

# Oregon Eligibility Partnership (OEP)

Update for the Joint Committee on  
Information Management and Technology

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# Agenda

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1. Oregon Department of Human Services priorities and how the Oregon Eligibility Partnership contributes
2. Fast facts about the ONE system
3. Procurement update
4. Policy Option Package overview
5. Challenges to ONE system stabilization

# Supporting well-being across the lifespan

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← Oregon Eligibility Partnership →

Child Welfare

Self-Sufficiency Programs

Vocational Rehabilitation

Office of Developmental Disabilities Services

Aging and People with Disabilities

Birth

Adulthood

Final stages of life

# Building well-being in Oregon

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Everyone in Oregon deserves an opportunity to build well-being, reach their potential, and fully contribute to their communities.

**ODHS serves more than 1 in 3 Oregonians and is well positioned to benefit entire communities** – if we can redesign a human services system that has long legacies of racial and economic inequity and a piecemeal service network that leaves many behind.

Our job is to partner with communities and dismantle these barriers so that everyone in Oregon can access the supports they need to thrive.



# Advancing a profound culture change

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## Where we've been



### People trapped by regulation

Agencies determine what's best for the community and people.

If the need isn't prescribed by agency rules, staff say "no" or pass the individual on to someone else.

Regulations are at the center of decisions and services are one-size-fits-all.

## Where we're headed



### People free to pursue goals

People and community are the experts in their own lives.

Staff guide people through paperwork, go to clients, do the legwork to find supports.

People, not regulations, are at the center of decisions and services are tailored to their needs.

*Building Well-being Together*

# How we're getting there: Three agency-wide priorities

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**Strengthening  
our foundations**

**to serve people  
more equitably  
and effectively**



**Preparing for  
and responding  
to emergencies**

**from COVID-19  
to wildfires to  
earthquakes**



**Creating  
the future of  
human services**

**through community-  
driven solutions to  
systemic oppression**

# ONE system technology working as designed

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<b>0</b>	<b>1</b>	<b>25</b>	<b>35</b>	<b>300,000</b>
Unplanned system outages	Average screen load time	Number of other IT systems that interface with ONE	Percent of referrals from the federal marketplace automated end-to-end	Cases where COLA updates were automated

# Better access, convenience for Oregonians

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<b>1.5 Million</b>	<b>1 Million</b>	<b>749,000</b>	<b>43</b>	<b>\$2 Billion</b>
1 in 3 people in Oregon are served through the ONE system	Applications processed since go-live; 44% submitted online through the ONE Applicant Portal	People using the ONE Applicant Portal	Percentage of cases receiving multiple benefits through the ONE system	Amount of SNAP food benefits sent to people since go-live



# Procurement update

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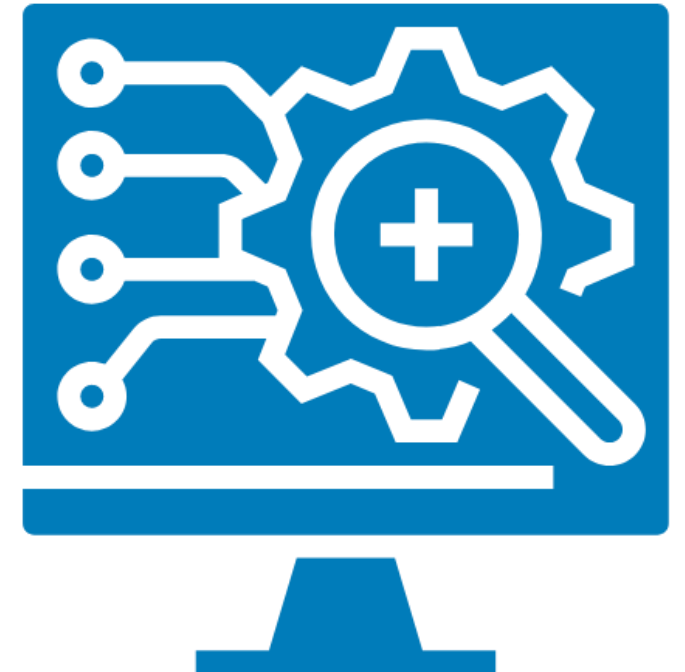
- Closed Request for Proposals for ONE system technology and infrastructure, application development and security services
- Currently negotiating the Statement of Work with Deloitte
- Spans July 2023 through June 2027
- Contract includes three service bundles
  - Application development for system enhancements, fixes and refinements
  - Technology and infrastructure support for system monitoring, reporting, and patch and platform software installations
  - Security services for system security planning, assessment and compliance

# Policy Option Package: ONE maintenance & operation

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To ensure that the ONE system can be improved and expanded to meet the ever-changing needs of Oregonians and programs they rely on, the ONE system must continue evolving. Oregon Eligibility Partnership seeks funding to sustain and grow the ONE system. Doing so will help:

- Support ongoing maintenance and operations of the ONE system
- Advance integration for better, more equitable access to health, food, cash, childcare and other benefits
- Enable system modifications to meet the needs of users
- Close-out the successful Integrated Eligibility Project, the state's largest IT project

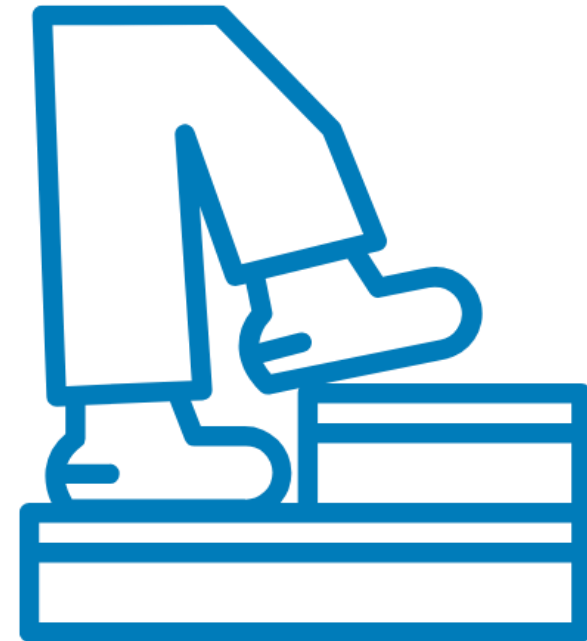


# Policy Option Package: IT mainframe

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To ensure that Oregonians continue to receive benefits and payments without interruption, Oregon Eligibility Partnership seeks to phase out the mainframe systems. Doing so will help:

- Avoid the risk of service breakdowns caused by old software.
- Bring ODHS technology into alignment with peer agencies and improve flow across interfacing information systems.
- Allow Oregon to achieve full benefit from its investments in the ONE system.



# Replacing aging technology

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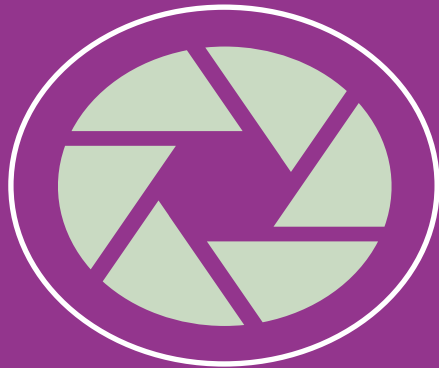
Replacement will address fundamental, long-term issues over three phases

- Multi-biennia effort
- \$50 million request for 2023-25 budget
- New positions to support the work
  - 19 OIS positions
  - 10 ODHS positions
  - 2 OHA positions
- Potential savings of \$6 million per year

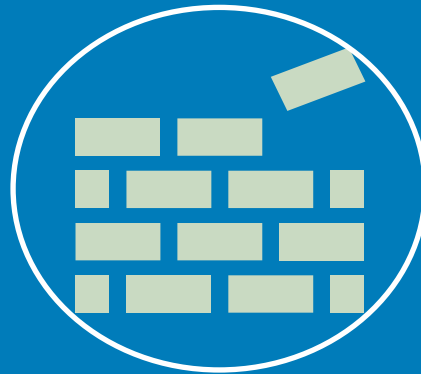


# Challenges to system stabilization

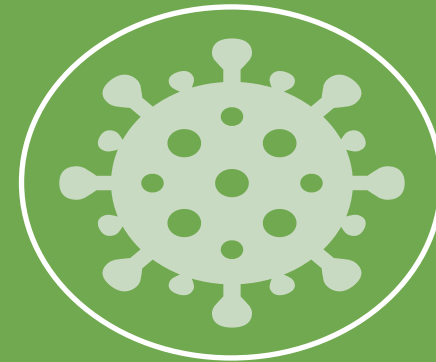
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**Technology  
additions**



**New programs,  
policy changes**



**Public Health  
Emergency**



The seal of the State of Oregon is a large, circular emblem in the background. It features an eagle with wings spread at the top, a ship on the left, a plow on the right, and a banner at the bottom that reads "THE UNION". The words "STATE OF OREGON" are written around the top inner edge, and "1859" is at the bottom. The entire seal is rendered in a light blue color against a darker blue background.

**Questions?**

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