

Oreg_{One}eligibility



Presentation to the

Joint Legislative Committee on Information Management and Technology

March 24, 2021

Presenters

Tony Black, Director,
Integrated Eligibility

Kim Fredlund, Director,
Eligibility Transformation



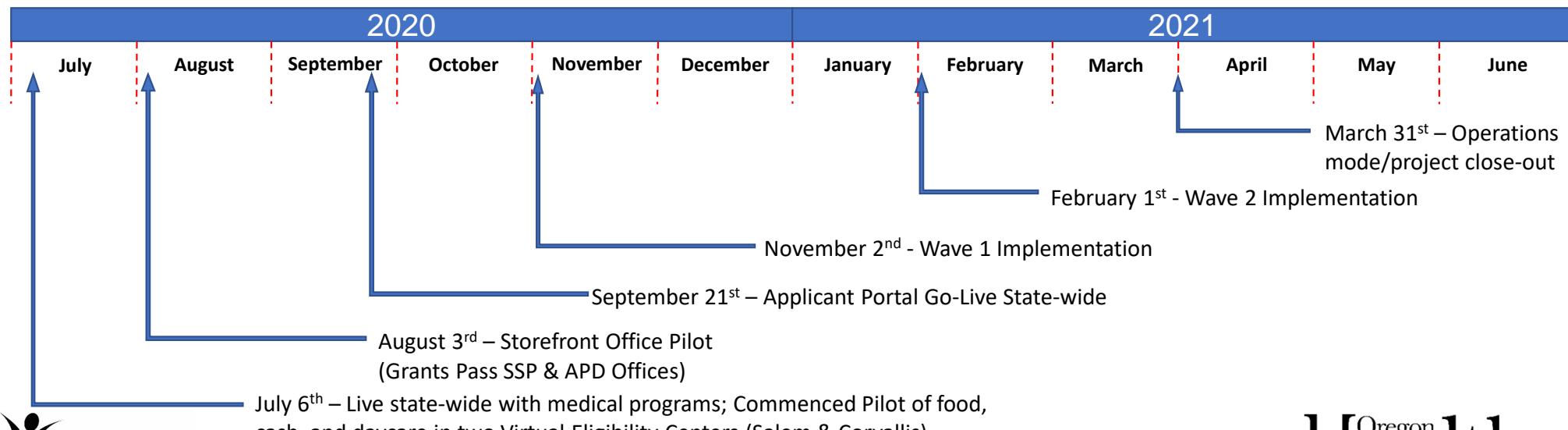
PROGRAMS IN SCOPE

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	

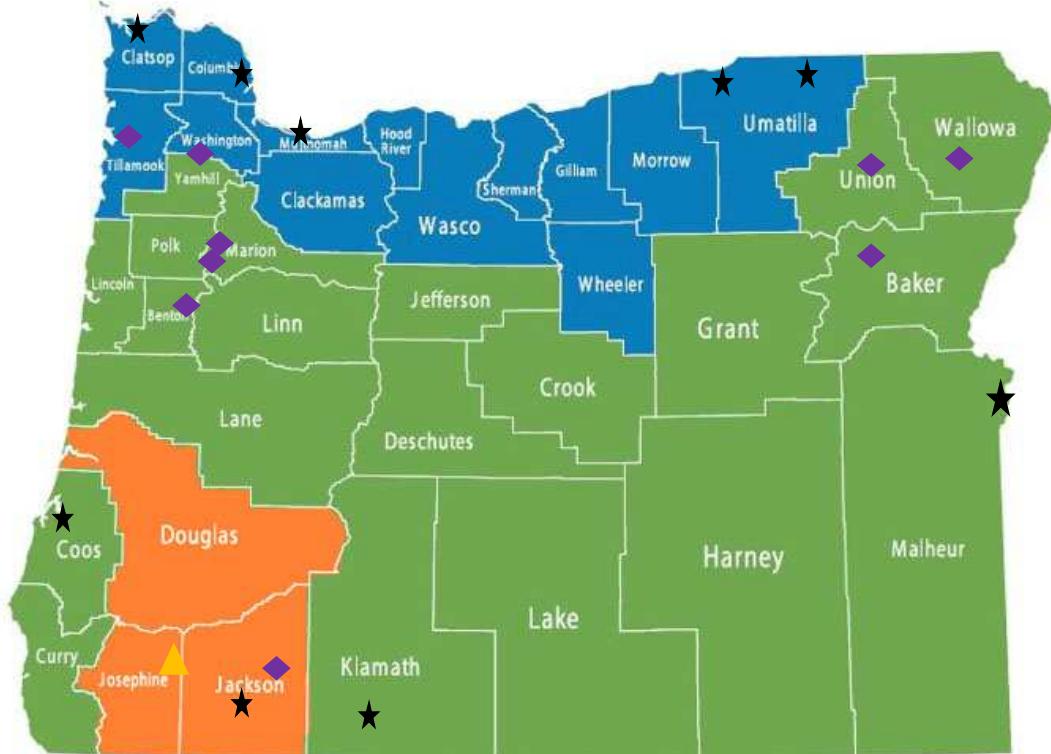
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PROJECT TIMELINE & IMPLEMENTATION

2015-2017		2017-2019		2019-2021		2021-2023	
Initiation	Planning	Requirements, Design & Development	Testing & Pilot Readiness	Implementation	Maintenance & Operations		



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	July 6, 2020	All medical processing centers
	Aug. 3, 2020	Grants Pass Pilot
	Sept. 21, 2020	AP launch in Jackson, Josephine and select zip codes in Douglas County plus 200 Self-Sufficiency Programs Processing Center staff
	Sept. 21, 2020	Jackson, Josephine Counties and parts of Douglas County
	Nov. 2, 2020	Wave 1: 21 counties plus select AAA offices
	Feb. 1, 2021	Wave 2. 15 counties and Multnomah County AAA

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PROJECT BUDGET

Project Budget	2015-2017	2017-2019	2019-2021	2021-2023	Projected	Budget	Var. (\$)	Var. (%)	
Project Budget	33.6	137.7	163.9	2.3	337.5	371.9	(34.4)	-9.2%	
Federal (78.2%)	28.4	111.5	122.2	1.7	263.9	287.2	(23.3)	-8.1%	
General Fund (2.7%)	1.6	3.3	4.3	-	9.2	7.3	1.9	26.8%	
Bonds (19.0%)	3.6	22.8	37.3	0.6	64.2	76.6	(12.4)	-70.8%	
Issuance (0.1%)	-	0.1	0.1	-	0.2	0.8	(0.6)	-16.2%	
M&O 19-21 + POP	-	-	30.1	142.5	172.6	Note: Projecting ~\$3.9M GF underspend in M&O resulting in ~\$2M GF underspend for 2019-2021			
Federal (60.3%)	-	-	19.6	84.6	104.1				
General Fund (39.7%)	-	-	10.5	57.9	68.4				

All \$ in millions

MANAGING TRANSITION

Typical Transition to Operations

Lost Time & Productivity

Project Team

Operations Team

Transition

Productivity

Time

ONE System Transition to Operations

Lost Time & Productivity

Project Team

Operations Team

Transition

Productivity

Time

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FOR OREGONIANS
APPLICANT PORTAL

FOR WORKERS
WORKER PORTAL

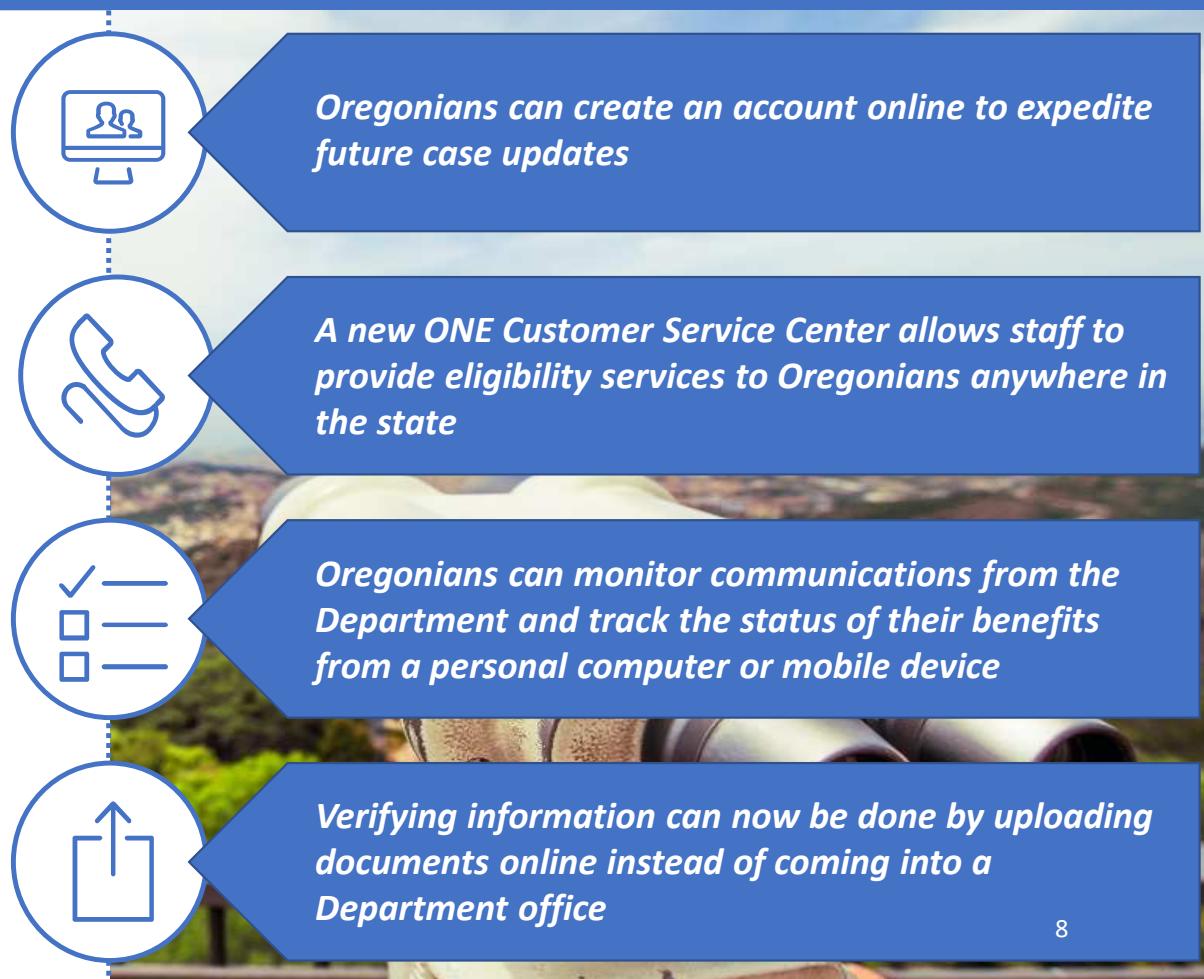
THE INTEGRATED ONE SYSTEM

- *One Application for Multiple Programs*
 - *Medical*
 - *Food*
 - *Cash*
 - *Childcare*
- *Information Sharing Across Programs*
- *Person-Centered Approach*

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NEW CONVENIENCES

The upgraded ONE system makes it easier for Oregonians to apply for benefits, renew their coverage, update case information, and comply with program rules.



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ONE caught an error and found an Oregonian wasn't receiving all the medical benefits they qualified for, making \$40 copays for every doctor's visit.

This grandparent, who was fighting cancer and raising a grandchild, was enrolled in a different medical program. The new program pays for part of the premium, the annual deductible and co-insurance.

CUSTOMER PERSPECTIVES

An Oregonian submitted an online application for food benefits and checked the “yes” box for being in an abusive or unsafe situation. Within 90 minutes, a ONE Customer Service staff member in Hermiston had the Portlander in a safety screening.

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“The feeling when you’re able to help someone, especially within a two-hour time period of when they’ve submitted their application, that’s an incredible feeling. “

WORKER PERSPECTIVES

“As a blind employee of ODHS... for the first time since I’ve been employed at our wonderful agency, I can interact and engage our Oregonians independently, and perform my duties without too many obstacles and hurdles.”

- Nelacey Porter, Ontario

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Staff were working with systems built in the 1970s

FSUP

Case No: _____ Name: _____ FastPath EB Next Code: Br: 1517 Reg: 6 Agy: SSD
Trans: D-Eff: Wrk Id: DO

Start Cert: 060118 Expr Cert: 053119 Reason: Option: 1 Categ: NA Lang: EN
Mand Rpt: S Form: N Rept: N Ben Per: Rpt Exp: 053119 Fil Dt: 062118 Prror
Rel ATF: N/C Dollar Amount: Ben MO-YR: Cat El: C Prnt:
Tot Rsrc .00 Authorization # # To Be Replaced
FilGrp 08 BenGrp: 08 Shelt: 1683.00 Util: 436.00-F Print Id: Hold Cd:
Bypass: Prg: Meals: CD Cnty: 029 HH Types: HOM AD NED
Home Addr: City St: ASHLAND OR Zip: 97520
Mail Addr: City St: Zip:
Auth Rep Cd: A Name: Area Cd: 541 Phone:
Setup Date: 05/31/13 Orig Cert: 05/01/13 # Certs: 07 DD: N
HH Stat: OP Stat Reas: Excp Reas: Lst Actn: 10/08/18 CHG
Last Eff: 10/01/18 Last Oper Id: HW01743 Ovp Bal:
Pro Rata Amt: Supp Amt:
Max Allot: 1155.00 30% NFSI: 1502.00 Ovp Recov: Net Allot: .00
Per Tot EML Tot Oth Tot Comb Std D EML Dis Net CC Adj Inc SH Off N.F.S.I.
10-18 .00 5240.00 5240.00 234.00 .00 .00 5006.00 .00 5006.00
06-18 .00 5240.00 5240.00 228.00 .00 .00 5012.00 .00 5012.00

F1=Help F3=Exit F5=Refresh F6=FstPth F9=Save F15=Manl F21=DQ
4-© 1 Sess-1 127.0.0.1 HTCPWKKA 17/54

FSUP

Case No: _____ Name: _____ Next Code: Br: 1517 Categ: NA
Trans: D Eff: Bypass: FilGrp 08 BenGrp: 08
TC PN MT Name SSN DOB SX R FSET S Wrk Reg PA Case
P 01 HH _____ F M N 3
I 01 Item#: 08 Inc Ded: I Type: SSD Amount: 859.00 Ben#: _____
P 03 AD _____ M W
I 03 Item#: 13 Inc Ded: I Type: SSD Amount: 1183.00 Ben#: _____
P 04 CH _____ F I
I 04 Item#: 09 Inc Ded: I Type: SSB Amount: 379.00 Ben#: _____
P 05 CH _____ F W
I 05 Item#: 04 Inc Ded: I Type: OTH Amount: 737.00 Ben#: ADOPT ASST
I 05 Item#: 10 Inc Ded: I Type: SSB Amount: 379.00 Ben#: _____
P 06 CH _____ F W
I 06 Item#: 05 Inc Ded: I Type: OTH Amount: 515.00 Ben#: ADOPT ASST
I 06 Item#: 11 Inc Ded: I Type: SSB Amount: 379.00 Ben#: _____
P 07 _____ M W
I 07 Item#: 06 Inc Ded: I Type: OTH Amount: 430.00 Ben#: ADOPT ASST
I 07 Item#: 12 Inc Ded: I Type: SSB Amount: 379.00 Ben#: _____

another page exists for this case
4-© 1 Sess-1 127.0.0.1 HTCPWKKA 1/55



Note: All screenshot data is test data.

OregonOneEligibility

Staff now have a modern Worker Portal to better serve Oregonians

Detailed
Data
Collection

The screenshot shows the OregonOneEligibility Worker Portal interface. At the top, there is a navigation bar with links: Home, Application/Case, Inbox, Inquiry, Correspondence, Tools, Benefit Management, Quick Search, and Calendar. On the far right, there are links for Terms of Use, Privacy and Security, External Links, Welcome, Raymond, and Sign Out.

The main content area is titled "Case Address" and includes a "Interfaces" section with icons for SOX, BOX, and an upload button. Below this is a "Physical Address Summary" table with columns: From, Physical Address, County, and Actions. A row shows data: 11/01/2018, 123 SANTA CLAUSE LN SALEM, OR 97301 BAKER, BAKER, with edit and delete buttons.

On the left, a sidebar titled "Detailed Data Collection" lists various data points, each with a green checkmark: Interview Details, Individual, Case Composition, Head of Household, Case Address (which is selected and highlighted in blue), Address Match Associated Cases, Individual Address, Contact Information, Relationship, Program Request, Program Request Summary (which is also highlighted in blue), Program Details, Expedited SNAP, and EBDC Recertification List.

On the right, a "Household Members" section displays two individuals: BOBBY CROCKER (Primary, Individual ID: 802276737, Date of Birth: 01/01/1992, Prime: VX201M90) and JANE DOE (Individual ID: 802277181, Date of Birth: 02/01/2008, Prime: PY201M5Y). Below this is a "Household Contact" section with address info: 123 SANTA CLAUSE LN, SALEM, OR, 97301, and contact info: Phone 9387493875, Email Bobbycrocker@spam4.me.

At the bottom, there is an "Other Addresses" section with a question: "Does anyone in the case have a different physical and/or mailing Address as compared" with a "No" dropdown.

Consolidated Case Structure

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SERVING OREGONIANS THROUGH INTEGRATED ONE

“Oregonians are at the heart of this project...We can really use the ONE system as an opportunity to increase the customer service we provide to all the Oregonians we serve.”

– *Mike McCormick, Interim Director,
Aging & People with Disabilities*

Working in the ONE System

1.2M+ Total Cases

ONE Team

Team Members



4,000+

Applications

494,381

Applications Received

475,712

Applications Processed

Tasks

Tasks Processed

447,307



We have
Processed

84%

of all applications
within 48 hours (same
day/next day)



Medical
767,050

Cash
16,239

ERDC
7,989

SNAP
425,570

Benefits Issued

SNAP
\$284M+

Cash
\$19.4M+

Other Payments
\$6.1M+

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NEXT STEPS



**Integrated
Eligibility
Project
Closure**



**Stabilizing,
Supporting
Staff
Adoption**



**Planning
next steps
to maximize
new system**



THANK YOU

Please contact us if you have
questions, concerns or requests

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