Oregon Department of Human Services

HB 3073 Implementation

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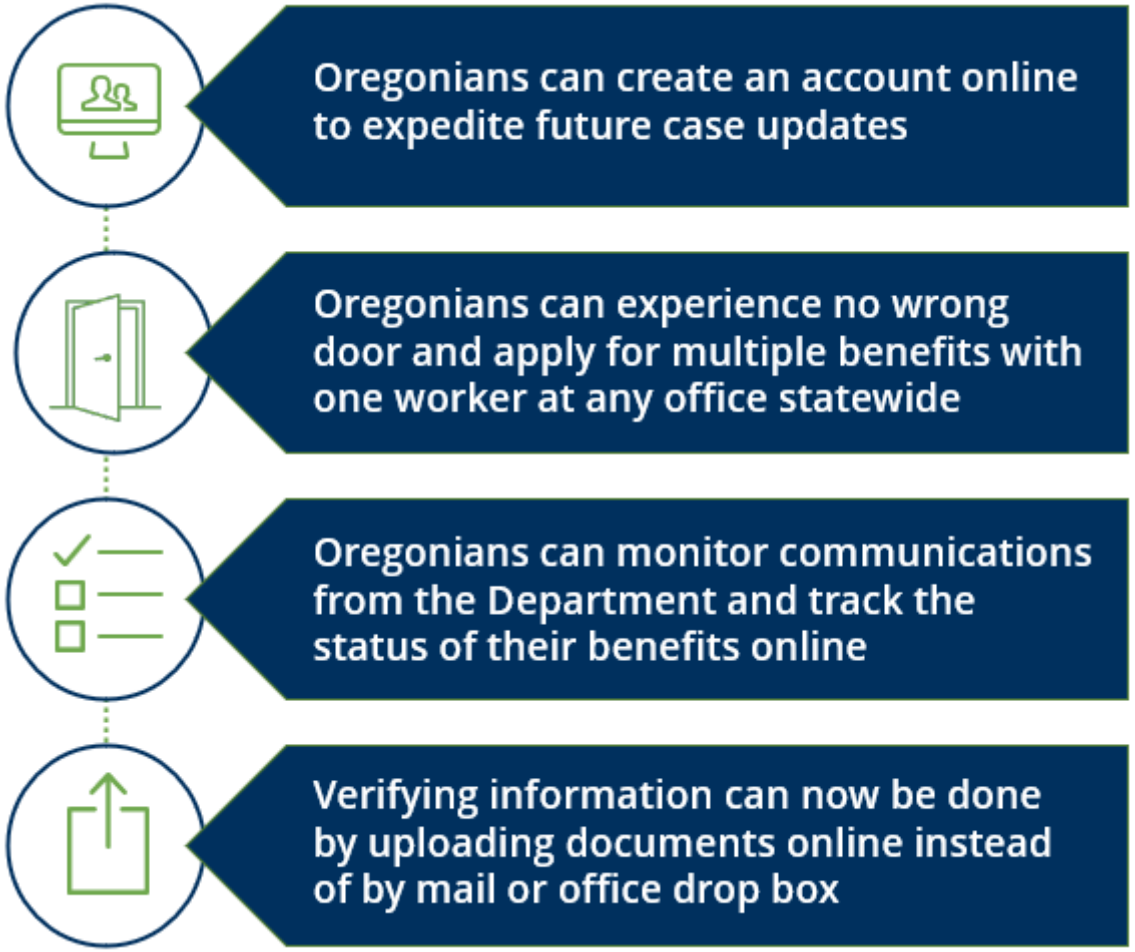
The ONE System

OregONEligibility

The ONE system makes it possible for people to apply for medical, food, cash and child care benefits with one application – online, by phone or in person at any Aging and People with Disabilities, Area Agency on Aging (Type B) or Self-Sufficiency Programs office.



ONE: Information technology innovation

The February 2021 ONE upgrade was **Oregon's largest and most complex IT system implementation,** which enabled staff to work across program boundaries and provide "any door" access to benefits.

SINCE THE UPGRADE:

1.5 million people are receiving benefits through the ONE system***

Nearly **700,000 people** have individual Applicant Portal accounts**

Over 1 million applications processed since launch; more than **40 percent submitted online***

51 percent of applications processed same day / next day*

Zero unplanned system outages

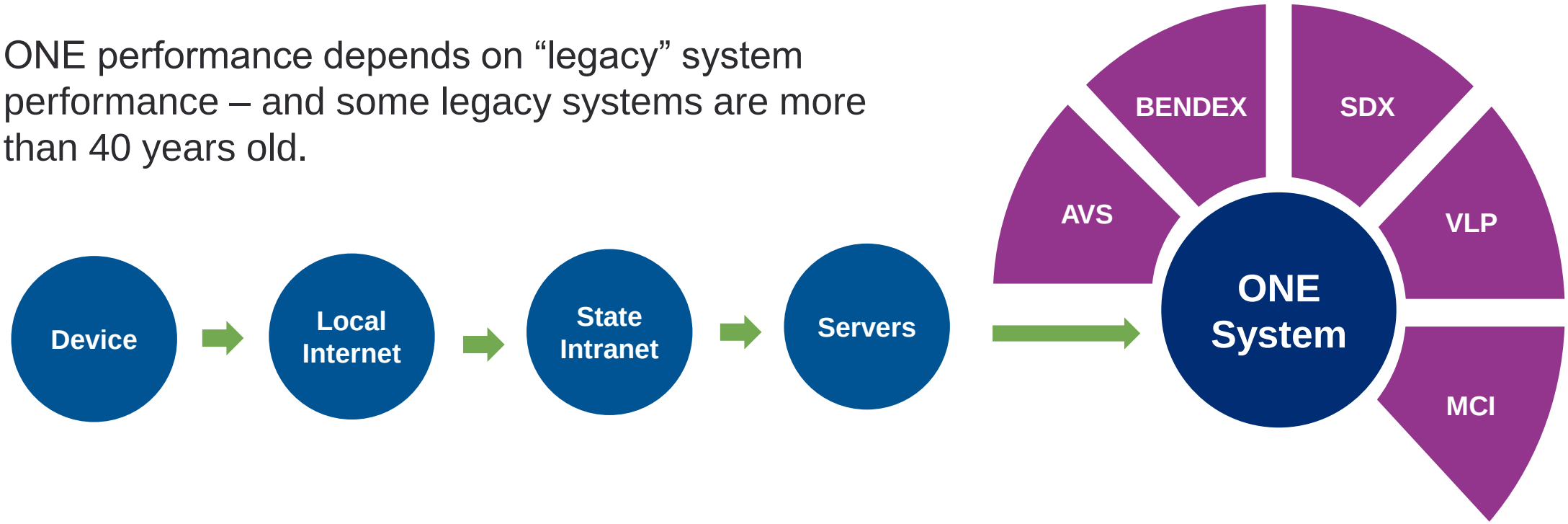
Under three seconds average screen load time*

*As of *February 2022 | **April 2022 | ***May 13, 2022*

ONE interfaces with 75+ systems

The ONE system is a gateway that connects with state and federal systems to send and receive information.

ONE performance depends on “legacy” system performance – and some legacy systems are more than 40 years old.



Governance

The ONE governance system ensures **collaborative decisions** and **coordinated efforts** across agencies.

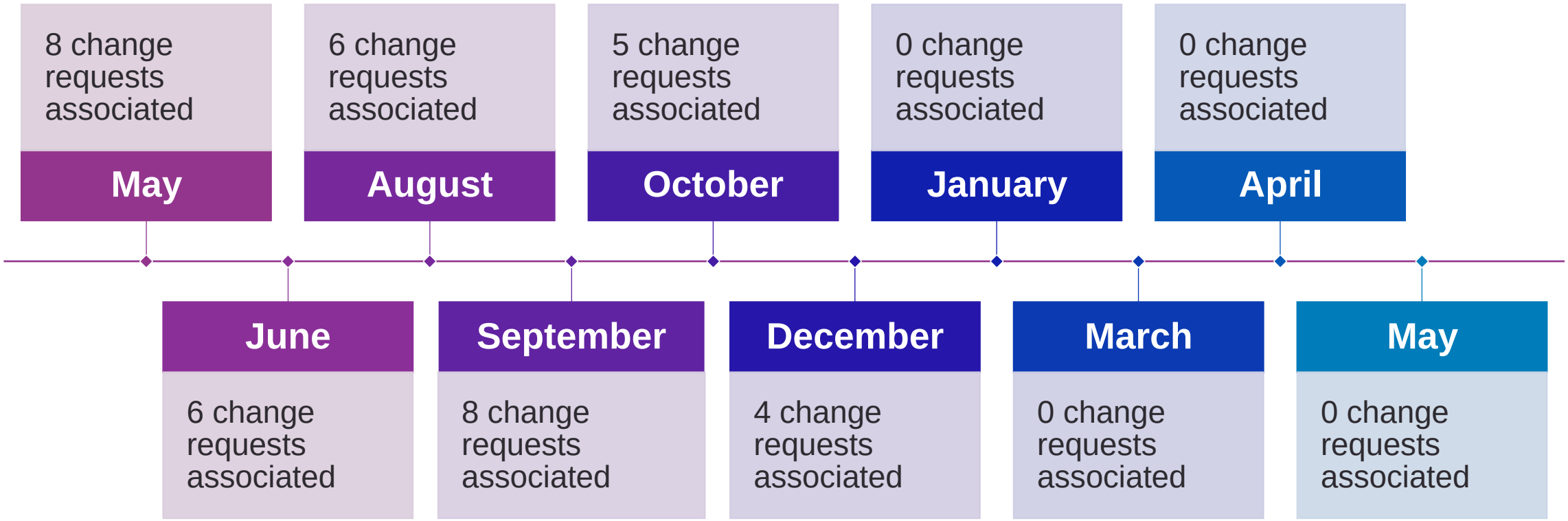
The **ONE Information Systems Management Committee (ISMC)** works across agencies to make level of effort determinations, approve change requests, and set sequencing of builds.

All decisions related to HB 3073 implementation are made jointly between agencies.

SEQUENCING OF WORK

- Legislative Mandates
- Federal Mandates
- Operational optimization
- Updates based on community feedback
- Infrastructure and audit responses

System enhancements through end of biennium



Enhancing the ONE system, step by step

Level of Effort

- Includes impact analysis and determines the number of hours required to design, write code and test in multiple environments

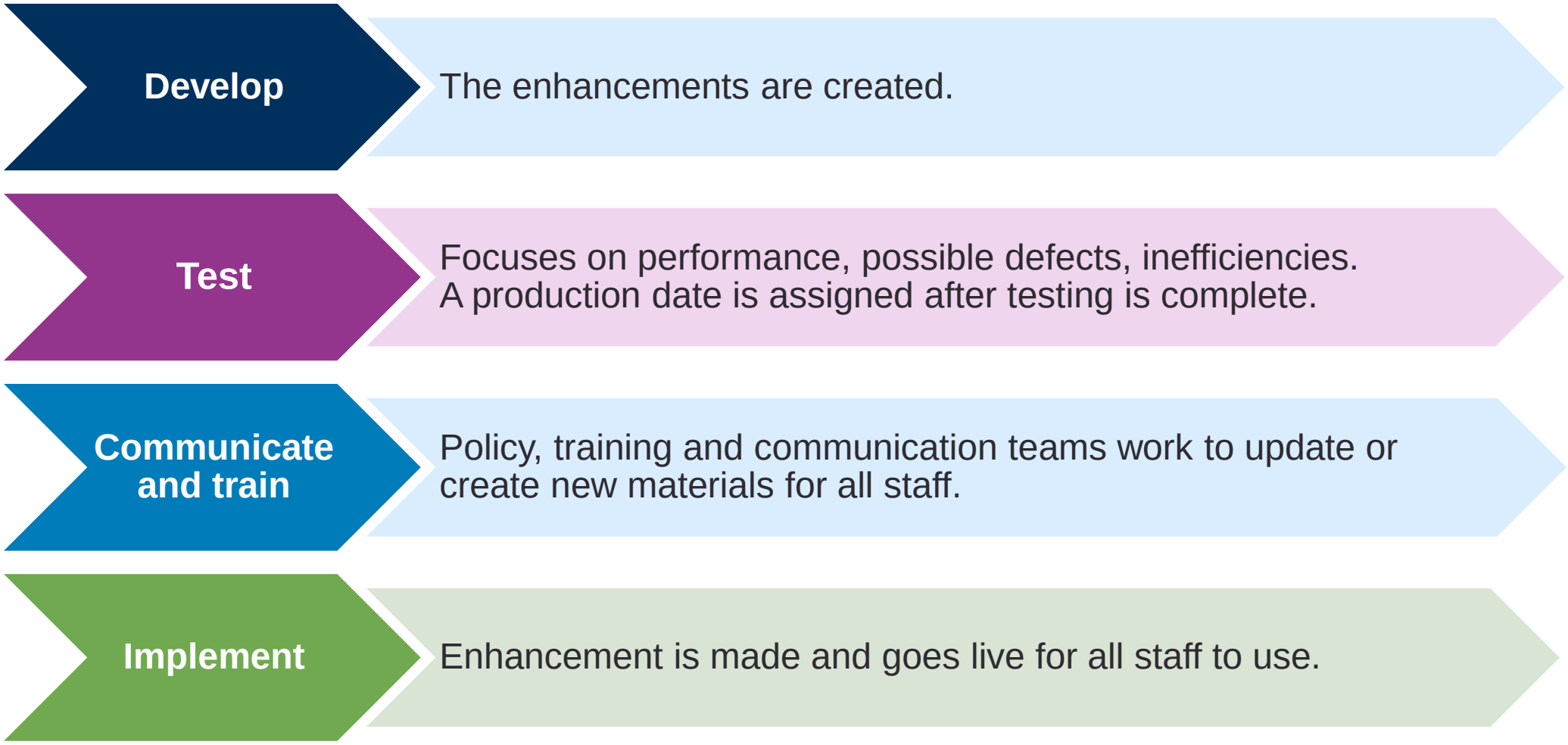
ISMC

- Leadership from ODHS, OHA and soon DELC review request, impact analysis and level of effort. Determines priority of enhancement and approves funding when required

Design

- Change Request Overview document created to outline all changes required to create enhancement. Discussed in Joint Application Design Session attended by many different teams. After JADs, designs are formally reviewed and approved.

Enhancing the ONE system, step by step



Challenges

The ONE system governance team is constantly assessing factors and realigning priorities to meet the most urgent needs.

Events outside state control
- Emergencies
- Federal changes
- Pandemic EBT

Competing priorities and unknowns

Contract limitations on building enhancements

Legacy and MMIS coordination + prioritization

Completed legislation-driven enhancements

The following ERDC enhancements have been completed on schedule.

Enhancement	Required completion date	MMIS/Legacy
Payment to child care providers must be based on enrollment instead of attendance (HB 3073 – Section 8, 4(c))	October 1, 2021	Completed
Establish a sliding scale for copayment, with the requirement that a copayment may not exceed seven percent of the household income of the child's family	October 1, 2022	Completed

Scheduled legislation-driven enhancements

All 2022 legislation-driven system changes are on schedule.

Enhancement	Status	Release Date	MMIS/Legacy
Healthier Oregon – (HB 3552)	Testing	Jun 23	Approved/On Track
Ending the Public Health Emergency (PHE): Medical Rule Changes (HB 4035)	Development	Aug 3	Approved/On Track
Rebalancing medical renewals (HB 4035)	Development	Aug 3	Approved/On Track
In-home Liability Elimination: Interface Updates (SB 5529)	Testing	Sep 14	Approved/On Track
TANF: Tri-annual Clothing Allowance (HB 5202)	Design	Sep 14	Approved/On Track
Medical Expansion - Bridge Plan (HB 4035)	Testing	Oct 26	Approved/On Track

Partially unscheduled legislation-driven enhancements

These are under preparation now for ISMC review and scheduling.

Enhancement	Status	Required completion date	MMIS/Legacy
Consider the availability of family to attend to the child, regardless of the family's physical presence (HB 3073 - Section 73, 5(c))	ONE ISMC approved	Jul 1, 2023	Need SSP ISMC and then Mainframe ISMC approval/sequencing
Enables the child's family to complete activities that relate to family well-being, which may include work hours, education hours, commute time, study time and other activities (HB 3073 – Section 8, 3(b))	ONE ISMC approved	Oct 1, 2021	Need SSP ISMC and then Mainframe ISMC approval/sequencing
Dental program for Compact of Free Association (COFA) citizens (SB 1538)	Associated with Oct 26 build	Jan 1, 2023	Need to validate MMIS sequencing
Dental-only programs for low-income Veterans (HB 4095)	Associated with Oct 26 build	Applications Nov 1, 2022 Jan 1, 2023	Need to validate MMIS sequencing

Unscheduled legislation-driven enhancements

Enhancement	Status	Required completion date	MMIS/Legacy
ERDC coverage of undocumented children (HB 3073 – Section 73 5(A))	Impact Analysis/Level of Effort ---– awaiting formal ONE ISMC presentation/approval	July 1, 2023	Need Mainframe ISMC approval/sequencing after ONE ISMC prioritization
12-month eligibility for ERDC (HB 3073)	Impact Analysis/Level of Effort – awaiting formal ONE ISMC presentation/approval	July 1, 2023	Need Mainframe ISMC approval/sequencing after ONE ISMC prioritization and SSP ISMC prioritization
REAL+D and SOGIE updates (HB 3159)	Impact Analysis/Level of Effort – awaiting formal ONE ISMC presentation/approval	Ongoing	Need Mainframe ISMC and MMIS approval/sequencing after ONE ISMC prioritization

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Questions & discussion

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Thank you.

For more information, contact:

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