



OEP Presentation to 2023 House
Committee Early Child Human Services

Oregon Eligibility Partnership

Nathan Singer, OEP Director

Jillian Johnson, Interim OEP Deputy Director

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I. Oregon Eligibility Partnership Overview

II. ONE System Highlights

III. Impacts to Oregonians

IV. The work ahead

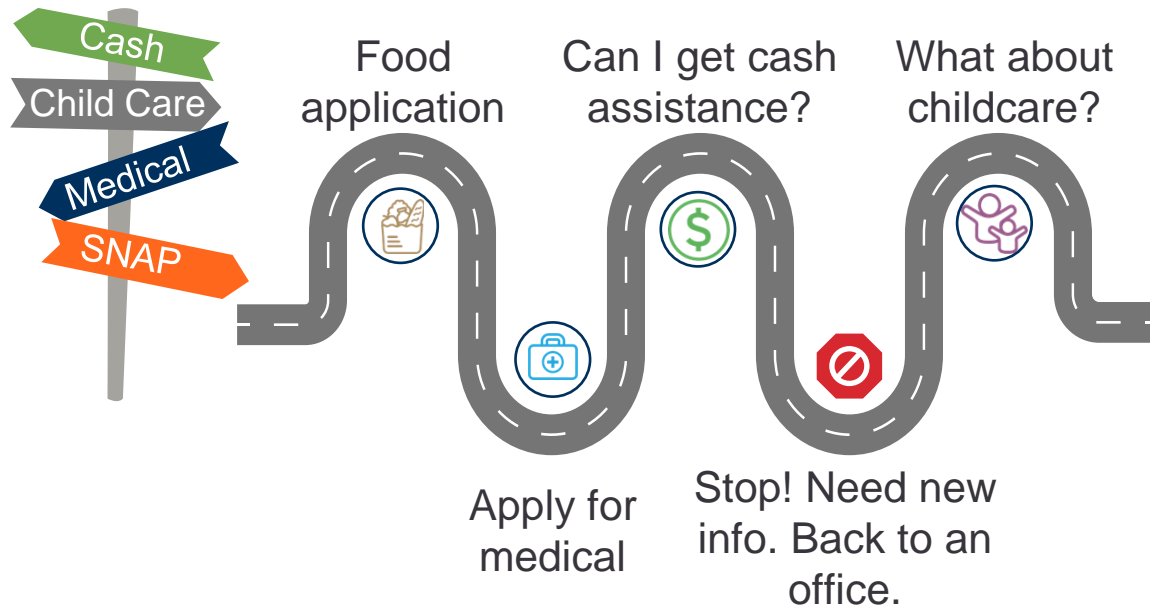
V. Governor's Budget

VI. Closing remarks

Oregon Eligibility Partnership



Improving customer service with ONE



Evolution of eligibility



1971

Department created to give people in Oregon a **more streamlined way to access supports**



Over the years, **eligibility rules and regulations become increasingly complex**, as does applying for them



2020

ONE system launches to give the public a single application and streamlined process for eligibility



2021

OEP launches to align staff and operations behind the ONE system



2023

Proposed budget creates OEP as separate entity, funds backend technology upgrades.

Why we do our work: Opportunities to thrive

Oregon^{one}eligibility

The ONE system makes it possible for people to apply for medical, food, cash and childcare benefits with one application – online, by phone or in person at any Aging and People with Disabilities, Area Agency on Aging (Type B) or Self-Sufficiency Programs office.



Oregonians can create an account online to expedite future case updates



Oregonians can experience no wrong door and apply for multiple benefits with one worker at any office statewide



Oregonians can monitor communications from the Department and track the status of their benefits online



Verifying information can now be done by uploading documents online instead of by mail or office drop box

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
SNAP Emergency Allotments	Employment Payments	Head Start Contracts	Oregon Supplemental Income Program Medical	Refugee Cash
Pandemic Electronic Benefits Transfer	Jobs Participation Incentive		Special Needs	
Summer Meals	State Family Pre-Supplemental Security Income		Oregon Health Plan MAGI Programs	
Disaster SNAP	Supportive Services		Refugee Medical	
	JOBS Child Care		Hospital Presumptive Eligibility	
			COFA Dental and Veteran Dental Programs	

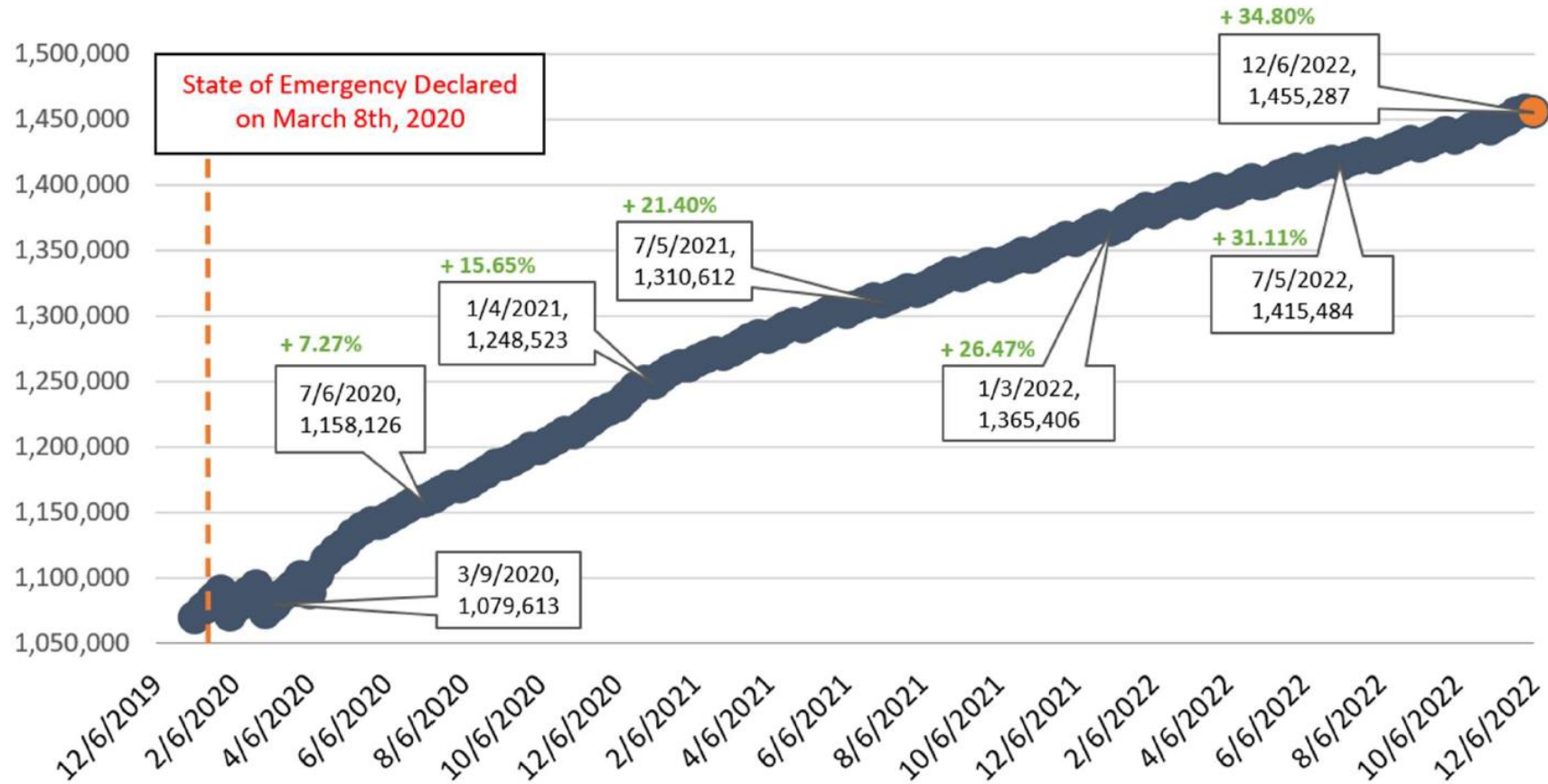
Who we serve

1.5 Million	1 Million	749,000	43	\$2 Billion
1 in 3 people in Oregon are served through the ONE system	Applications processed since go-live; 44% submitted through the ONE Applicant Portal	People using the ONE Applicant Portal	Percentage of cases receiving multiple benefits through the ONE system	Amount of SNAP food benefits sent to people since go-live
34	2.1 million	44		
Percent of medical caseload increase since the pandemic began	Number of calls taken in the last year from our ONE Customer Service Center	Percent of applications submitted online		

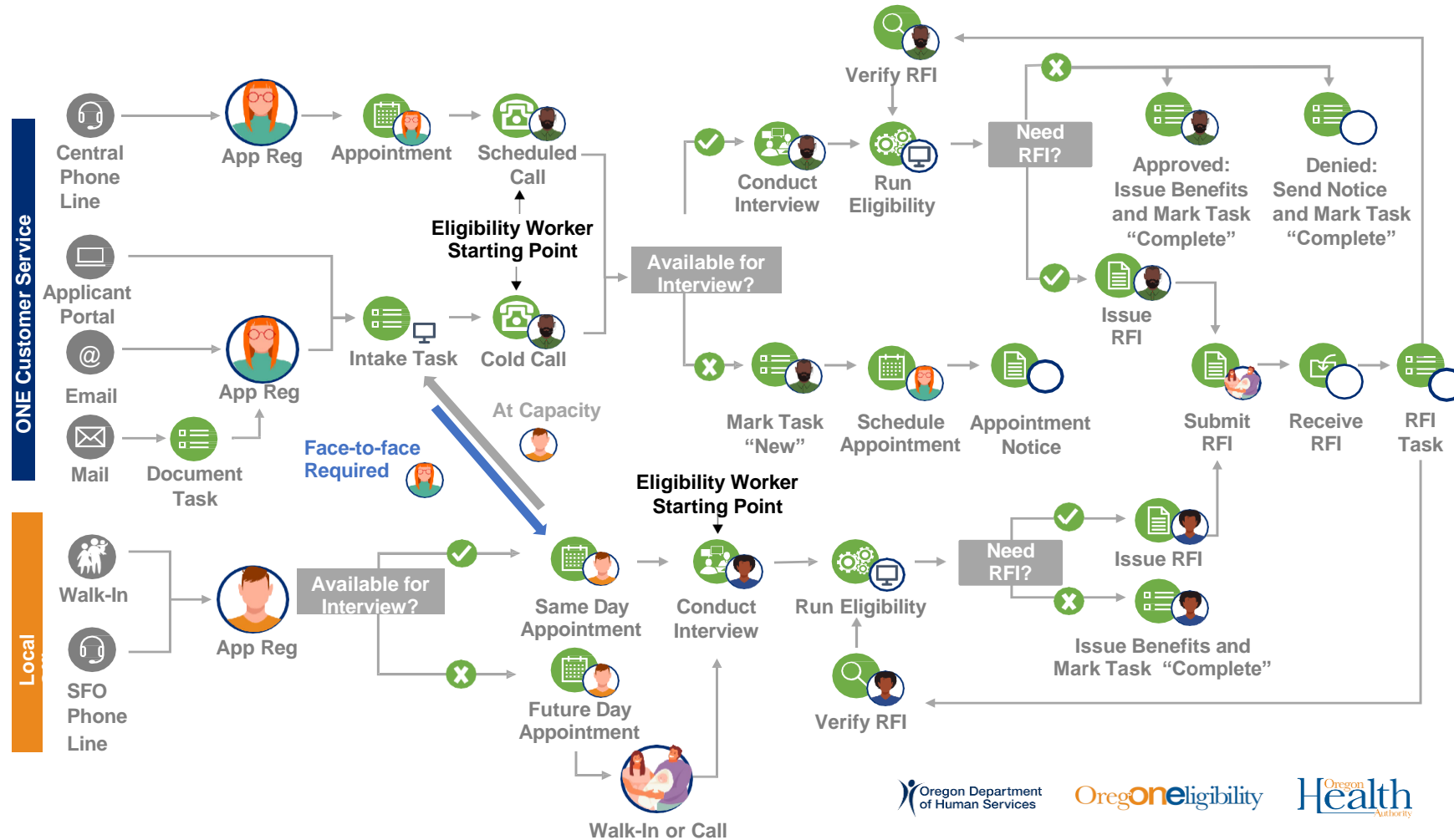
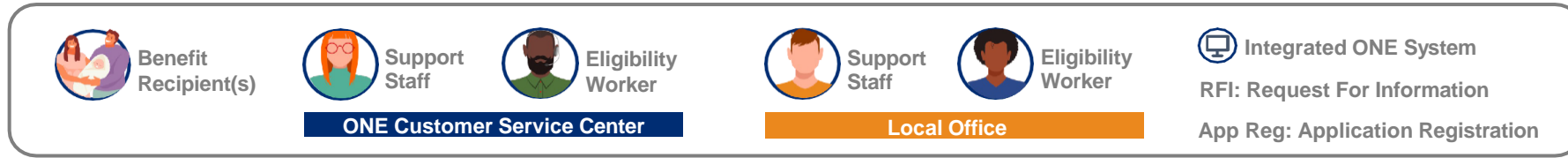


Historic demand for services

Total Oregon Health Plan (OHP) Enrollment



How we deliver timely and accurate benefits



How ONE impacts people in Oregon

Better Service

The Applicant Portal provides a **person directed process of applying** and enables Oregonians to make **updates to their ongoing case**.

The Worker Portal has functionality allowing **staff to process multiple programs at one time**, reducing the number of phone calls and hand-offs for the Oregonian.

Focused Accuracy

The ONE system **interfaces with other state and federal databases** to verify information. The system applies the data provided by the Oregonians and the interfaces to **all programs at the same time** to determine benefits.

Added Convenience

A new single case structure brings us closer to achieving a **“people first”** approach to customer service.

Eligibility staff have been **cross-program trained and teams** are coming together so expertise is available in more places.

Statewide Coordination

Our business processes and our technology are **continually being updated to improve outcomes of timeliness and access**, expedite eligibility determinations, and enhance customer service.



ONE Applicant Portal

Provide Eligibility Information through Updated Portal

Enter and Confirm Application | Review and Accept Eligibility | Select and Manage Plans | Submit Application

Household Information ? *=Required Field

Tell us about the people in your household. List everyone who lives with you and anyone who is listed on your tax return.

If you live in a treatment center or shelter, you only have to tell us about people in your family and people who want to apply for benefits with you.

Household Member 1 of 2

* Legal First Name ? M.I. * Legal Last Name ? Suffix

* Date of Birth (mm/dd/yyyy) Gender Identity

DHS/OHA asks about racial and ethnic identity to ensure we can meet the needs of the community and provide the best service possible. Your answers to these questions will not change what you are eligible for. You do not have to answer these questions. If you do not want to answer these questions, you can select "Decline to Answer".

How does JOHN identify their race, ethnicity, tribal affiliation, country of origin, or ancestry?

* Ethnicity: **Select all that apply**

- Hispanic or Latino Mexican
- Hispanic or Latino Central American
- Hispanic or Latino South American
- Indigenous Mexican, Central American, or South American
- Other Hispanic or Latino
- Not Hispanic or Latino
- Decline to Answer

Household Member 2 of 2 [Remove member](#)

* Legal First Name ? M.I. * Legal Last Name ? Suffix

* Date of Birth (mm/dd/yyyy) * Sex on Original Birth Certificate ? Male Female

Gender Identity

DHS/OHA asks about racial and ethnic identity to ensure we can meet the needs of the community and provide the best service possible. Your answers to these questions will not change what you are eligible for. You do not have to answer these questions. If you do not want to answer these questions, you can select "Decline to Answer".

How does KRISH identify their race, ethnicity, tribal affiliation, country of origin, or ancestry?

* Ethnicity: **Select all that apply**

- Hispanic or Latino Mexican
- Hispanic or Latino Central American
- Hispanic or Latino South American
- Indigenous Mexican, Central American, or South American
- Other Hispanic or Latino
- Not Hispanic or Latino
- Decline to Answer

Apply for Multiple Programs as well as Household members

Enter and Confirm Application | Review and Accept Eligibility | Select and Manage Plans | Submit Application

Which program(s) are you or your household members applying for? *=Required field

Please check the boxes below to choose the programs you want to apply for.

	Medical	Cash	SNAP	ERDC
 DANIEL DOE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
 KERRY DOE	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Save & Exit **Back** **Next**

ONE customer service improvements, efficiencies



Language Lines

16 lines for callers to receive services in their preferred language.

Call Back Option

Callers receive a call back when their place in line comes up.

Robotic Process Automation (RCA)

Process automation for SMS nudging, returned mail automation, and periodic reporting.

Interactive Voice Response (IVR)

Functionality for individuals to determine their benefit or application status, provide updates to contact information, etc.

Oregon ONE Mobile

A mobile application for individuals to see benefit status, submit common verification documents, find an office, get messages about the application process.

Significant Changes Coming to Other Programs

Supplemental Nutritional Assistance Program (SNAP)

- End of SNAP Emergency Allotments
- Reinstatement of time limits for able bodied adults without dependents

Eligibility and Reporting

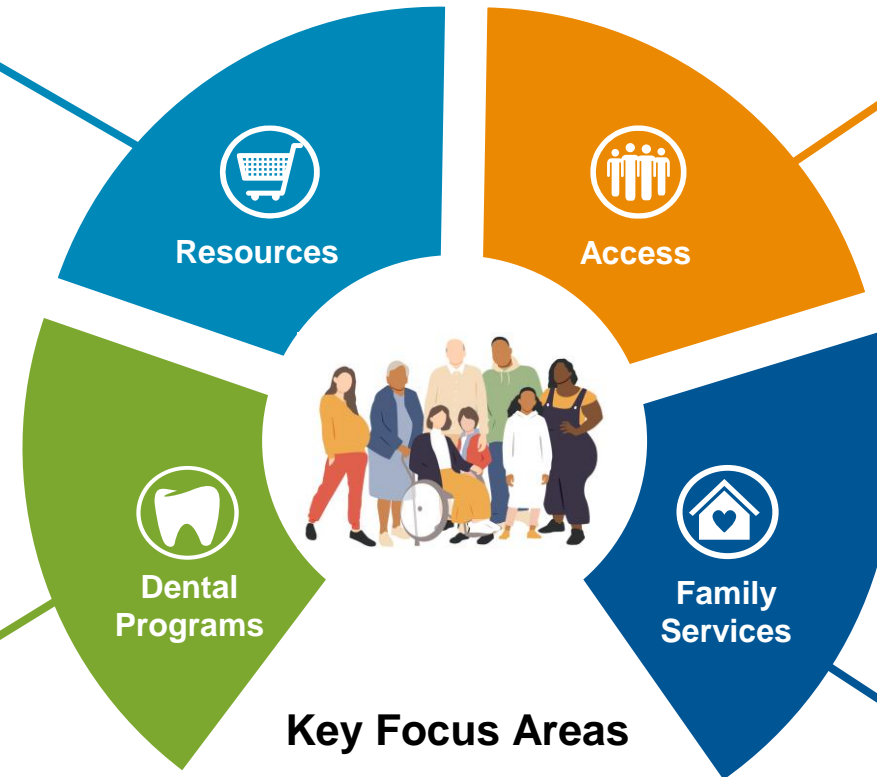
- People who became eligible for Medicare during the pandemic, must transition from OHP to Medicare to avoid penalty
- Changes to capture demographic information (e.g., race, ethnicity, language, disability, sexual orientation, and gender identity expression)
- Federal reporting requirements

Dental Coverage

- Compact of Free Association (COFA) Dental
- Veteran Dental

Childcare

- Updates to child-care eligibility (HB3073)



Key Focus Areas

Delays in benefit delivery impact everyone



Historic demand for medical, food, cash and child care benefits



Not enough staff for everyone who is eligible to get what they need, when they need it



Benefit delays impact people's health and employment, pressure our community partners, and can weaken Oregon's economy



Questions?
