



Oregon

Tina Kotek, Governor

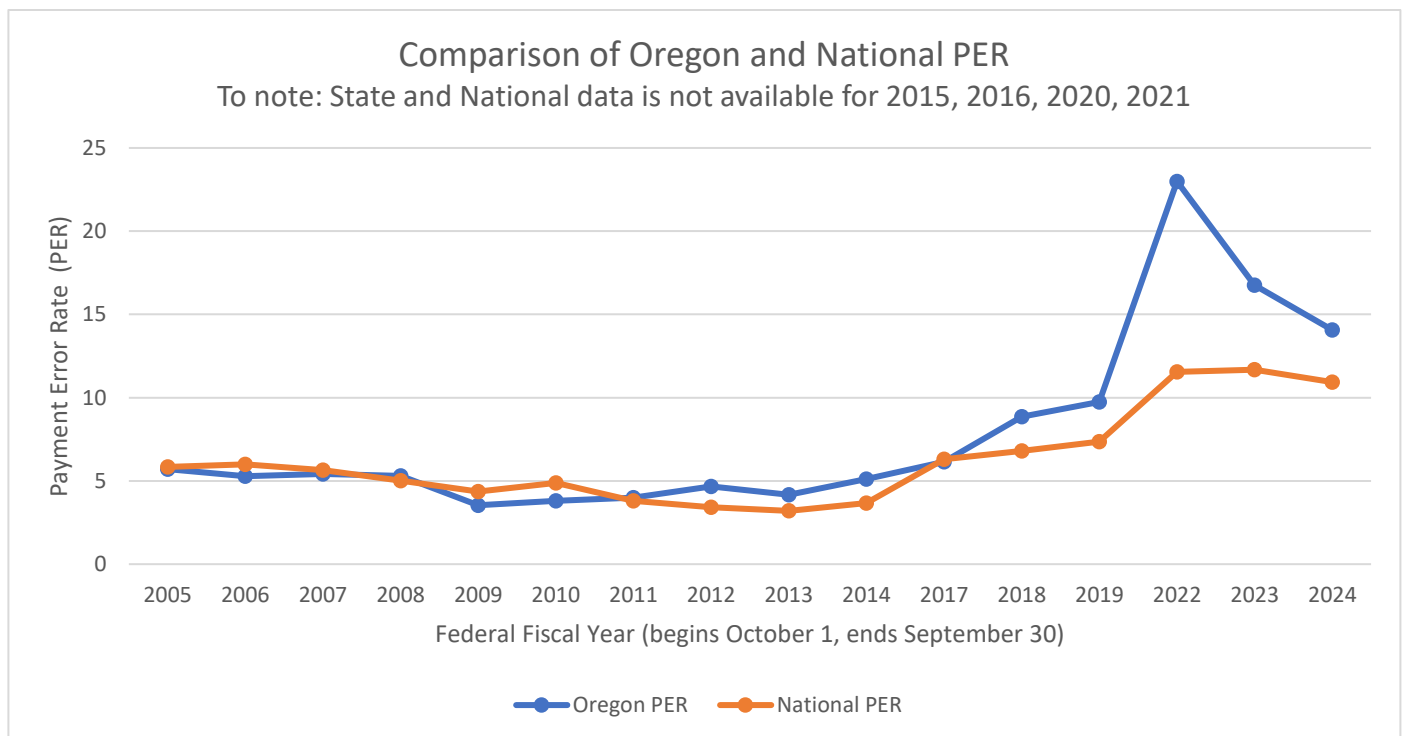
Self-Sufficiency Programs
500 Summer St NE
Salem, OR 97301



Dear Chair Hartman, Vice-Chairs Walters and Scharf, Members of the Committee:

At your hearing on September 29, 2025, during Oregon Department of Human Services' presentation on an overview of the impacts of federal-level changes, Representative Scharf requested a lookback at the last 20 years of SNAP error rate levels in Oregon.

Please see the requested data, as well as some key context for these numbers:



Comparison of Oregon & National PER from 2005 through 2024

Year	Oregon PER	National Average PER
2005	5.71	5.84
2006	5.28	5.99
2007	5.41	5.64
2008	5.3	5.01
2009	3.54	4.36
2010	3.81	4.88
2011	3.99	3.8
2012	4.66	3.42
2013	4.17	3.2
2014	5.11	3.66
2015	no rate	no rate
2016	no rate	no rate
2017	6.15	6.3
2018	8.86	6.8
2019	9.74	7.36
2020	no rate	no rate
2021	n/a	no rate
2022	22.99	11.54
2023	16.76	11.68
2024	14.06	10.93

Historical explanation on SNAP error rates

National and individual state payment error rates (PERs) for fiscal year 2022 were higher than previous years. An analysis of PER trends by the American Public Human Services Association (APHSA) notes that the COVID-19 pandemic challenged SNAP agencies to operate a program that largely relied on in-person interactions in an entirely new way - moving to virtual and online applications. In Oregon, we implemented the new ONE Eligibility System during COVID - 2020. The 2020 rollout of the ONE Integrated Eligibility System merged SNAP, TANF, and Medicaid processing and introduced further challenges and workload pressures. Additionally, Oregon Department of Human Services OEP staff have been responsible in the integrated eligibility system for launching new programs like the Healthier Oregon Program, the Basic Health Program, and expanded services in child care and Medicaid. Oregon has also implemented additional supports through AI like the nationally award winning eligibot, but continues to struggle with outdated phone systems required by statute. These added responsibilities have further strained the overall system.

“The combination of technology shifts, loss of experienced staff, operating under new and shifting flexibilities, and overall navigating through policy and Quality Control has placed states under unprecedented strain.” (APHS PER Trends)

With the unwinding of the public health emergency, OEP staff had to be trained in pre-pandemic rules in the new system. Since we’ve stabilized post-COVID-19 and implemented corrective action plan improvements, we have reduced our PER 22 to 14% in a short two-year period with our concerted work to reduce errors by focusing on training and ways to support workers in serving customers. This is a success.

It is important to note that SNAP caseloads have grown significantly, staffing levels have not kept pace. In 2005–2010, the Oregon Department of Human Services (ODHS) maintained a caseload ratio of one eligibility worker per 350 cases, supported by one lead worker for every ten staff. Presently, ODHS is operating at 43% of its workload model, with caseload ratios of one worker per 613 cases and one lead for every 19 workers.

If there’s any questions, please contact: Mariya Klimenko at
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