OregONeligibility

Presentation to the

Joint Legislative Committee on Information Management and Technology

March 24, 2021

Presenters

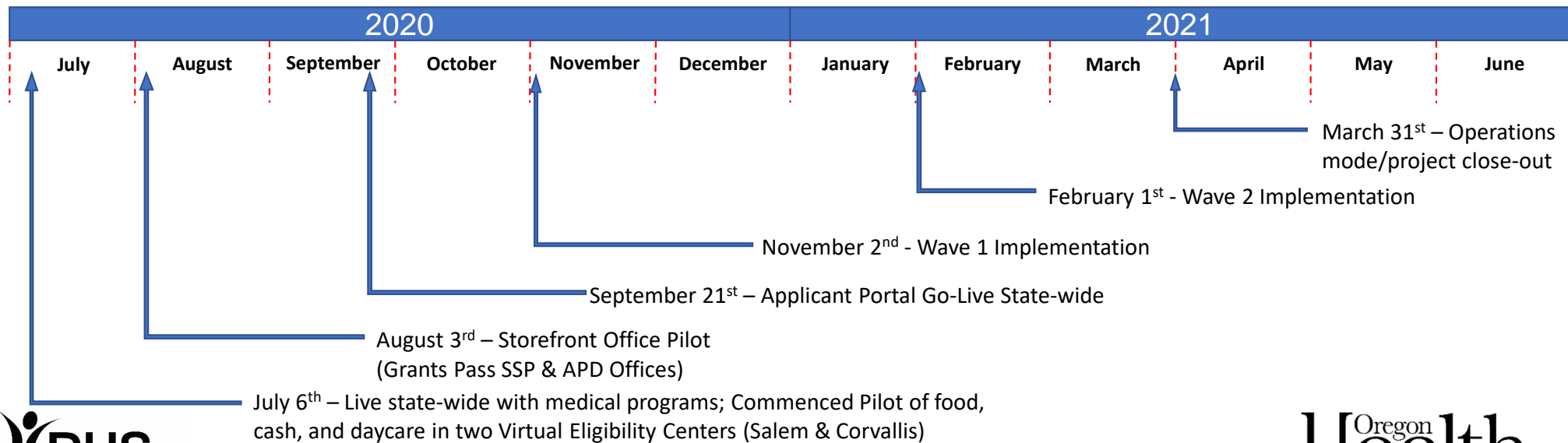Tony Black, Director,
Integrated Eligibility
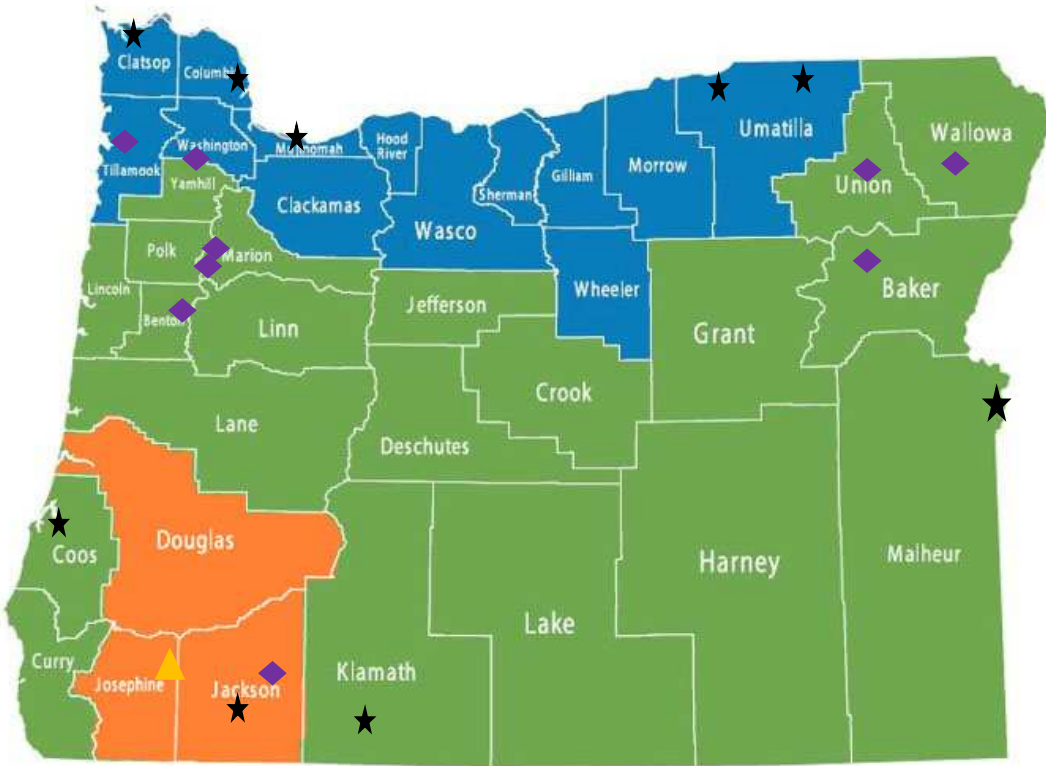
Kim Fredlund, Director,
Eligibility Transformation

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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

2020	2021
July	August	September	October	November	December	January	February	March	April	May	June

March 31st – Operations mode/project close-out

February 1st - Wave 2 Implementation

November 2nd - Wave 1 Implementation

September 21st – Applicant Portal Go-Live State-wide

August 3rd – Storefront Office Pilot (Grants Pass SSP & APD Offices)

July 6th – Live state-wide with medical programs; Commenced Pilot of food, cash, and daycare in two Virtual Eligibility Centers (Salem & Corvallis)

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	Date	Description
◆ (purple diamond)	July 6, 2020	All medical processing centers
▲ (yellow triangle)	Aug. 3, 2020	Grants Pass Pilot
★ (black star)	Sept. 21, 2020	AP launch in Jackson, Josephine and select zip codes in Douglas County plus 200 Self-Sufficiency Programs Processing Center staff
■ (orange square)	Sept. 21, 2020	Jackson, Josephine Counties and parts of Douglas County
■ (green square)	Nov. 2, 2020	Wave 1: 21 counties plus select AAA offices
■ (blue square)	Feb. 1, 2021	Wave 2. 15 counties and Multnomah County AAA

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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**			
Federal (60.3%)	-	-	19.6	84.6	104.1			
General Fund (39.7%)	-	-	10.5	57.9	68.4			

Note: Projecting ~$3.9M GF underspend in M&O resulting in ~$2M GF underspend for 2019-2021

All $ in millions

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MANAGING TRANSITION

Typical Transition to Operations

Lost Time & Productivity

Productivity

Project Team → Transition → Operations Team

Time
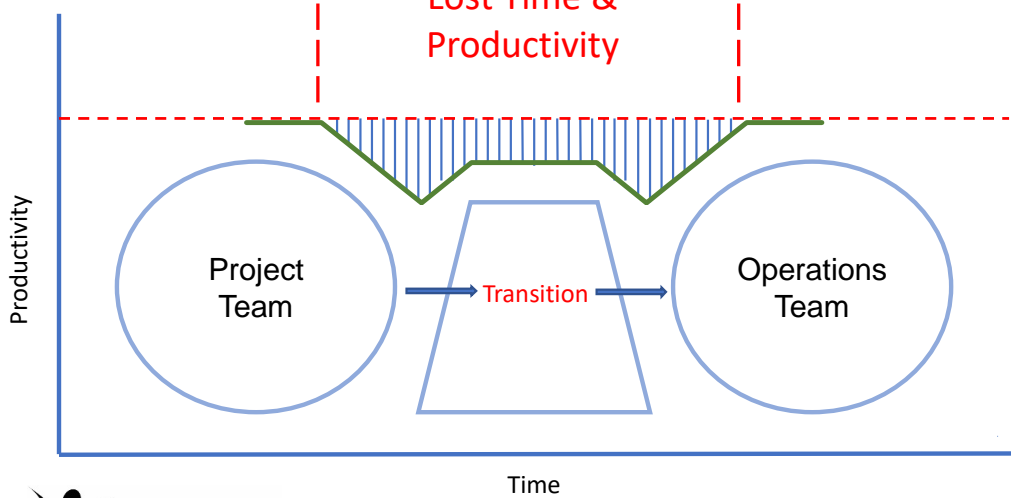
ONE System Transition to Operations

Lost Time & Productivity

Productivity

Project Team — Transition — Operations Team

Time

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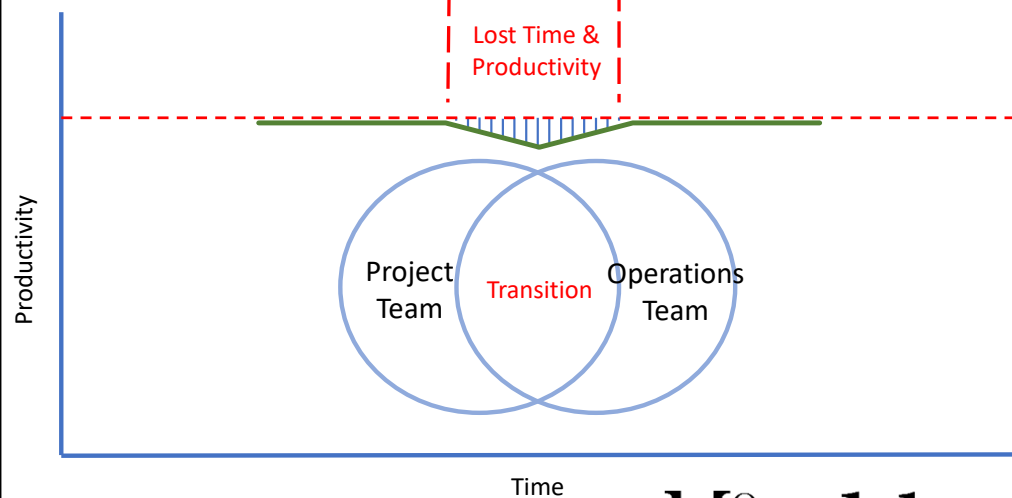
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Oregonians can apply for benefits any way they choose –
online, over the phone,
or in person at a local office

ODHS staff have new tools to help any Oregonian –
regardless of where they live or the benefits they receive

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.

Oregonians can create an account online to expedite future case updates

A new ONE Customer Service Center allows staff to provide eligibility services to Oregonians anywhere in the state

Oregonians can monitor communications from the Department and track the status of their benefits from a personal computer or mobile device

Verifying information can now be done by uploading documents online instead of coming into a Department office

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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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MATT MARSHALL
ELIGIBILITY WORKER - PRINEVILLE SSP

"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

Staff were working with systems built in the 1970s

Staff now have a modern Worker Portal to better serve Oregonians

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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

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)

Working in the ONE System

1.2M+ Total Cases

Medical
767,050

Cash
16,239

ERDC
7,989

SNAP
425,570

Benefits Issued

SNAP
$284M+

Cash
$19.4M+

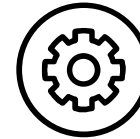Other Payments
$6.1M+

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NEXT STEPS

Integrated Eligibility Project Closure

Stabilizing, Supporting Staff Adoption

Planning next steps to maximize new system

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THANK YOU

Please contact us if you have
questions, concerns or requests

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