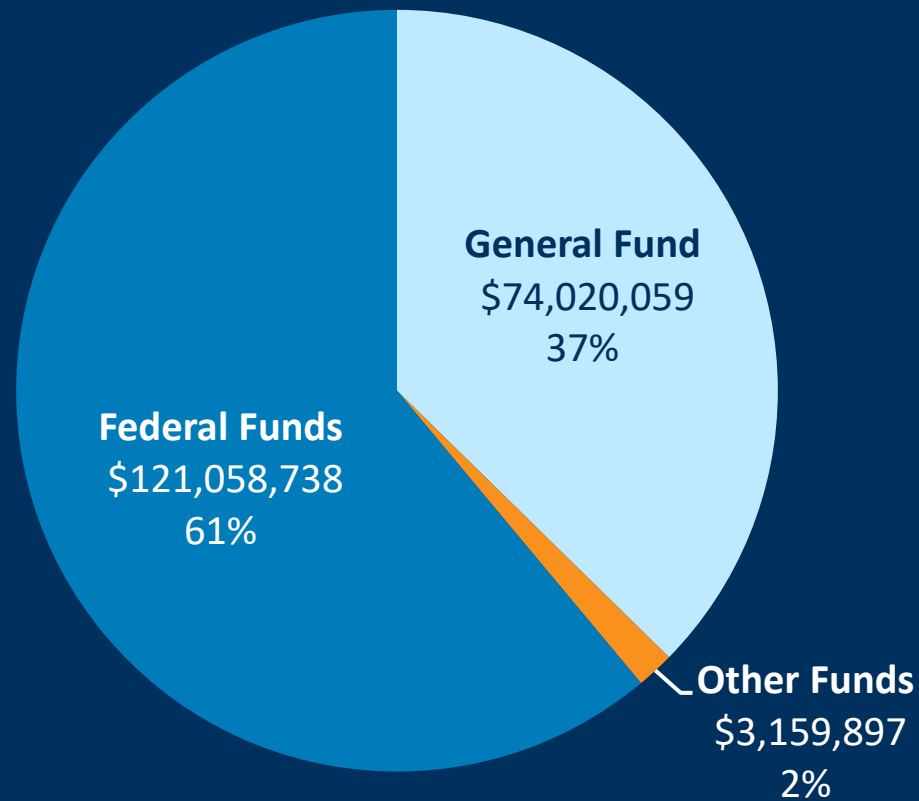
**Program Design
total funds:**
\$40.4 million



ONE System: Funding split

ONE System*
total funds:
\$198.2 million

OEP total budget:
\$952.4 million



*Includes ONE along with the Centralized Abuse Management (CAM) and Business Information Systems.

Major costs

ONE system and other professional services	Software licenses and Hosting	Federal Data Services Hub	State staff	Federal / Operational Changes	Centralized Abuse Management system
\$88.8 million	\$42.6 million	\$20 million*	\$38.3 million	\$3 million	\$6 million*

All figures are **Total Funds** assumed within GRB

- Policy Option Packages assumed in GRB included in these numbers

ONE place to manage benefits

ONE Online and the Oregon ONE Mobile app allows users to:

- Apply for benefits
- Access case information
- Compare health plans
- Ask questions

Manage your benefits online

Use a ONE Online account or the free Oregon ONE Mobile app to manage your benefits.



Features	ONE Online account	Oregon ONE Mobile
Access your case information	✓	✓
Renew your benefits	✓	✗
Report changes	✓	Limited
View notices	✓	✓
Submit proof of information	✓	✓
Check benefit amounts	✓	✓
Mobile friendly	✗	✓
Tablet friendly	✗	✗



For desktop go to
benefits.oregon.gov



Scan this QR code to
download the Oregon
ONE Mobile app

Find more information at benefits.oregon.gov

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact us at ONE.Communications@odhsoha.oregon.gov

Centralized Abuse Management (CAM)

\$6 million
Total Fund

A decade ago, abuse information was siloed across programs. Individuals could be found substantiated for abuse in one system and continue to work in another system.

The CAM system was put into place to help solve this. It records abuse investigations for APD, CW, ODDS and OHA.

Agenda

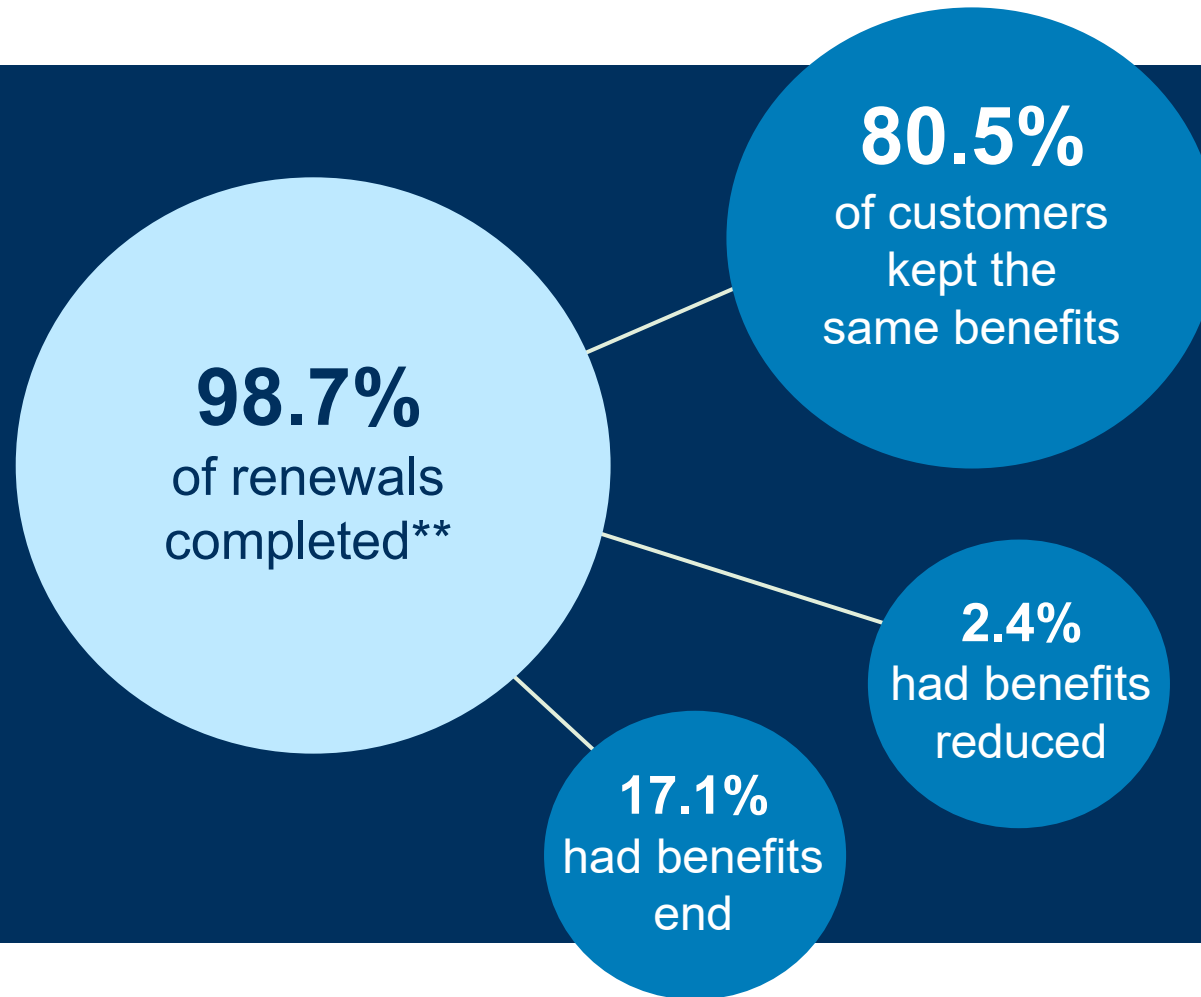
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 Oregon Department
of Human Services

Public Health Emergency unwinding: Keeping Oregonians covered

Oregon had the highest Medicaid renewal rate in the nation as of August 2024.*

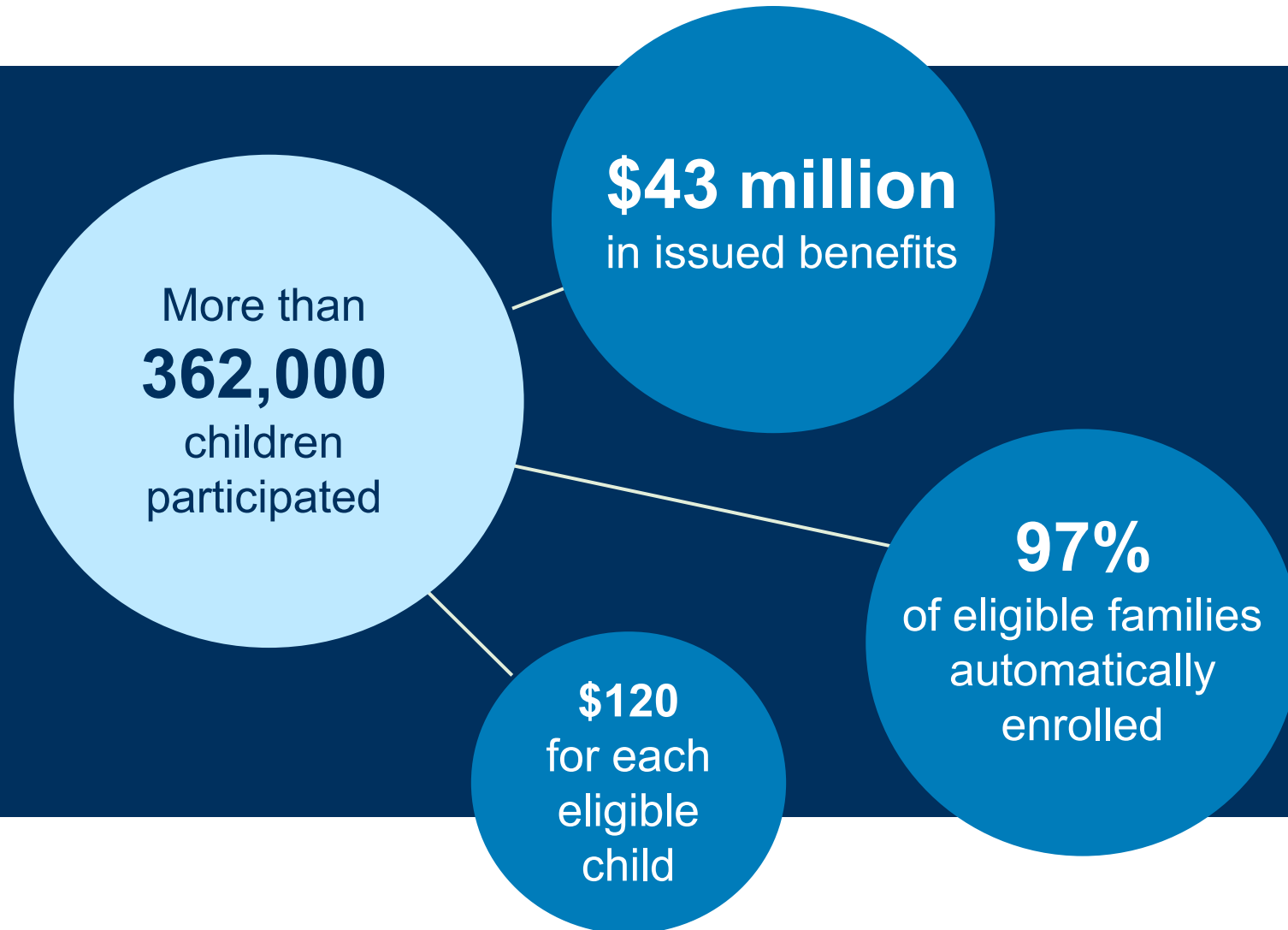


*Among reporting states. KFF: [Cumulative Medicaid Renewal Outcomes for Reporting States.](#)

**As of Dec. 8, 2024

Summer EBT:

Ensuring kids don't go hungry when school's out



Oregon Health Plan (OHP) Bridge:

Promoting well-being by covering more Oregonians

Oregon is
**third in the
nation**
to implement a
basic health
program

Bridge **expands
OHP coverage**

People earning
138% - 200%
of poverty level
qualify

Bridge helps Oregon
hold one of the
**lowest uninsured
rates** in the nation

“We had a client tell us today that she is extremely grateful as she takes care of her husband who has Parkinson's disease, so she is unable to go out and make more money. She is very thankful to us and this program.”

– ODHS staff member relaying a message from a Summer-EBT participant



Customer Service surveys

How would you rate your overall level of satisfaction with the service you received?

3.76

How would you rate the employees on their helpfulness, courtesy, and respect?

3.83

How would you rate the employees' ability to answer your questions?

3.73

*Official numbers for December 2024 out of a 1-4 scale, 1 being Poor and 4 being Excellent

ONE System survey

How useful was your ONE Online account in completing the action you needed?

2.4

Did you use any of the tools available in your ONE Online account or on the website to answer any of your questions, and if so, how helpful were these tools?

2.28

How easy is your ONE Online account to use and to understand?

2.44

*Official numbers for December 2024 out of a 1-4 scale, 1 being Poor and 4 being Excellent

Efficiency and expansion



User Input

**System
Changes**

**Process
Automation**

Interactive Voice Response: Improving customer experience



24/7 access

- No need to wait for staff availability or hours



Assistance with commonly asked questions

- Reduced call wait times by offering self service



Receive benefit status

- Approved, Denied, Pending, Discontinued



EBT Card Replacement

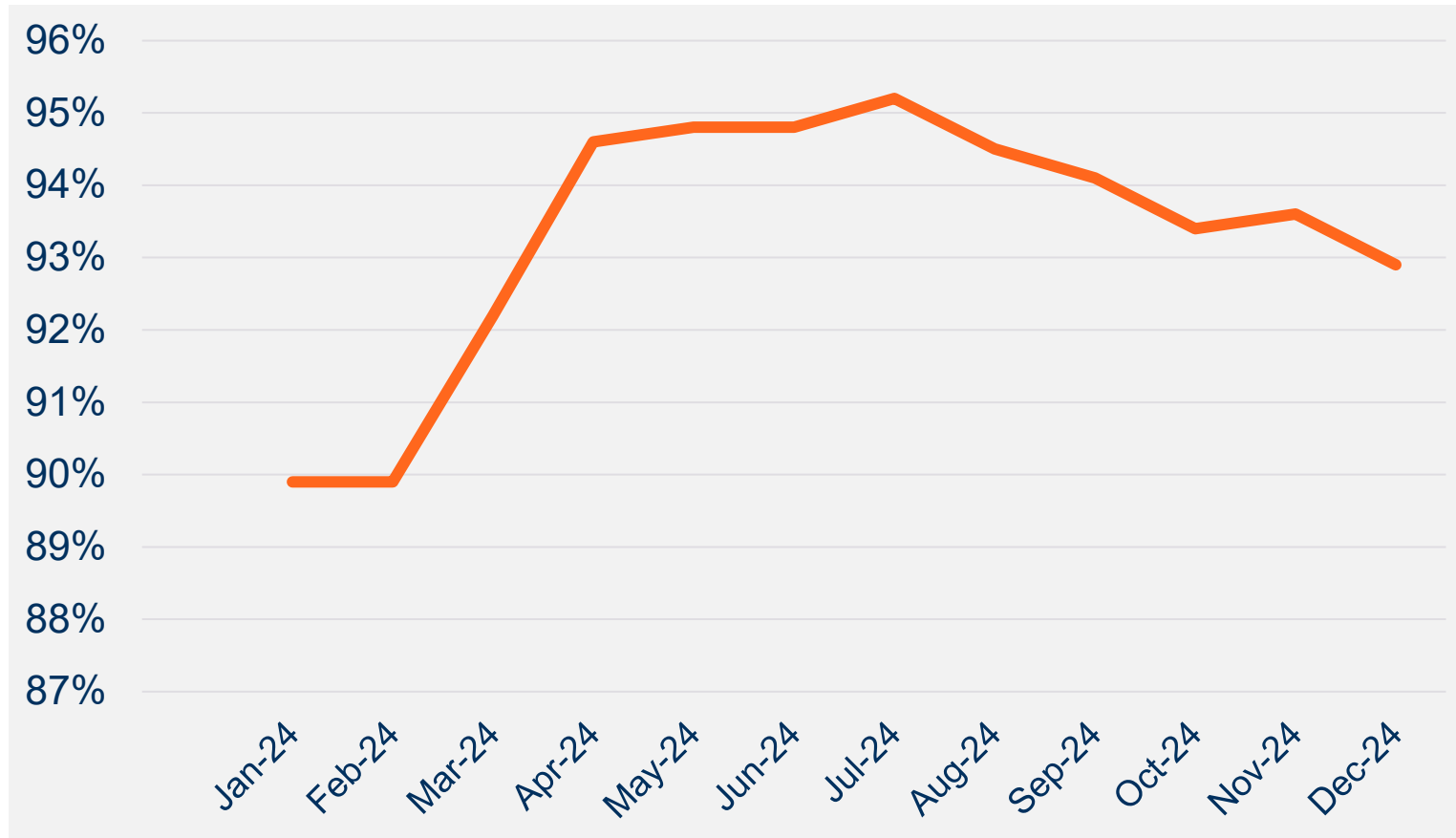
- Available for authenticated callers
- Easing lobby traffic and manual requests



Verification code

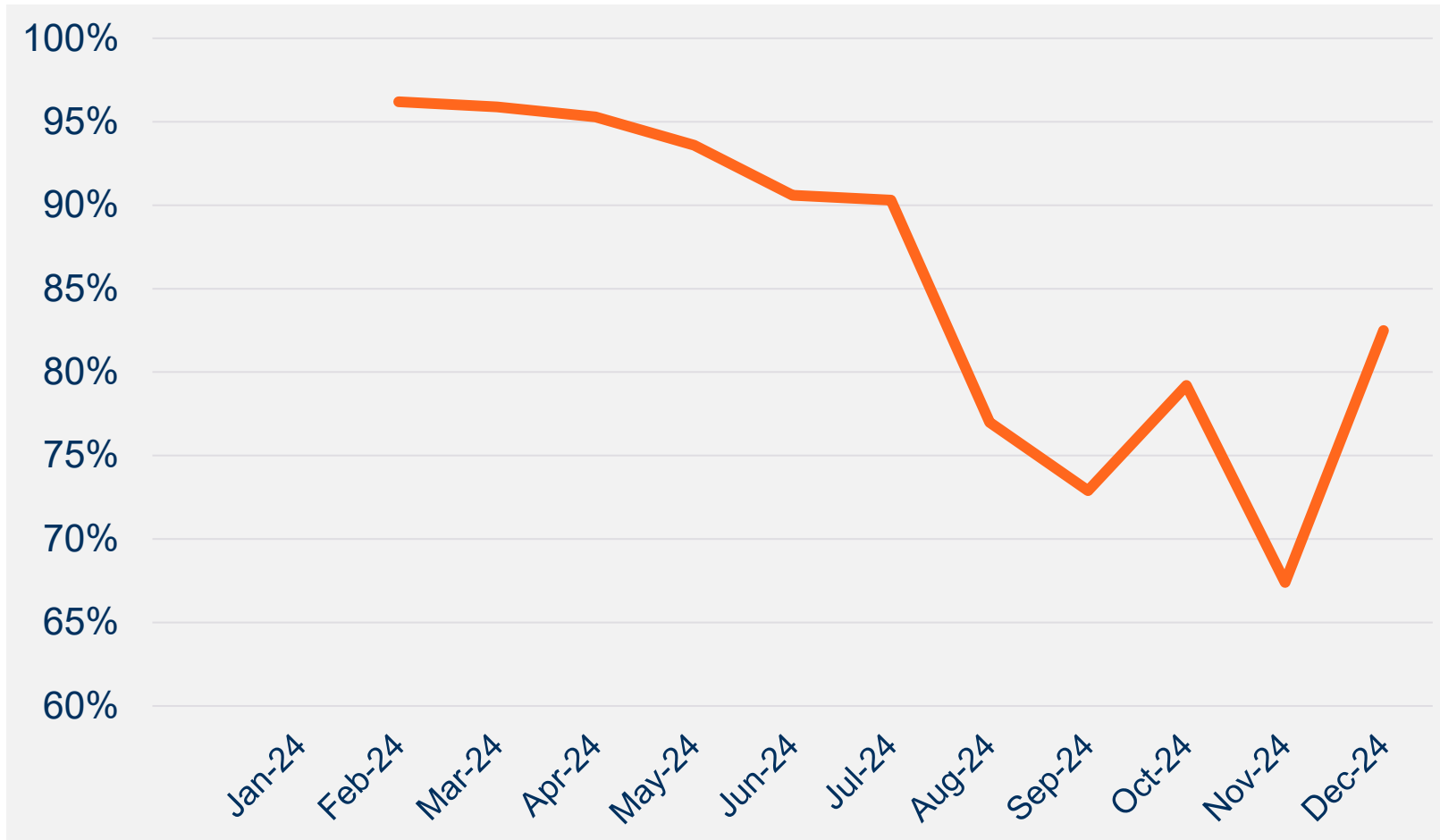
- Access IVR even quicker with a verification code

KPM: Timeliness of application processing



59% of applications are
processed in 24 hours
+ 7.7% from 2023

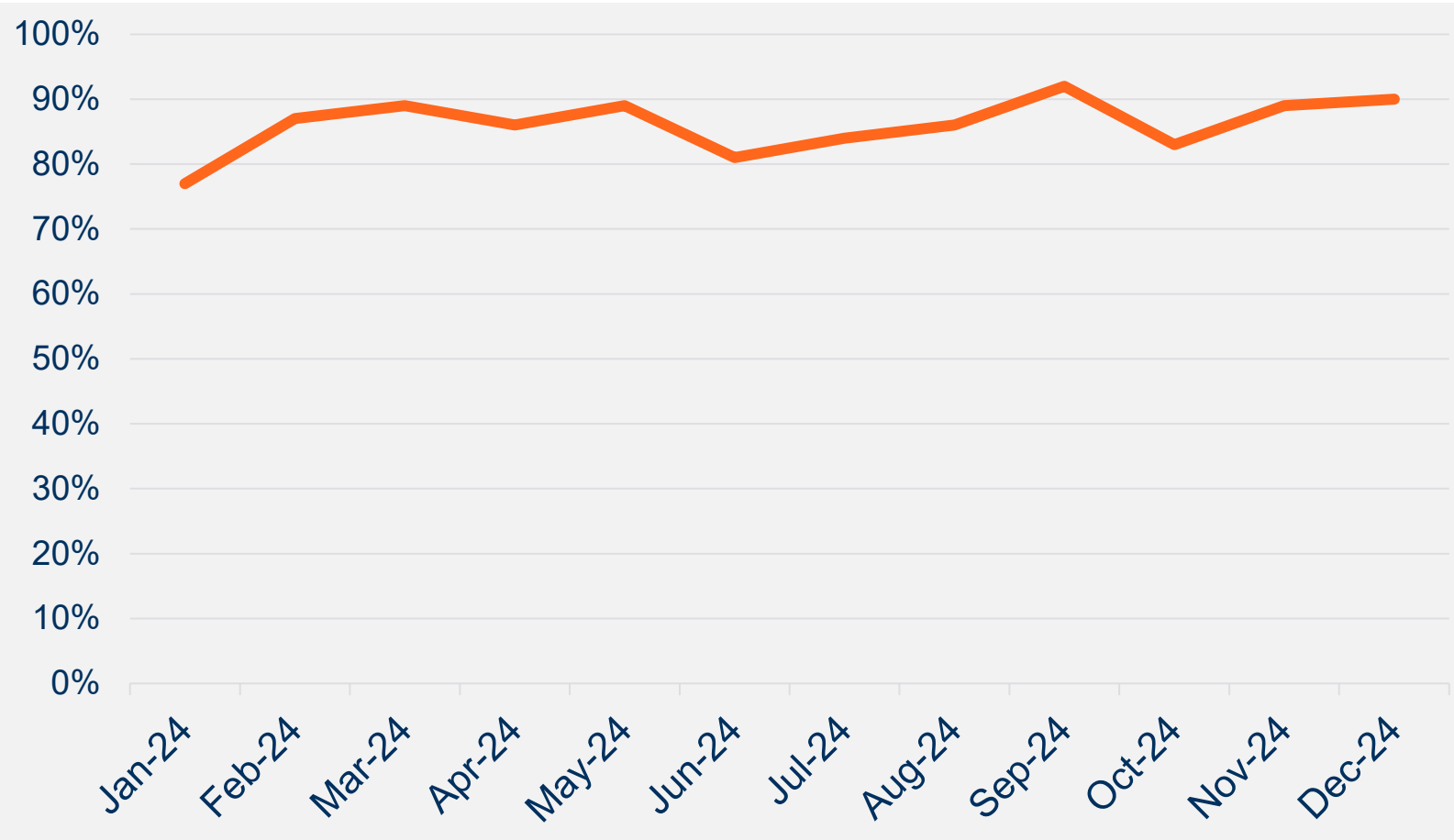
KPM: Timeliness of processing for renewal applications



87% of applications are processed within federal standards

+ 2.3% from 2023

KPM: SNAP applications processed accurately



Reduced SNAP
processing errors
from 22% to 13%

Other measures that matter

Percentage of eligibility calls answered			Eligibility phone queue average wait time			Customer satisfaction 0-4 scale, phone only		
Sept. 2023	Sept. 2024	Change	Sept. 2023	Sept 2024	Change	Sept. 2023	Sept 2024	Change
54%	74%	+20%	36 minutes	14 minutes	- 22%	3.17	3.33	+ .16

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2025-27 Governor's Recommended Budget

Policy Option Package (POP) 104

Federally Required Changes to Data Services Hub

PROBLEM

- Federal changes to funding
- Rapid migration to Openscape
- Increasing ONE Mobile app use

SOLUTION

Pay the 25% State match that allows 60% of applications to be processed "no touch".

Establish a dedicated help desk team.

RESOURCES

- **GF:** \$4,980,394
- **OF:** \$0
- **FF:** \$15,038,366
- **Pos.:** 4
- **FTE:** 3.00



ODHS priority: Customer Service

2025-27 Governor's Recommended Budget

POP 113

Central Abuse Management (CAM) System Maintenance and Operations

PROBLEM

CAM's maintenance, licensing and operational needs are underfunded, posing risks to abuse investigations and federal compliance

SOLUTION

- Fund the costs for ongoing M&O of the system.
- Enable system modifications for improved reporting and analytics

RESOURCES

- **GF:** \$1,250,000
- **OF:** \$0
- **FF:** \$1,250,000
- **Pos.: 0**
- **FTE:** 0



ODHS priority: Safety

2025-27 Governor's Recommended Budget

POP 201

Mainframe Modernization

PROBLEM

ODHS continues to rely on outdated mainframe system that limits its ability to meet legislative requirements and customer needs

SOLUTION

Allocate resources to support the transition from the aging mainframe systems to modern, stable IT environments.

RESOURCES

- **GF:** \$2,207,443
- **OF:** \$407,237
- **FF:** \$3,618,002
- **Pos.:** 6
- **FTE:** 4.5



ODHS priority: Customer Service

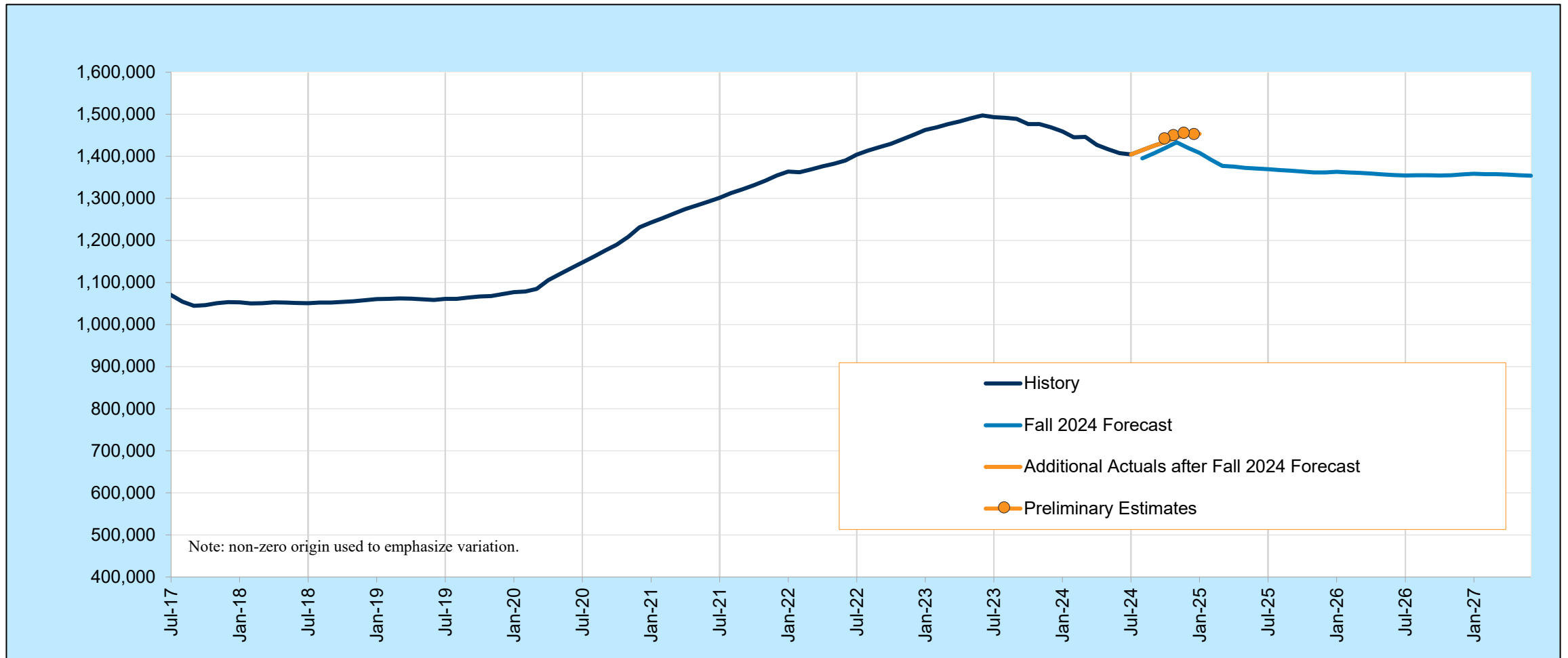
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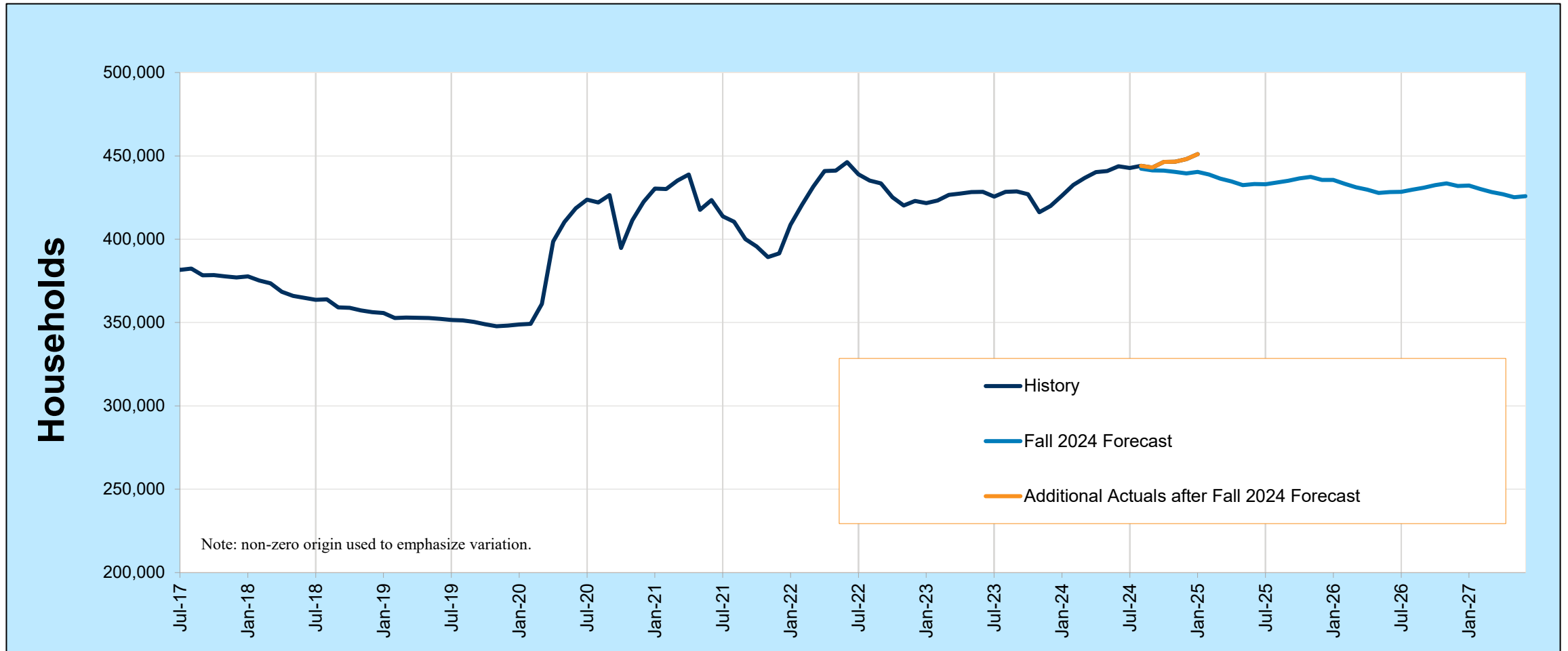


Key challenge: Medical caseload

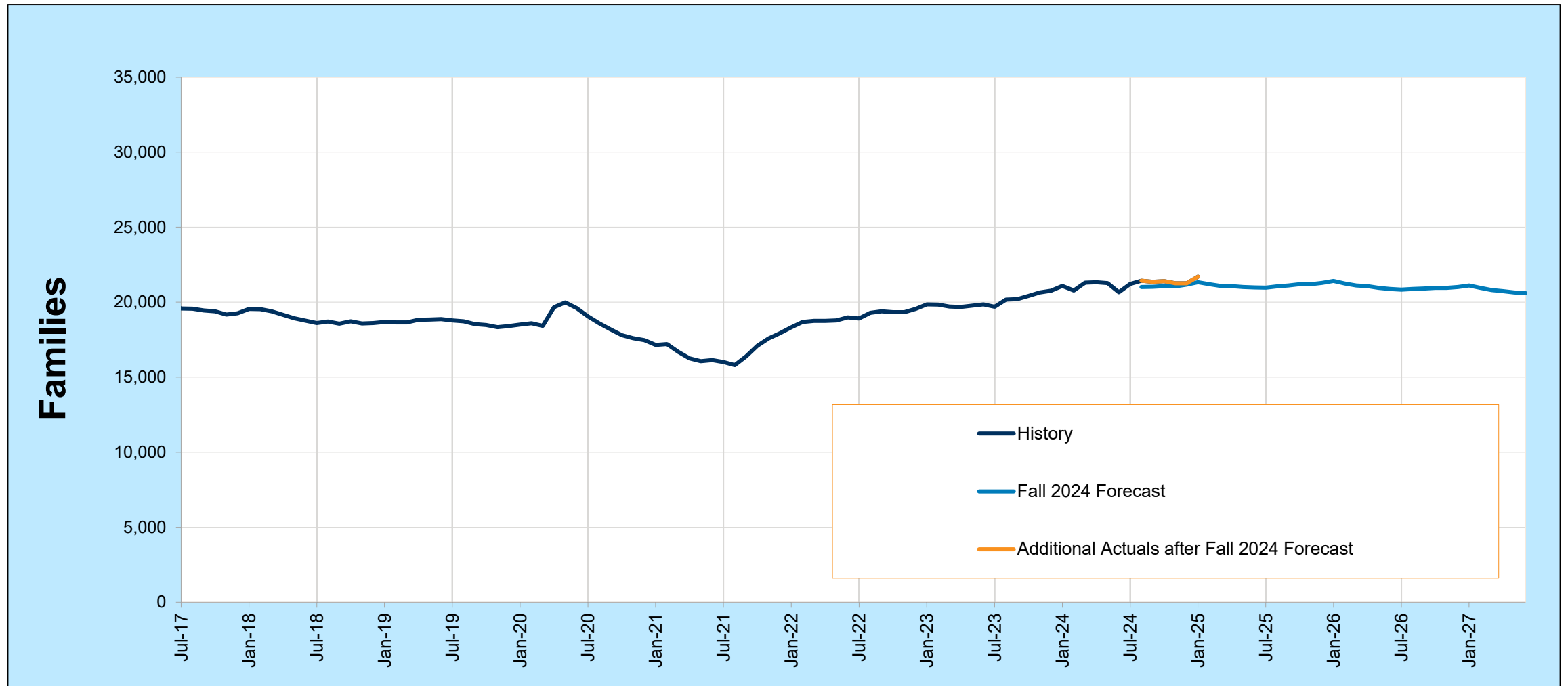


Health Systems - Medicaid administers state programs that provide medical coverage to low-income Oregonians, such as Medicaid and CHIP. These include: OHP clients, other Medicaid caseloads, and Healthier Oregon. The Medicaid counts do not include Partial Duals who only receive Medicare premium assistance.

Key challenge: Supplemental Nutrition Assistance Program (SNAP) caseload

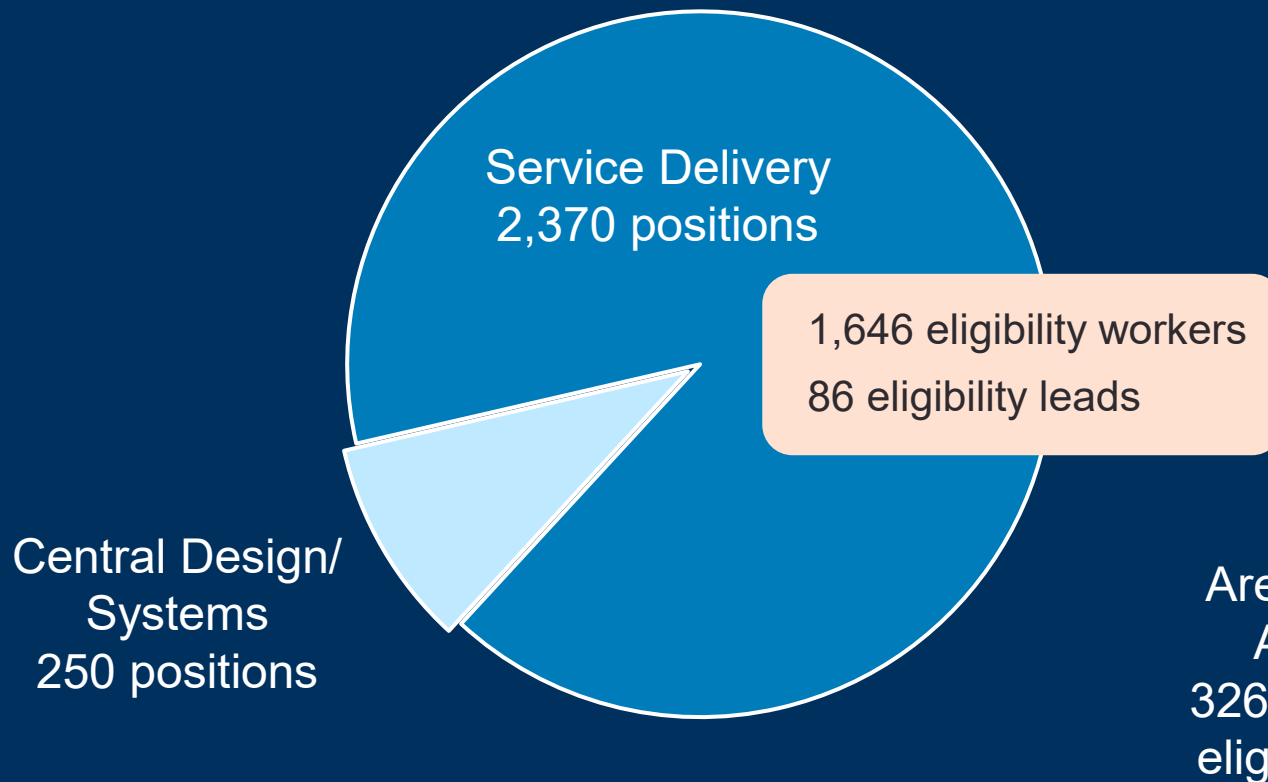


Key challenge: Temporary Assistance for Needy Families (TANF) caseload

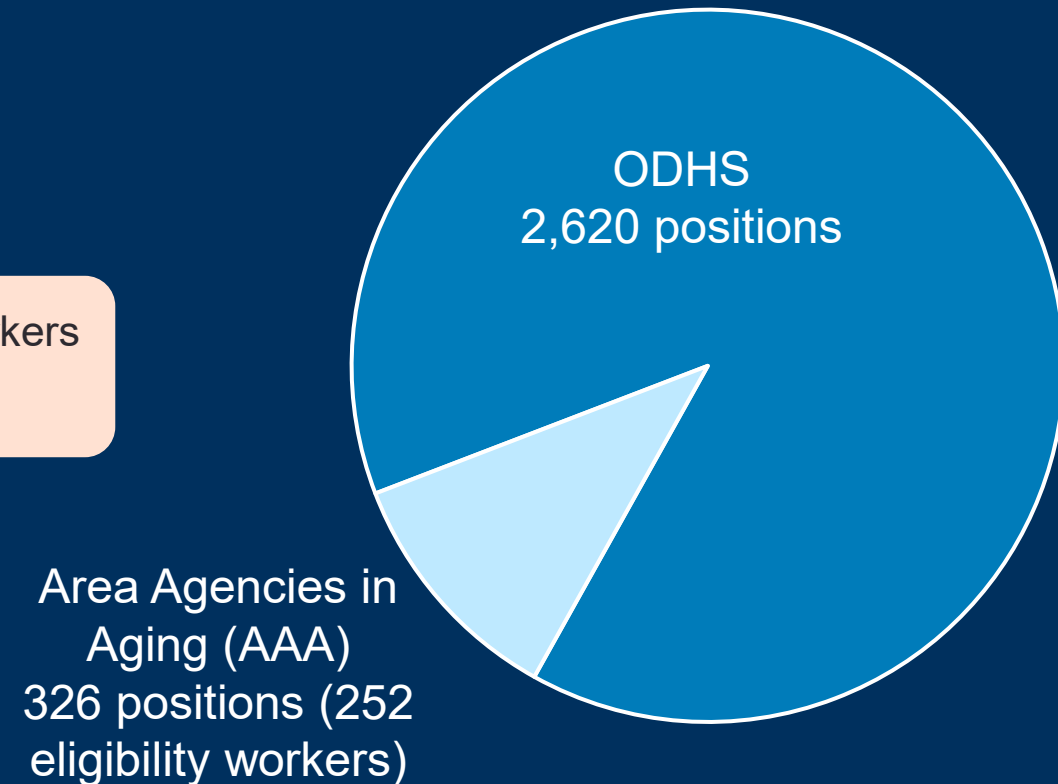


Eligibility positions overview

Total OEP positions: 2,620



Positions by agency type



*All figures from 2023-25 Legislatively Approved Budget following fall 2024 rebalance.

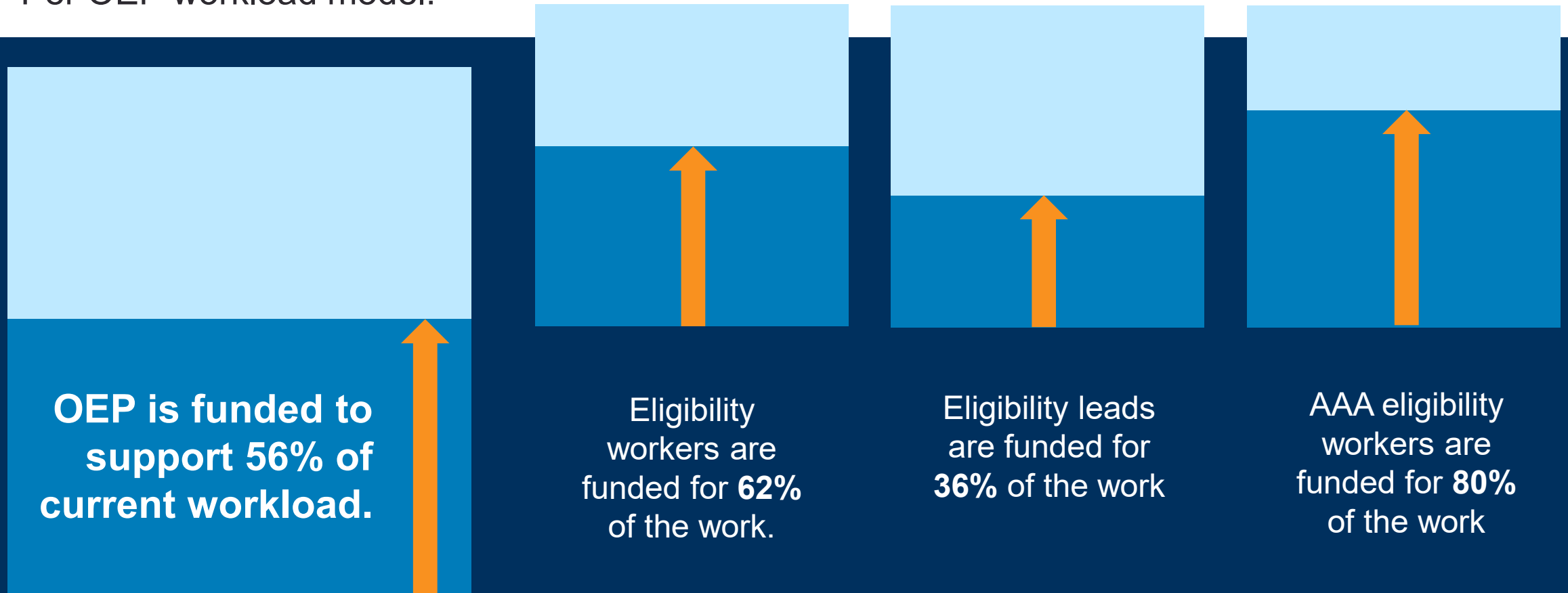
** AAAs are funded based on statutory definition of 95% of the costs the State, not with actual positional authority

Staffing picture: February 2025

Classification	Current Position Authority (2023-25)	100% Positions Needed Based on Forecast	Percent of Need	Difference: Current to Workload Forecast
Human Service Specialist 3	1,646.00	2,629.98	62.6%	(983.98)
Human Service Specialist 4	86.00	239.09	36.0%	(153.09)
Office Specialist/Human Service Specialist 1	517.00	1,060.37	48.8%	(543.37)
Administrative Specialist 2	35.00	96.40	36.3%	(61.40)
Supervisor 2	179.00	365.15	49.0%	(186.15)
Totals:	2,463.00	4,391.00	56.1%	(1,928.00)

The workload picture

Per OEP workload model:



AAA eligibility leads are currently not funded.

New programs add to the workload

2023-2025

96,000+ hours and \$17.3 million invested in ONE system changes:

- Healthier Oregon
- OHP Bridge
- Young Adult/Youth with Special Health Care Needs (YSHCN)
- Summer EBT



2025-2027

New programs in development:

- Carceral-reentry (2025)
- Reproductive Health Program (2026)

Unknown Federal Changes

Internal mitigation: Continuous Eligibility and process updates

From fall 2024 rebalance to February 2025, OEP:

- Introduced policy changes with continuous eligibility for Medicaid
- Made processing efficiencies within ONE



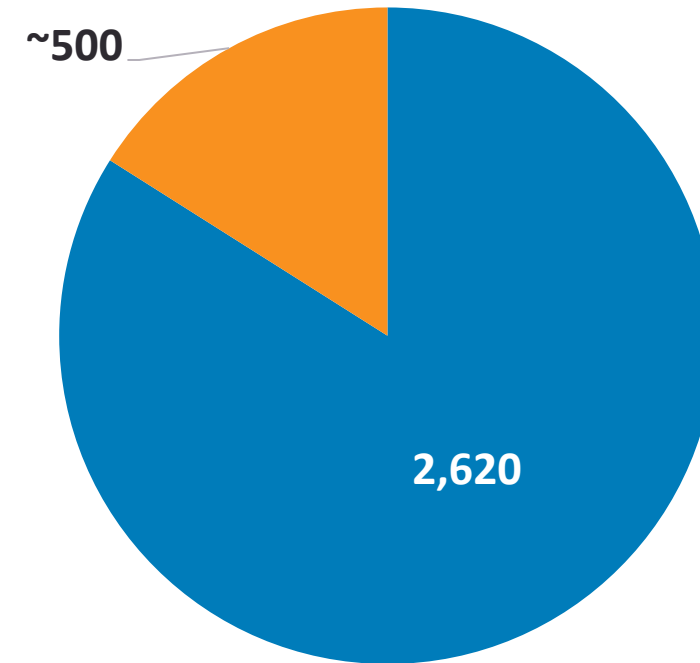
Results:

- **Reduced the FTE funding gap**
from 3,061 to 1,928
- **Increased overall funded staffing**
from 44% to 56%
- **Increased the level of funded eligibility workers**
from 49.7% to 62.6%

...without adding any new staff or funding.

Key challenge: Position authority

- **Non-budgeted positions** remain necessary to meet federal timeliness standards given current caseloads.



■ Budgeted positions

■ Non-budgeted positions (approximate count as of Jan. 2025)

Non-budgeted positions



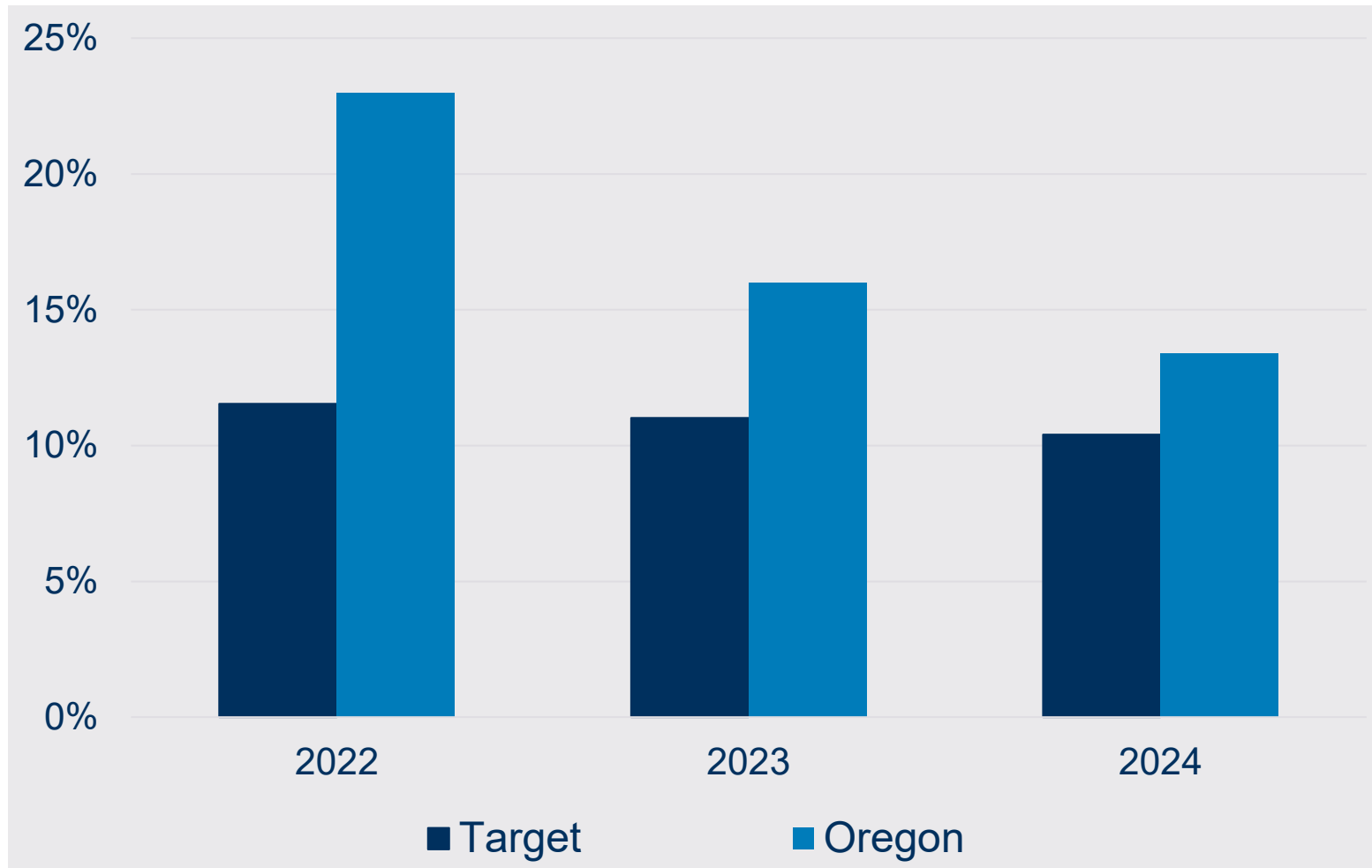
OEP has reduced its NBP count by more than 40%,
bringing it from 930 to approximately 500 over the course of
the 2023-25 biennium.

Total Positions: Maintain current level

	Delivery	Design	ONE System
Positions funded in Governor's Budget	2,386	143	130
Non-budgeted positions*	424	62	5

*Includes positions with planned resolution as of Feb 2025

Key challenge: SNAP Error rates



USDA determines the national payment error rate by calculating the weighted average of all individual state payment error rates. Weighting is determined by a state's proportion of total SNAP benefit issuances that fiscal year.

Key challenge: Timeliness

Expedited SNAP 7 days		SNAP 30 days		Medical and other benefits 45 days	

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