

# Oregoneligibility

## ONE Upgrade *July 6, 2020*

## ONE Customer Service Center Pilot *July 6, 2020*

## Local Office Pilot *August 3, 2020*

## Applicant Portal Go Live *September 21, 2020*

## Wave 1 21 Counties *November 2020*

## Wave 2 15 Counties *February 2021*

ONE upgrade for all  
Medical Processing  
Centers

All medical programs  
migrate to the upgraded  
ONE system and are  
available to customers  
online or over the phone  
statewide

Corvallis Medical  
Processing Center and  
team from Salem  
Medical Processing  
Center

Create ONE  
Customer Service  
Center. Pilot team  
will process  
financial eligibility  
for cash, childcare,  
food and medical  
benefits for selected  
applications

Grants Pass Self-  
Sufficiency Programs  
(SSP) and Aging and  
People with  
Disabilities (APD)  
Office

Pilot employees will  
process financial  
eligibility for cash,  
childcare, food and  
medical benefits

ZIP codes in  
Districts 6 and 8  
and 200 additional  
Eligibility Workers  
join the ONE  
Customer Service  
Center

The new Applicant Portal goes  
live in certain areas.  
Oregonians in those areas can  
apply for cash, childcare, food  
and medical benefits online or  
over the phone

Additional ONE Customer  
Service Center staff begin  
processing all programs in the  
integrated ONE system

Local offices continue to  
process paper applications

21 counties with  
APD and SSP  
offices, plus select  
AAA offices  
(NWSDS, LCOG  
and OCWCOG)

Oregonians in Wave 1  
can apply online, by  
phone or in person for  
cash, childcare, food and  
medical benefits online,  
by phone or in person

Wave 1 counties and  
selected AAAs use  
integrated ONE to  
process financial  
eligibility for cash,  
childcare, food and  
medical benefits

15 counties in Wave  
2 including the  
Portland metro area,  
Multnomah County  
AAA

Oregonians in Wave 2  
can apply online, by  
phone or in person for  
cash, childcare, food and  
medical benefits online,  
by phone or in person.

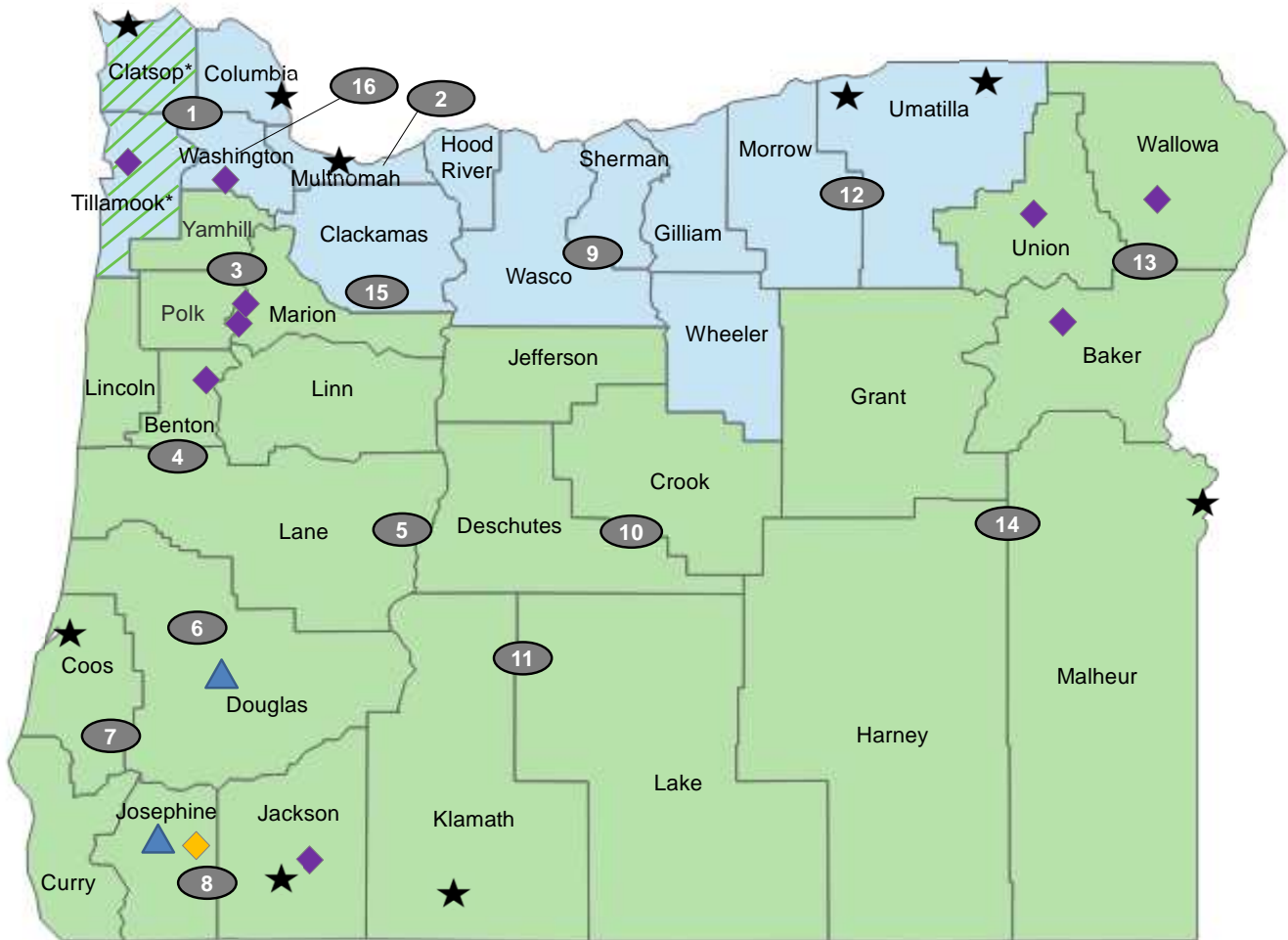
Wave 2 counties and  
Multnomah County AAA  
will use integrated ONE  
to process financial  
eligibility for cash,  
childcare, food and  
medical benefits

WHO

WHAT

## ONE System Phased Rollout Plan

The ONE system is being rolled out across the State in phases. It started with a Virtual Eligibility Center (VEC) Pilot and ONE system upgrade in July, followed by a Store Front Office (SFO) Pilot in August. Applicant Portal (AP) is being made available for Oregonians in Districts 6 and 8 in September. Waves 1 and 2 will follow in November 2020 and February 2021, respectively.



\* Two AAA Offices in District 1 will go live with Wave 1 to preserve the local AAA service area

◆ Oregon Health Plan (OHP) Processing Centers

★ Self-Sufficiency Program (SSP) Processing Centers

Pilot & ONE Upgrade			Wave 1	Wave 2
◆ VEC Pilot & ONE Upgrade July 6, 2020	◆ SFO Pilot August 3, 2020	▲ Applicant Portal (AP) Go-Live September 21, 2020	November 2020	February 2021
<ul style="list-style-type: none"> <li>• <b>VEC Pilot:</b> Corvallis Medical Processing Center, Team 5 Star from 5503 office</li> <li>• <b>ONE Upgrade:</b> All Medical Processing Centers</li> </ul>	<ul style="list-style-type: none"> <li>• Grants Pass SSP and APD offices</li> </ul>	<ul style="list-style-type: none"> <li>• Customers from zip codes in Districts 6 and 8 can start applying through AP for all programs</li> <li>• 200 additional eligibility staff from across the state will start processing in the ONE system</li> </ul>	<ul style="list-style-type: none"> <li>• SFOs in Districts: 3, 4, 5, 6, 7, 8, 10, 11, 13, 14</li> <li>• AAAs: NWSDS, OCWCOG, LCOG</li> </ul>	<ul style="list-style-type: none"> <li>• SFOs in Districts: 1, 2, 9, 12, 15, 16</li> <li>• AAA: Multnomah County</li> </ul>