ONE Eligibility system
Oregon Secretary of State Audit

Presentation to the Senate Committee on Health Care

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Agenda

I. ONE Eligibility system overview

II. Oregon Secretary of State audit findings

III. Solutions

IV. ONE Eligibility system change requests

V. Trends

VI. Questions

Oregon Department
of Human Services

ONE Eligibility system

ONE Eligibility system supports 1 in 3 Oregonians

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

Staff have tools and resources to help any people in Oregon – regardless of where they live or the benefits they receive

Person Centered

Information Sharing Across Programs

One Application for Multiple Programs – Medical, food, cash and child care

Medical, food, cash and child care benefits can be accessed many ways, from anywhere in the state

Quality customer service within funded levels

Consistent customer experience

Customer choice – online, phone or in person

Statewide coordination

Audit results

Oregon Secretary of State ONE Eligibility system audit

The October 2024 audit confirms **ONE Eligibility system is generally working well**

System works

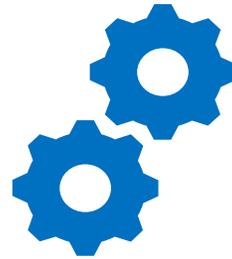**Historic caseload, limited staffing**

Commitment to improve

one | Oregon Eligibility Partnership

Main findings

System works effectively for automated eligibility determinations

Automated eligibility determinations are largely accurate, with only minor errors

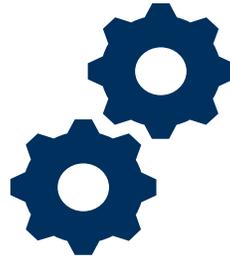Human errors in manual input, particularly during benefit calculations

Solutions

Taking action on audit recommendations

Strengthening manual override processes

Enhancing accuracy through training and automation

Improving user acceptance testing

Eligibility determination overrides

Finding: All eligibility workers can perform overrides, reasons need to be documented, processes are needed to monitor overrides to ensure they result in the correct decision.

Monitor overrides to ensure they result in the correct eligibility decision

Staff training and supports; ensuring case notes are added explaining the override

System change request in September 2025 to restrict overrides to leads or supervisors

Automation, staff supports to reduce manual error

Finding: Automating basic administrative tasks gives staff more capacity to focus on accurate decisions on complex cases.

Continue automating basic administrative tasks

Deploy generative artificial intelligence supports in 2025 to supplement staff training on manuals

Complete texting pilot for cold calls for staff to gather or verify information for accurate eligibility decisions

Formalizing testing processes and documentation

Finding: ONE change management is formal and well documented; state user acceptance testing should follow similar standards.

Expand documentation of testing processes and escalation pathways

Ensure testing documentation is stored in one place

Add in-depth testing beyond federal standards to increase system security

ONE Eligibility system Change Requests
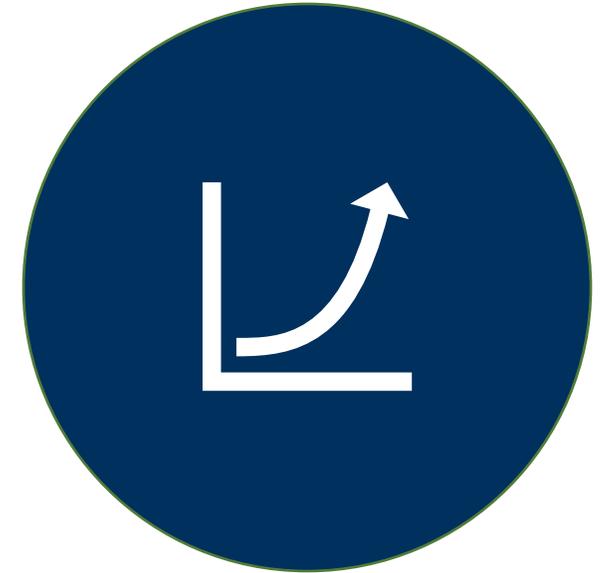
ODHS, OHA & DELC share governance of ONE

Multi-agency
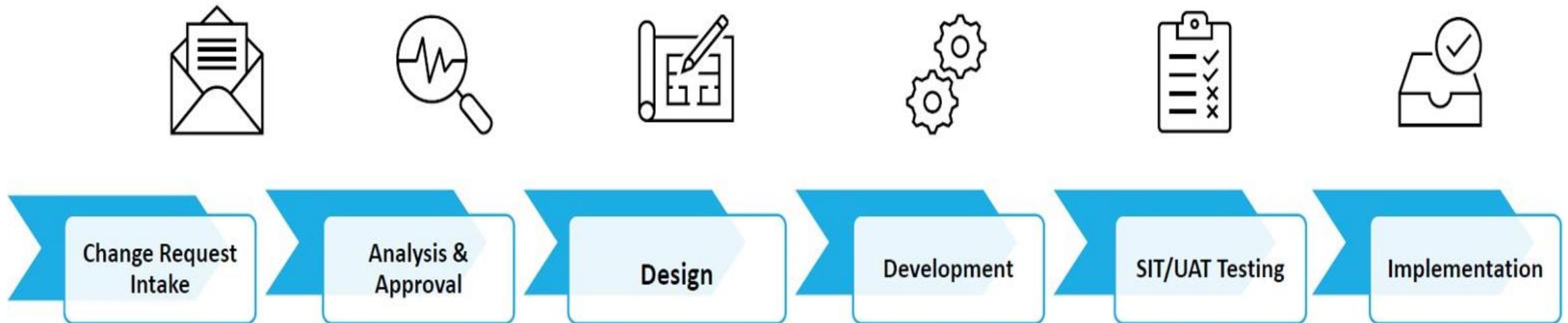governance team
prioritizes change requests

Approved change
requests scheduled into
ONE strategic roadmap

High volume of requests
driven by federal, state policy
and rule changes; customer
and staff suggestions

Lifecycle of a change request

Change Request Intake → Analysis & Approval → Design → Development → SIT/UAT Testing → Implementation

From the Oregon Secretary of State Report 2024-27
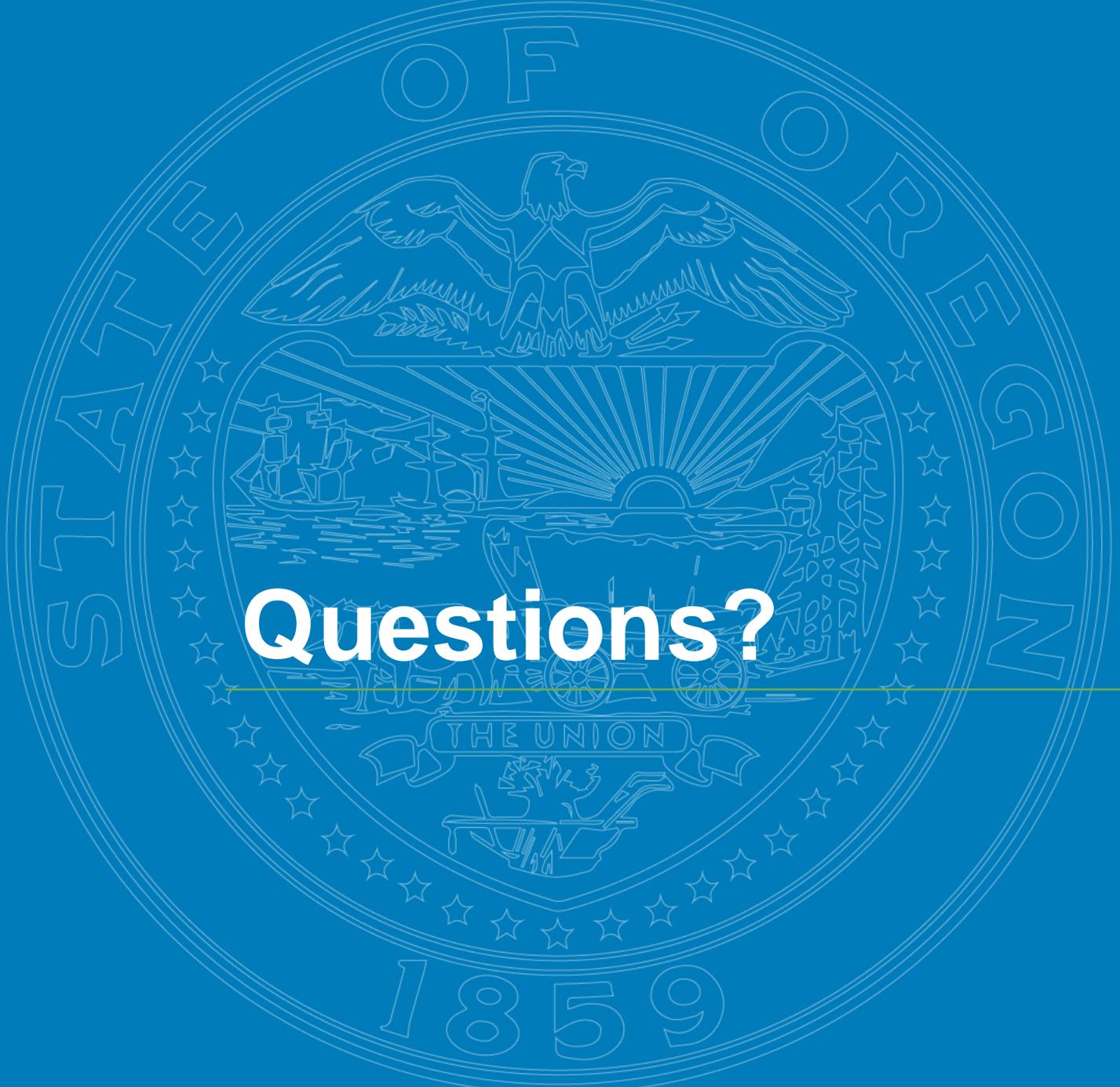
Trends to navigate

Trends to navigate

Caseloads remain at historic highs and forecasted to increase

Building significant federal & state program and rules changes into ONE, workforce processes

Eligibility staffing funded at 60% percent of required levels

Questions?

Oregon Department of Human Services

Thank you.

Oregon Department of Human Services