

Presentation to the Senate Interim Committee  
on Human Services

# ONE System

## Addressing the challenges and identifying solutions

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# Agenda

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- I. ONE overview
- II. Community and partner feedback
- III. Plans and processes underway
- IV. Questions

# ONE by the numbers

**1.5 million**

**People served**

One in three  
people in Oregon

**82**

**Different medical  
programs**

are evaluated  
through ONE

**889,660**

**Individual ONE  
online accounts**

As of Aug. 2023

**38 percent**

**Increase in OHP  
enrollment**

Since Mar. 2020

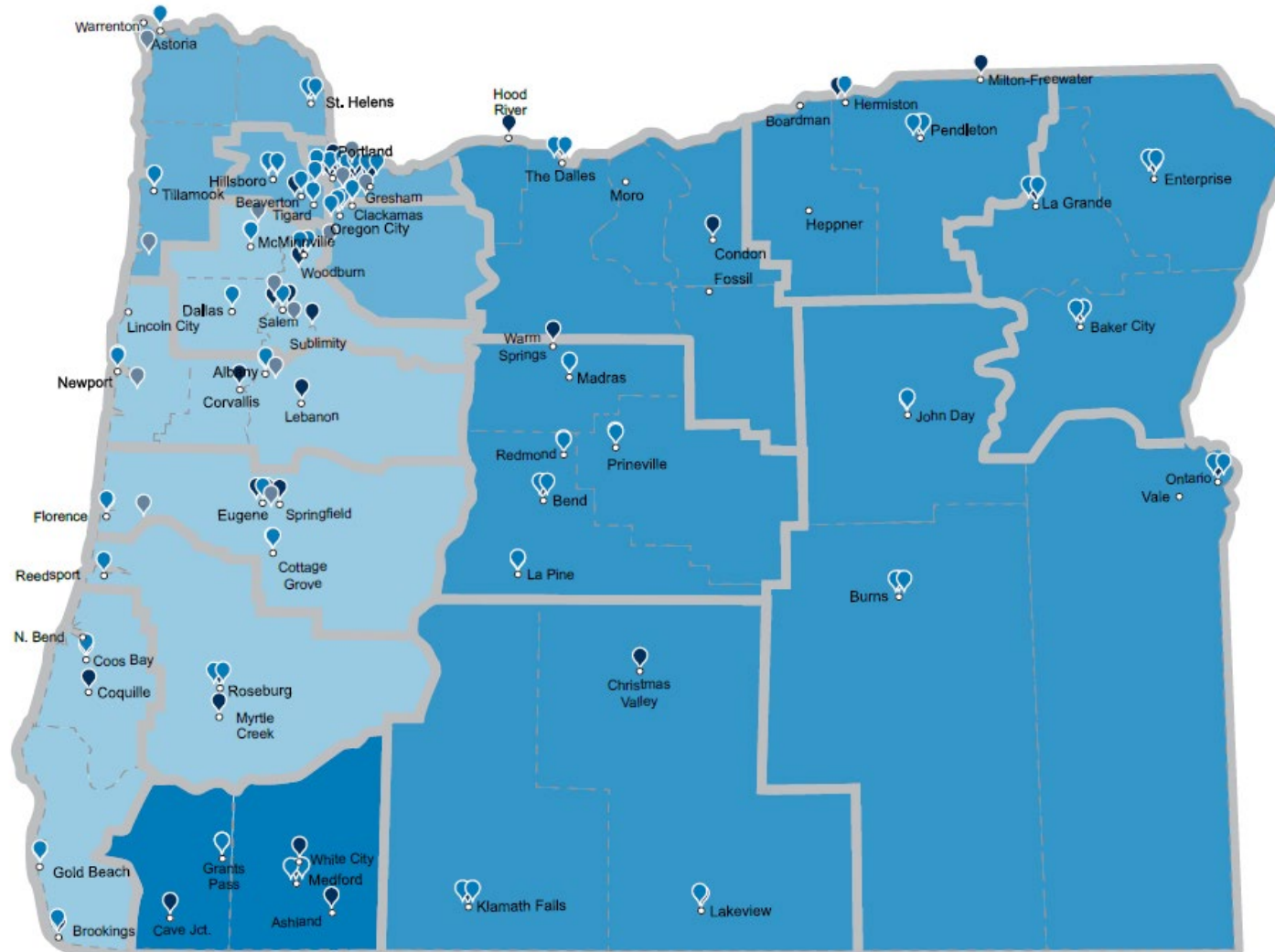
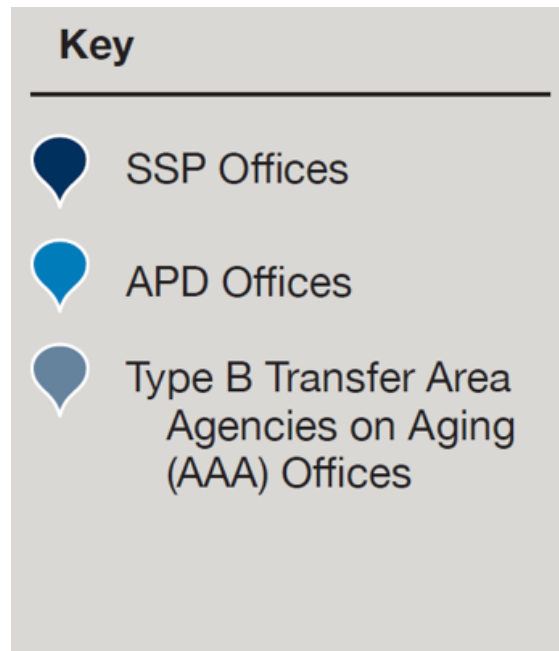
**16,078**

**Authorized  
representatives**

have online  
accounts



# Where we serve



# What we're hearing from staff working with children with I/DD\*

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- Need a focus on community education around available I/DD service programs and supports for kids.
- Coordinating with multiple agencies results in barriers to the families.
- Would like to specialize cases with children with I/DD needs.
- Phone call hold times are difficult on families. Office hours don't always meet their needs.



\*Intellectual/developmental disabilities

# What we're hearing from customers and advocates

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- "ONE works fine for most people, but for some of us we need something more"
- "Notices are confusing and long"
- "You send too many letters!"
- "I want to go to the AAA office for my work"
- "Which option am I supposed to choose if I am working with my County worker?"
- "I love being able to have my notices online."
- "Government is finally using technology!"
- "I am glad to see government working together and listening to me."



# What we're hearing from Area Agencies on Aging (AAAs)

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- Confusing notices are negatively impacting people
- AAA staff does not have same access as ODHS staff, leading to issues with communication/collaboration, uploading information, printing and timing out of the system.
- Multiple inefficiencies in systems and servicing lead to errors, duplication of work/fixes, and confusion when assisting participants





# What we have done

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Based on Staff suggestions:  
Created a dashboard for Case Managers to be aware of changes to avoid gaps in communication



Central Coordination Unit connects between APD, AAA, ODDS, and OHA for LTSS cases.



Added flags in ONE to identify cases where individuals are also receiving LTSS for workers.





# What we are doing

Rewriting and redesigning notices to reduce technical language and help people more easily understand their benefits.



Planning listening sessions in partnership with AAAs

Exploring and planning implementation of AAA recommendations



Initiating engagement with Community Developmental Disabilities Programs (CDDPs) and advocates



Facilitating ONE Online Improvement Committee





Questions?

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# Thank you

