



Joint Committee on Ways and Means
Subcommittee on Human Services

Update on Integrated Eligibility Project and Eligibility
Transformation

February 12, 2020

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What is OregONEligibility?

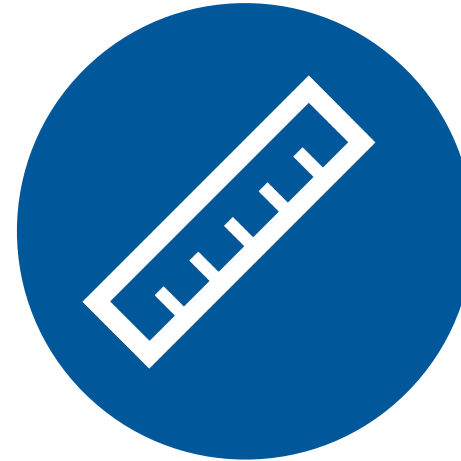
The state of Oregon is upgrading our current Medicaid eligibility system, called OregONEligibility, or ONE.

This upgrade is a major step toward helping us achieve a person-centered approach to customer service.

Guiding principles



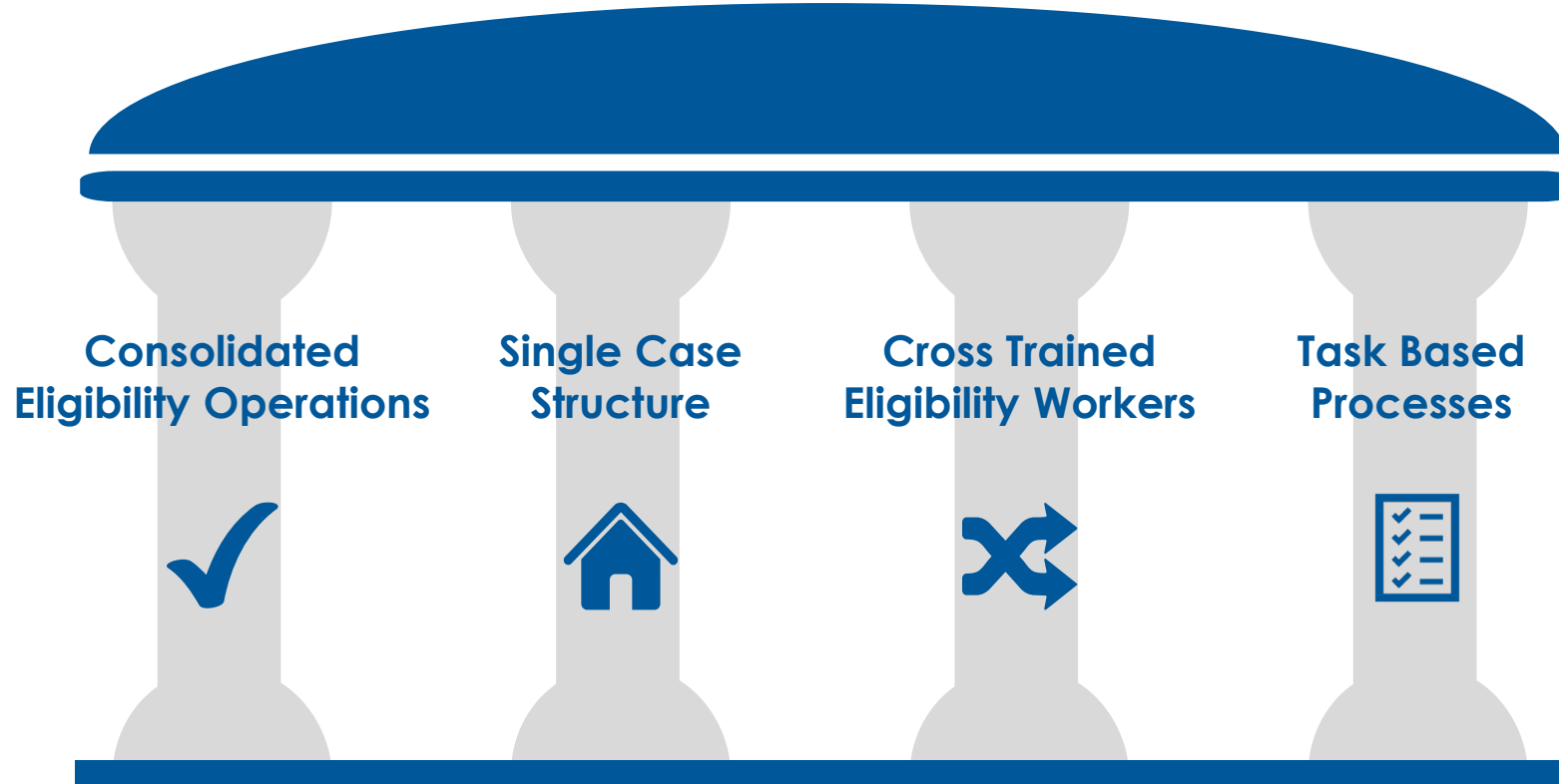
CUSTOMER SERVICE



STANDARDIZATION

Oregon^{one}eligibility

Foundational decisions



Oregon^{one}eligibility

This change enables Oregonians to apply for multiple programs with just *one* application and in the way that is most convenient for them. They also have online access to their benefit information **24/7**.



Cash assistance



Online at one.Oregon.gov 24/7!



Child care assistance



On the phone 1-800-699-9075



Food assistance



Medical coverage

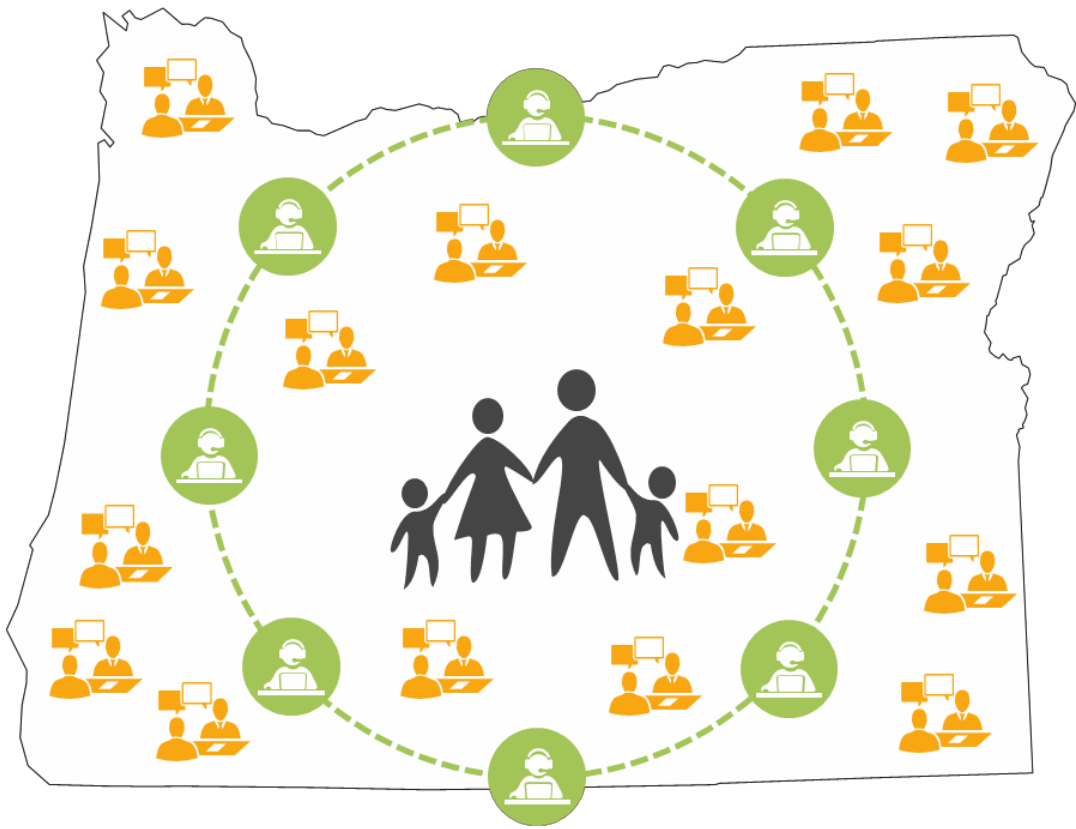


In person at a local APD, AAA or SSP office

Oregon^{one}eligibility

Programs in scope




SNAP	TANF	ERDC	Medical Assistance	Other Programs
Supplemental Nutrition Assistance Program (SNAP)	Temporary Assistance for Needy Families (TANF)	Employment Related Day Care (ERDC)	Qualified Medical Beneficiaries	Temporary Assistance for Domestic Violence Survivors
Disaster SNAP	Employment Payments		Oregon Supplemental Income Program Medical	Refugee Cash
	Jobs Participation Incentive		Special Needs	Summer Meals
	State Family Pre-Supplemental Security Income		Oregon Health Plan MAGI Programs	
	Supportive Services		Refugee Medical	
			Hospital Presumptive Eligibility	



Store Fronts/Branch Locations

-  Walk-in Customers
-  Face-to-Face
-  Services Planning
-  Case Management

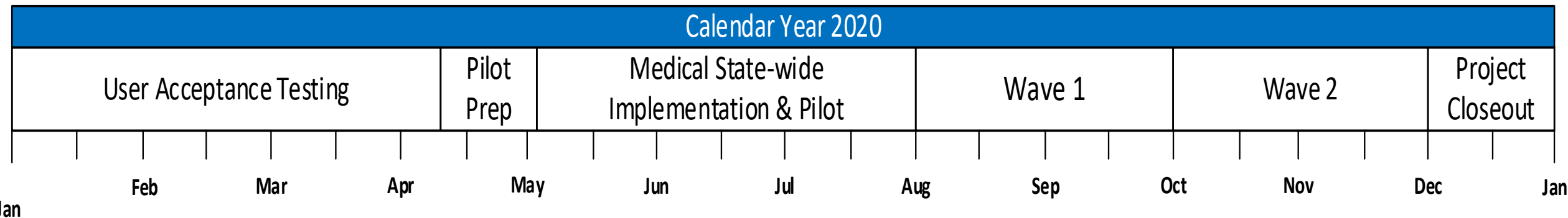
Virtual Eligibility Center

-  Online / Phone Applications
-  Renewals
-  Change Reports

ONE improves eligibility determinations

To help ensure
Oregonians receive
all the benefits for
which they are
eligible





Pilot milestone moved from April 6, 2020 to May 4, 2020. Reduced Pilot duration from 4 months to 3 months.

This mitigated a schedule risk related to:

- ✓ Additional testing of key areas
- ✓ Defect resolution to near zero
- ✓ Accommodation of federally mandated and usability-related change requests
- ✓ Retention of testers for regression testing prior to training and site support

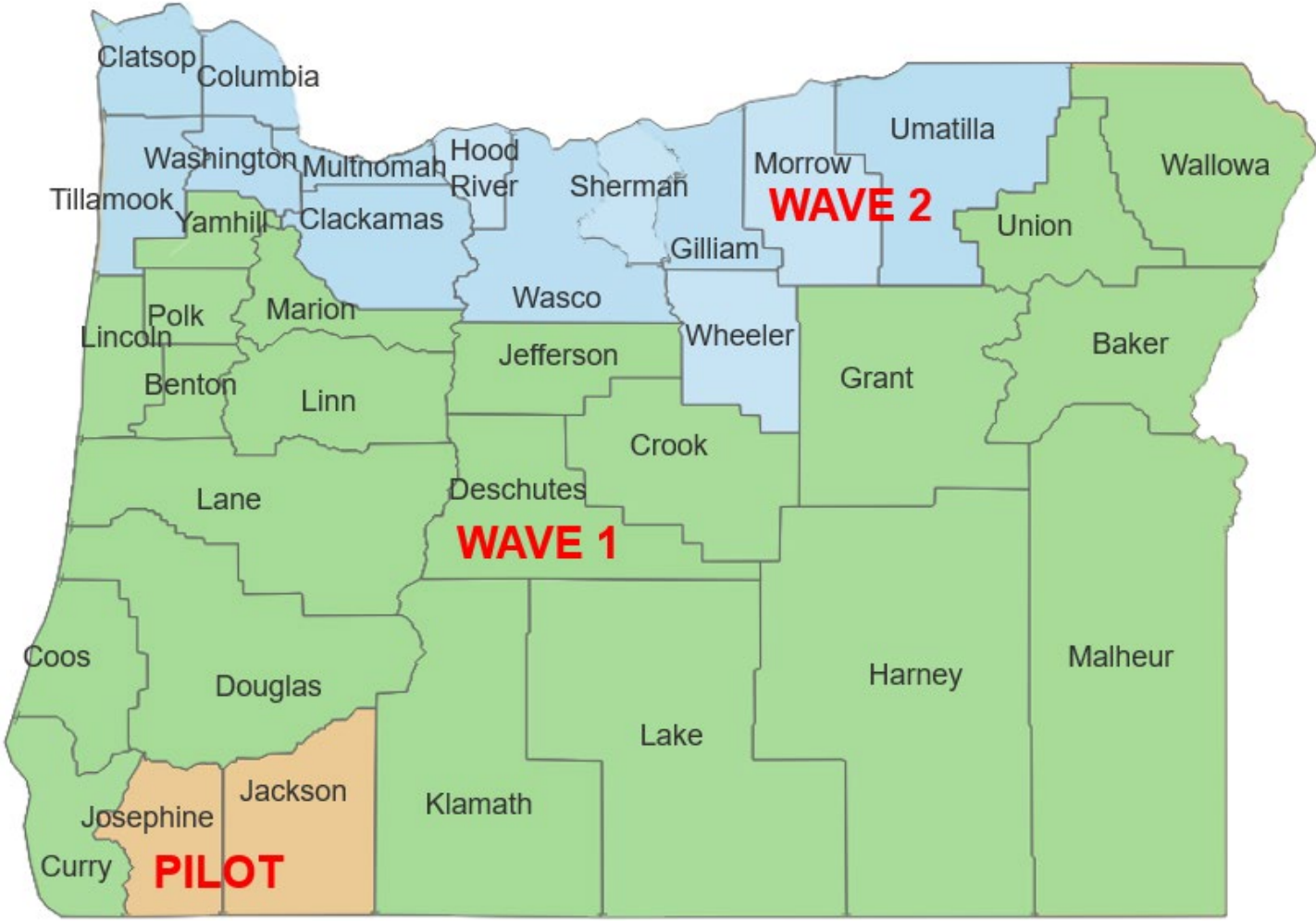
2015-2017 Biennium	Budget	Actual	%
Funding Source	55,962,563	33,593,837	100.0%
Federal Funds	47,622,563	28,350,947	84.4%
General Fund	750,000	1,597,743	4.8%
Bonds	7,500,000	3,622,907	10.8%
Issuance Cost	90,000	22,240	0.1%

2017-2019 Biennium	Budget	Actual	%
Funding Source	195,501,637	131,772,226	100.0%
Federal Funds	147,597,020	106,229,079	80.6%
General Fund	2,289,617	2,688,532	2.0%
Bonds	45,000,000	22,753,340	17.3%
Issuance Cost	615,000	101,275	0.1%

2019-2021 Biennium	Budget	%
Funding Source	178,229,477	100.0%
Federal Funds	130,915,597	73.5%
General Fund	2,304,727	1.3%
Bonds	44,334,153	24.9%
Issuance Cost	675,000	0.4%

2021-2023 Biennium	Projected Budget	%
Funding Source	2,337,500	100.0%
Federal Funds	1,748,324	74.8%
General Fund	-	0.0%
Bonds	589,176	25.2%
Issuance Cost	-	0.0%

Project Total - Design, Development, & Implementation	345,933,040	%
Federal Funds	267,243,947	77.3%
General Fund	6,591,002	1.9%
Bonds	71,299,576	20.6%
Issuance Cost	798,515	0.2%



PILOT – MAY 2020

WAVE 1 – AUG 2020

WAVE 2 – OCT 2020

Project readiness



Training

We have developed web-based, instructor-led classroom and hands-on training to teach staff how to use the integrated ONE system to complete their daily work.



Staff Support

We have established a statewide change network that is helping staff to adopt the new system and business processes. Additional dedicated site support resources will provide system expertise to field staff throughout implementation.



Staff Insight

We are collecting staff insights through quarterly statewide pulse surveys. Through these surveys, staff share feedback and suggestions that drive engagement activities (e.g., site visits, demonstrations).



Communications

We are using input from staff (via pulse surveys), weekly meetings with project stakeholders and the statewide change network to create targeted communications about the project details and milestones and the system (e.g., newsletter topics, micro videos, and system quick tips).



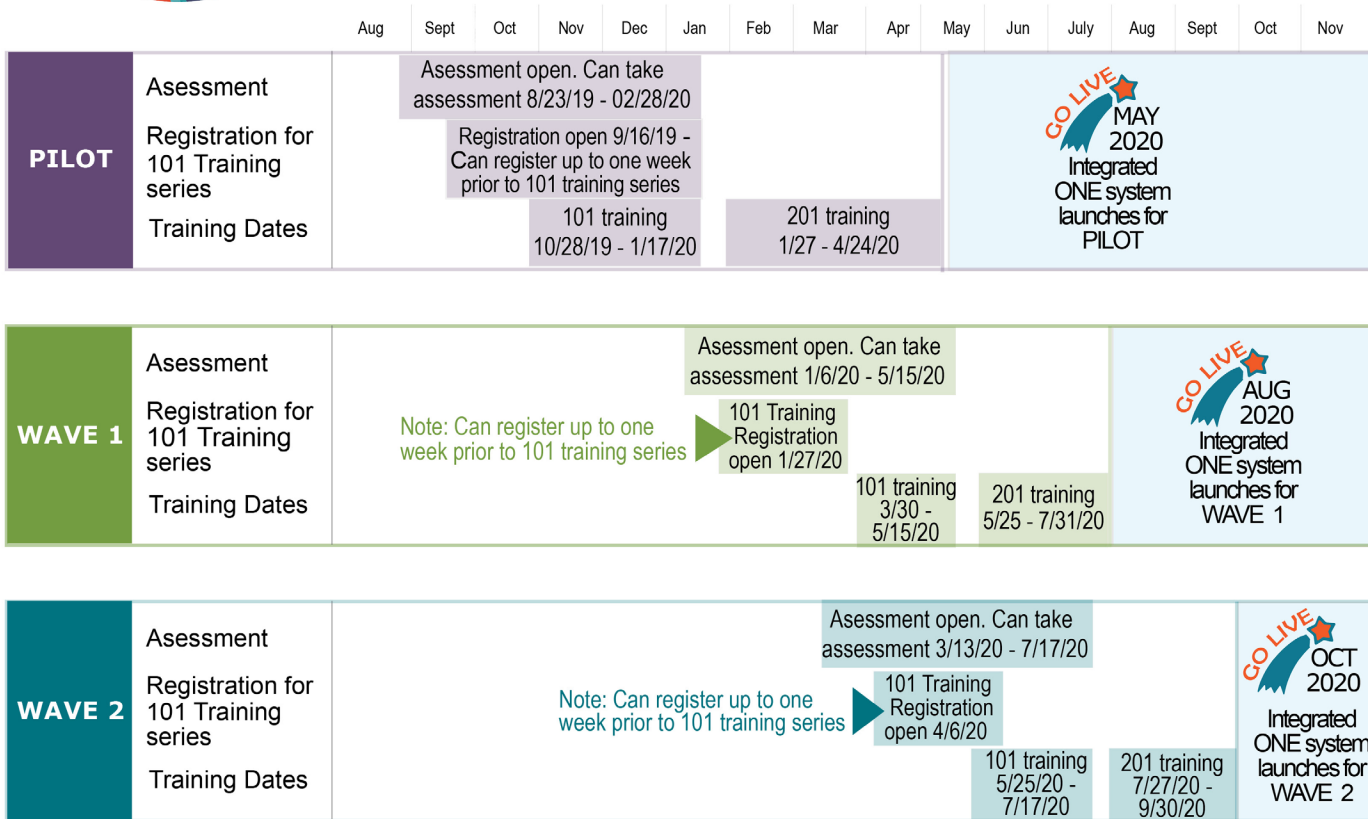
Readiness Checklists

We are monitoring readiness of business operations through strategically timed checklists sent to field leaders (beginning 12 months prior to go live and up to one week prior to go live). Responses are collected, monitored and analyzed so that gaps are resolved prior to go live.

Oregoneligibility



**Your timeline for
Your integrated ONE training journey!**



What is 101 training?

It's short for cross-program training.

Cross-program training is a series of trainings. It contains six webinar trainings, one for each of the following: All Programs, SNAP, TANF, ERDC, MAGI, and APD medical.

Each of the cross-program webinar trainings contains a series of live, instructor-led webinars.

What is 201 training?

It's short for "integrated ONE system training."

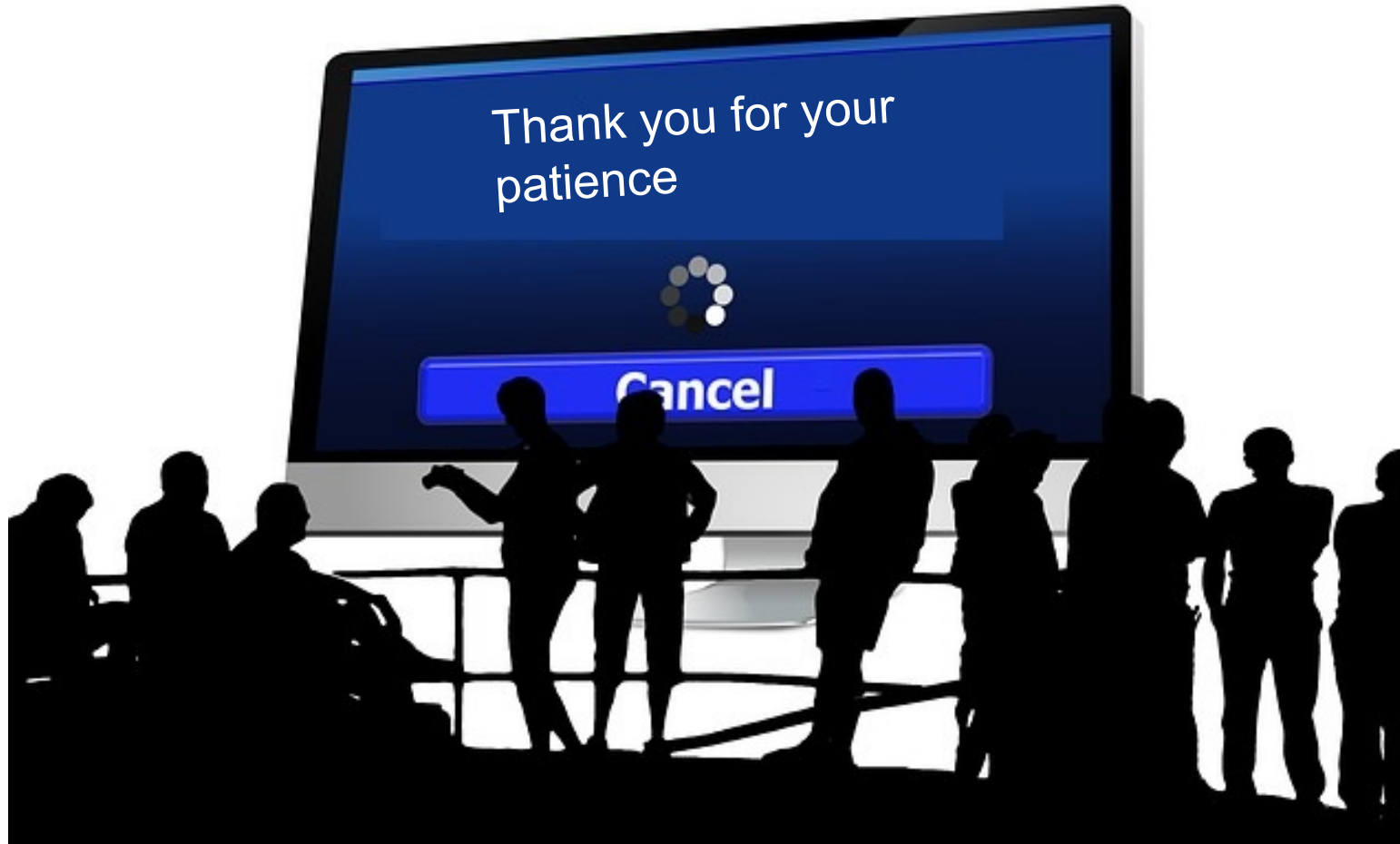
It is a series of trainings. It shows you how to use our new system software.

System training includes web-based and instructor-led trainings. It also includes Sandbox missions and follow-up work at your workplace.

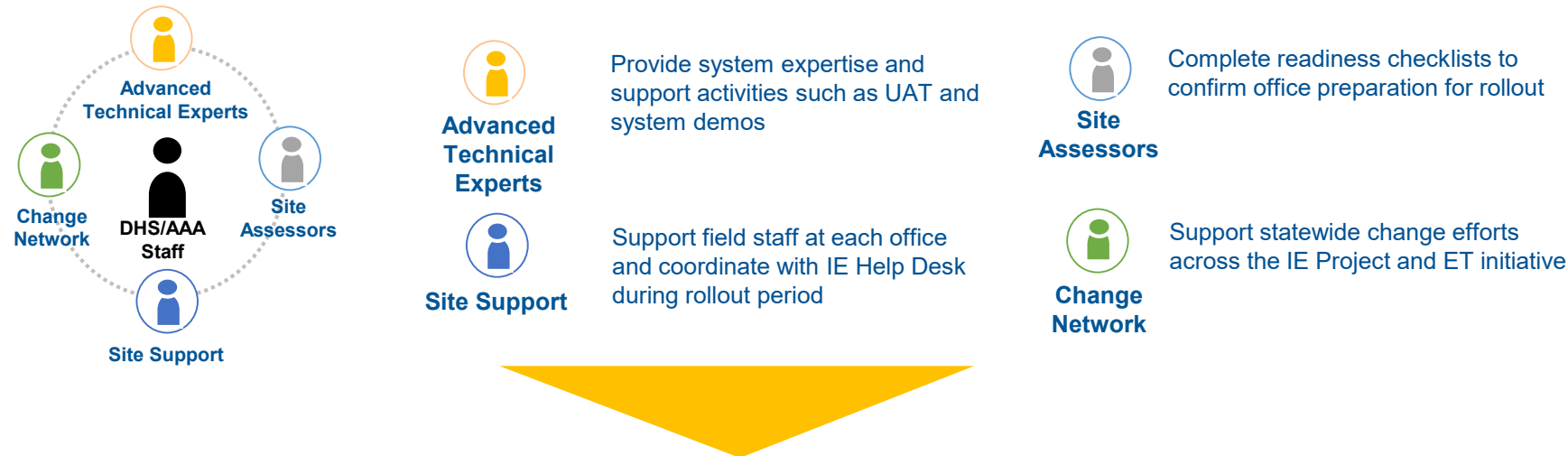
Information current eff. 02/06/2020

Oregon^{on}eligibility

As employees get used to new technology and new business processes, there may be some temporary service delays



Site support coordinates and communicates between DHS/OHA office staff and leadership, IE Help Desk, IE Command Center, project leadership, and central office during deployment



ONE system demo scheduled for
members and staff
of the Oregon
Legislature



February
24 and 25





Questions, comments

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