



Presentation to the

Joint Legislative Committee on Information Management and Technology

March 24, 2021

Presenters

Tony Black, Director,
Integrated Eligibility

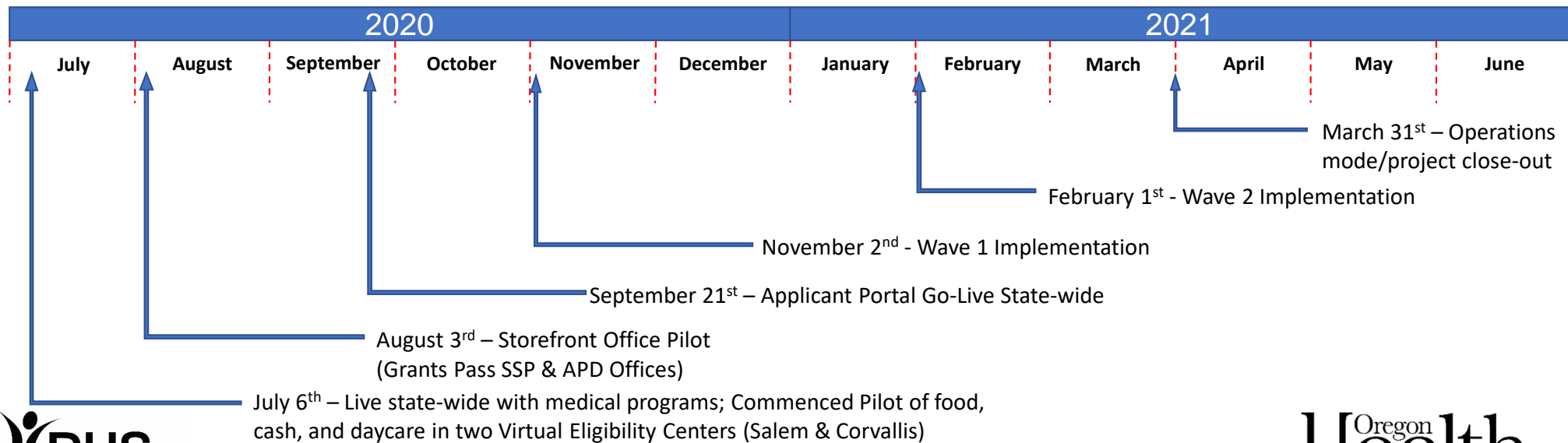
Kim Fredlund, Director,
Eligibility Transformation

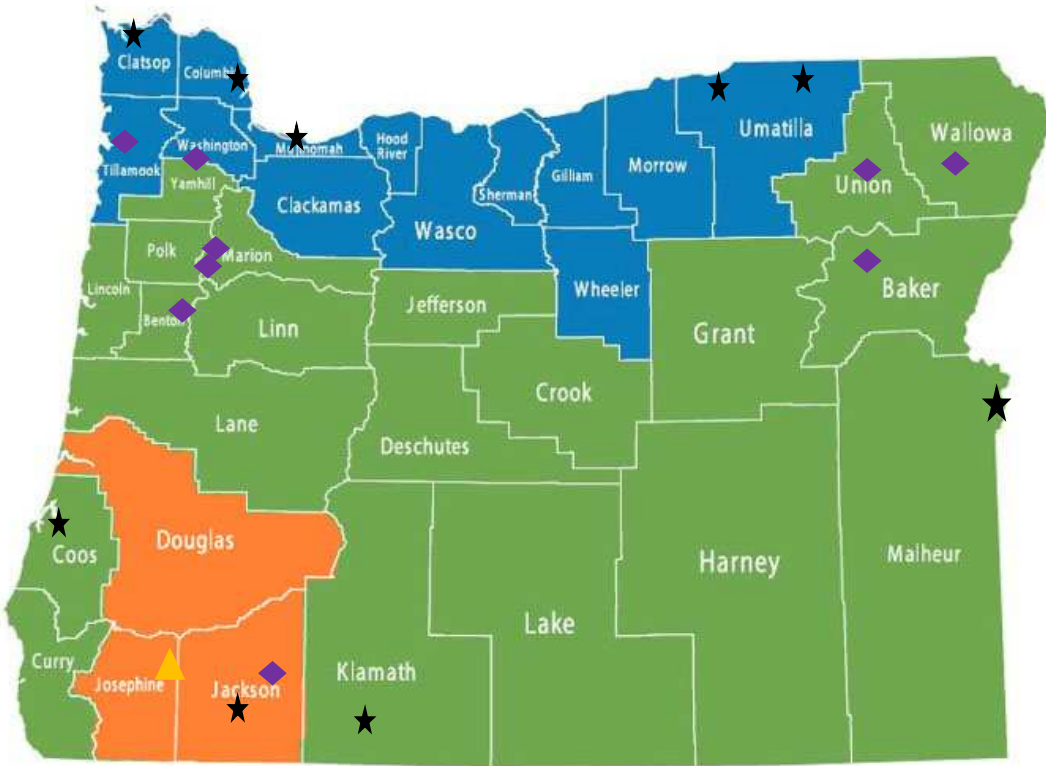
PROGRAMS IN SCOPE







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	

PROJECT TIMELINE & IMPLEMENTATION

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





	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

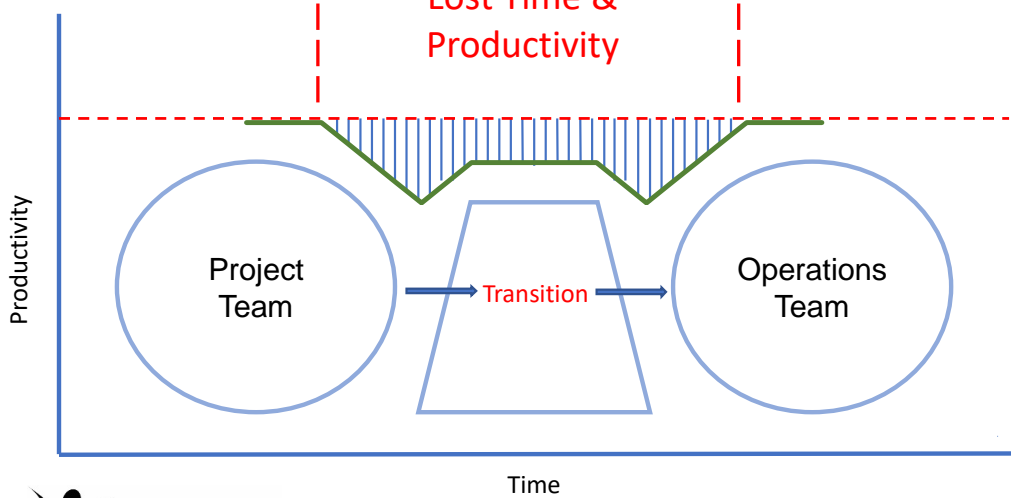
PROJECT BUDGET

	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			

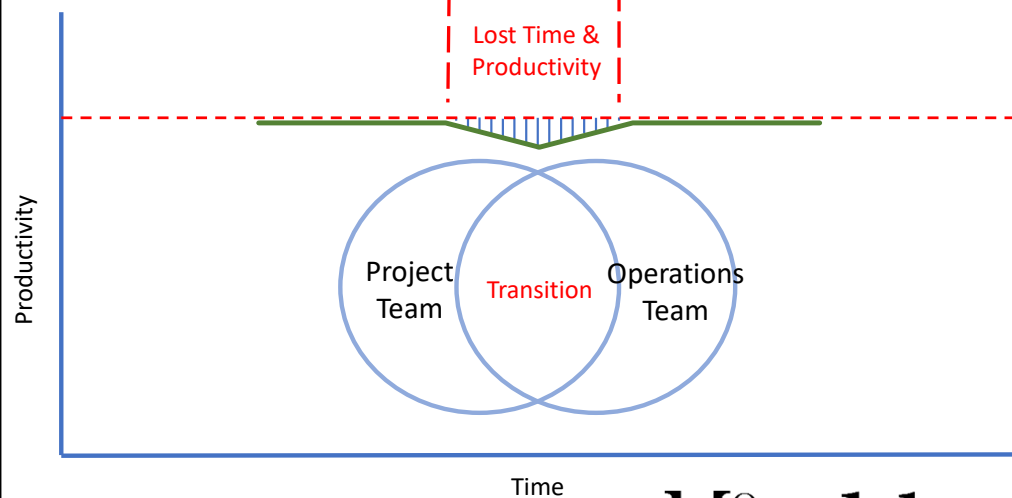
All \$ in millions

MANAGING TRANSITION

Typical Transition to Operations



ONE System Transition to Operations



Oregon^{one}eligibility



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

Oregon^{one}eligibility

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

Oregon^{one}eligibility

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.

Oregon^{on}eligibility



“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

Oregon^{one}eligibility

Staff were working with systems built in the 1970s

```
FSUP                               FastPath    EB    Next Code:
Case No: _____ Name: _____ 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 Pror
Rel ATP: 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                               Next Code:
Case No: _____ Name: _____ Br: 1517 Categ: NA
Bypass:
Trans: D Eff: FilGrp 08 BenGrp: 08
TC FN MT Name SSN DOB SX R FSET S Wrk Reg PA Case
P 01 HH _____ F M N 5
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.

Oregoneligibility

Staff now have a modern Worker Portal to better serve Oregonians

Detailed
Data
Collection

Oregoneligibility Home Application/Case Inbox Inquiry Correspondence Tools Benefit Management Quick Search Calendar

Terms of Use | Privacy and Security | External Links Welcome, Raymon | Sign Out

< Back to Case Summary

Application Registration Data Collection Eligibility Determination

Individual Information

- Interview Details
- Individual
- Case Composition
- Head of Household
- Case Address**
- Address Match Associated Cases
- Individual Address
- Contact Information
- Relationship
- Program Request
- Program Request Summary
- Program Details
- Expedited SNAP

Case Address

SDX BDX

Interfaces

< Previous Save Next >

Physical Address Summary

View Inactive Records

From	Physical Address	County	Actions
11/01/2018	123 SANTA CLAUSE LN SALEM, OR 97301 BAKER	BAKER	

+Record

Safe Mailing Address Information

Returned Mail Received

Is Mailing address same as Physical address? * No

Date Reported * 02/19/2019

Attention/Care of

Address Line 1 123 SANTA CLA

Address Line 2

City * SALEM

State * OREG...

County * BAKER

Zip Code * 97301 -

Other Addresses

Does anyone in the case have a different physical and/or mailing Address as compared No

Case: 500001901

Case Mode In Progress

Medical Approved (Change)

Household Members

BOBBY CROCKER 27M (Primary) 0

Individual ID: 802276737

Date Of Birth: 01/01/1992

Prime: VX201M90

JANE DOE 11F 0

Individual ID: 802277181

Date Of Birth: 02/01/2008

Prime: PY201M5Y

Household Contact

Address Info

123 SANTA CLAUSE LN

SALEM, OR, 97301

Contact Info

Phone 9387493875

Email Bobbycrocker@spam4.me

Consolidated Case Structure

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



Oregoneligibility

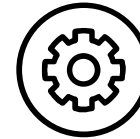
NEXT STEPS



**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

Tony Black

Integrated Eligibility Project Director

971-283-8796

tony.h.black@dhsosha.state.or.us

Kim Fredlund

Eligibility Transformation Director

503-932-7394

kim.fredlund@dhsosha.state.or.us