



OREGON DEPARTMENT OF
Human Services

Presentation to the Joint Legislative Committee on
Information Management and Technology

EligiBot AI eligibility assistant

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Nov. 18, 2025

Agenda

1. EligiBot overview
2. Purpose and strategic value of EligiBot
3. Key implementation milestones
4. Knowledge curation and data governance
5. Metrics and impact on efficiency and program support



What is EligiBot?

It is an AI tool that allows eligibility workers to get fast, reliable eligibility support.



Available 24/7



50+ languages



Generative AI large
language model



Less than 10 second
response

EligiBot: Purpose and strategic value



Enhances document accessibility for staff



Reduces time spent searching for information



Supports staff with fast, reliable answers



Aligns with Oregon's ongoing AI initiatives



Start Chatting

EligiBot is configured to answer your questions about any subjects covered in the ONE System,

Type a new question...

New Chat



EligiBot interface step 1: Ask a question

EligiBot: Your AI Eligibility Assistant

Dark Mode
Off

Show chat history

Feedback

How do I establish a DOR for Child Care?

2

To establish a Date of Request (DOR) for Employment Related Day Care (ERDC), follow these steps:

1. Definition of DOR for ERDC: The DOR is the date the caretaker or authorized representative requests ERDC benefits or child care assistance. This request can be made via phone, letter, application, or walk-in ^{ref 1}.

2. Steps to Establish a DOR:

- If the individual is not already in the ONE system, begin by performing Application/Registration.
- On the Primary Applicant Contact Information screen, enter the necessary details, such as address, city, state, and zip code. If no address is provided, use "NONE PROVIDED" as a default value to establish a DOR for Medical, but this is not applicable for other programs ^{ref 2}.
- Ensure the application is signed. If no signature is provided, select "No Signature Provided" in the system ^{ref 2}.
- Add a case note to document the DOR and any relevant details about the application.

3. Important Notes:

- For ERDC, benefits begin the first of the month in which the DOR is established ^{ref 1}.
- Families invited to apply for ERDC from the waitlist have 45 days from the date of the invitation letter to establish a DOR. If they miss this deadline, they will be returned to the waitlist ^{ref 3 ref 4}.

If you need further clarification or assistance, feel free to ask!

3

4 references

1 OPEN.pdf - Part 1

2 QRG_Establishing DOR and Filing Date.pdf - Part 1

3 OPEN.pdf - Part 2

4 ERDC Waitlist .pptx - Part 1

AI-generated content may be incorrect

Type a new question...

+ New Chat

Citations

QRG_Establishing DOR and Filing Date.pdf 4

other address is acceptable.

2. If no other medical case is open, establish an Application Number to honor the DOR. Begin by performing Application/Registration.

3. On the Primary Applicant Contact Information screen, select No from the Participating in the Address Confidentiality Program dropdown menu.

4. Enter NONE PROVIDED in the Address field. a. Do not enter NONE PROVIDED in the Address field if the individual is receiving programs other than or in addition to Medical. b. Using NONE PROVIDED should only be used as a default value to establish a DOR for Medical. It is not used for other programs.

5. Enter Salem in the City field.

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OEP Eligibility Guide Establishing DOR/Filing Date

6. Select Oregon from the State dropdown menu.

7. Enter 97301 in the Zip Code field.

8. Select Marion from the County dropdown menu.

9. Select Yes from the Is the Mailing Address same as Physical Address? dropdown menu.

Note

Do not input any additional information that may be listed on the application; instead, proceed to the following steps.

10. Select Sign and Submit

11. On the Sign and Submit screen, select Application/Periodic Report from the Signature Reason dropdown menu 12. Select the Signature Type

a. If no signature is provided, select No Signature Provided. The Signature Date and Application Signed By fields will become inactive. Proceed to step 6.

13. Enter the Signature Date

14. Select the Individual who signed the application

15. Select Submit

16. On the Applications Summary screen, select View Application Notes from the right navigation menu b. The Application Notes Summary screen will display as a pop-up window. 17. Select Add Note

c. The Application Note Addition screen will display as a pop-up window.

18. Add the following Application Note: "Application has no mailing address listed, and application cannot be processed without one present."

EligiBot interface step 2: Bot responds

EligiBot: Your AI Eligibility Assistant

Dark Mode ☐ Off

How do I establish a DOR for Child Care? 1

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Type a new question...

Citations

4

Establishing DOR and Filing Date.pdf

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025 Return to Top 33 OEP- SEDD

Side Establishing DOR/Filing Date

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EligiBot interface step 3: Bot cites references

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Citations

QRG_Establishing DOR and Filing Date.pdf **4**

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- If no other medical case is open, establish an Application Number to honor the DOR. Begin by performing Application/Registration.
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- Enter the Signature Date
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EligiBot interface step 4: See references in detail

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Dark Mode Off Show chat history Feedback

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Knowledge curation



More than 550 unique, internal resources curated into a searchable index



Key Documents:

- Eligibility Guides
- OPEN
- Transmittals
- QA/QC guidance
- Training Materials



Ongoing updates and review process to maintain document integrity

Key implementation milestones



Dedicated business owner or content manager



Prepare evaluation question set



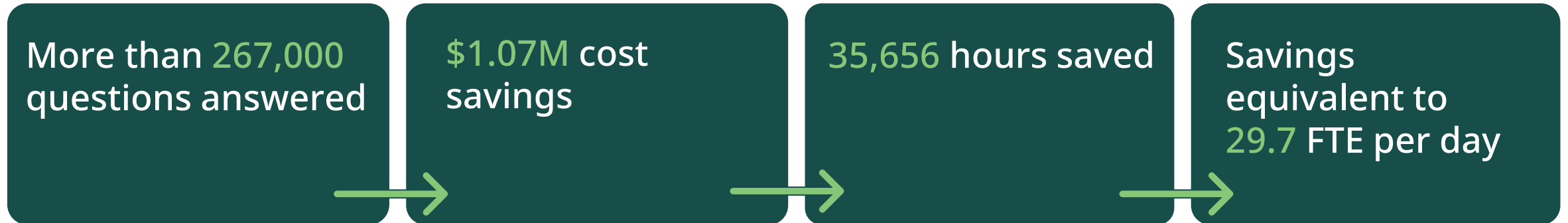
Formal review process and knowledge curation



Feedback loop for continuous improvement
(quick, easy, ability to add detail)

Metrics and impact on efficiency

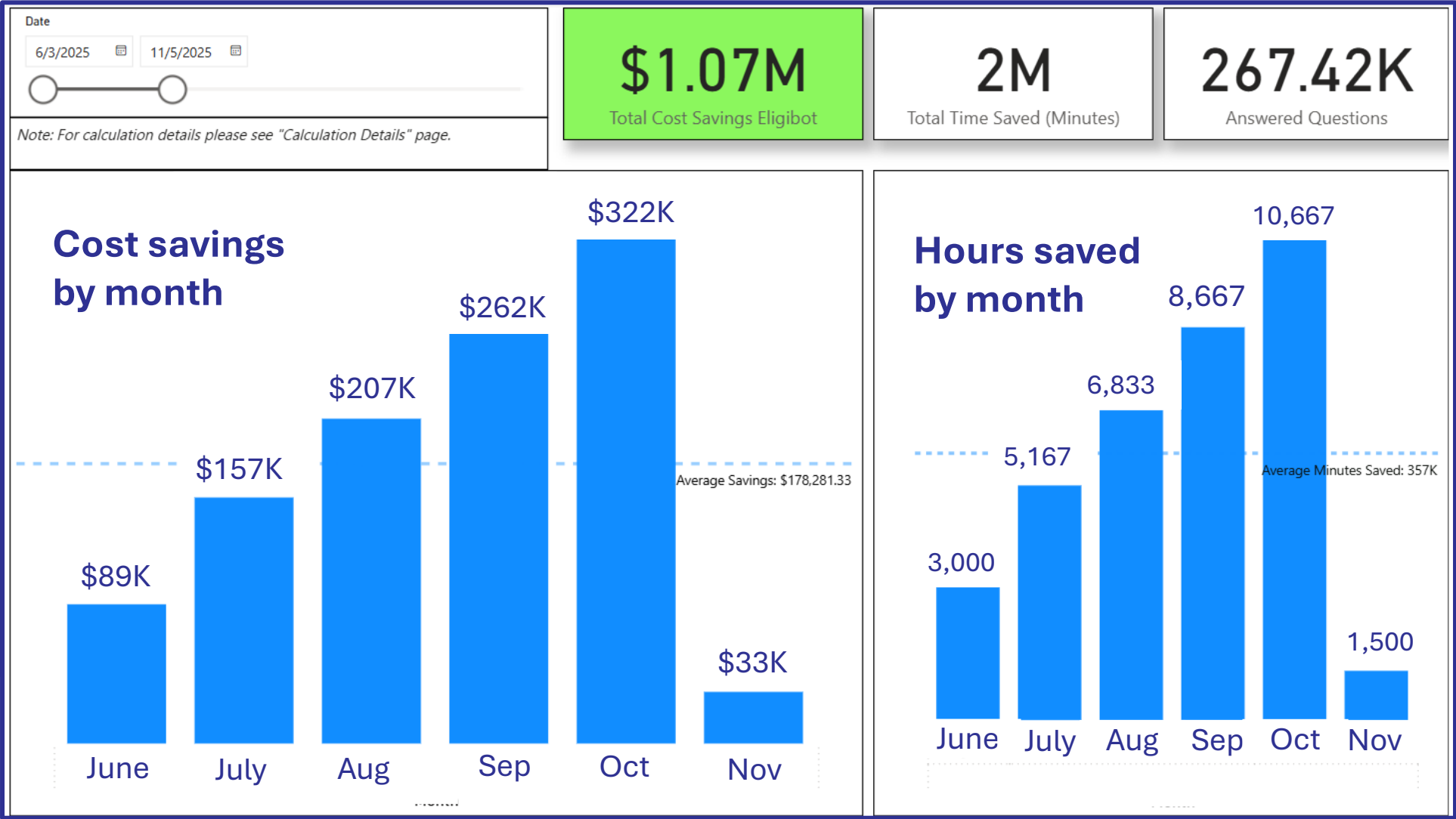
The first 150 days

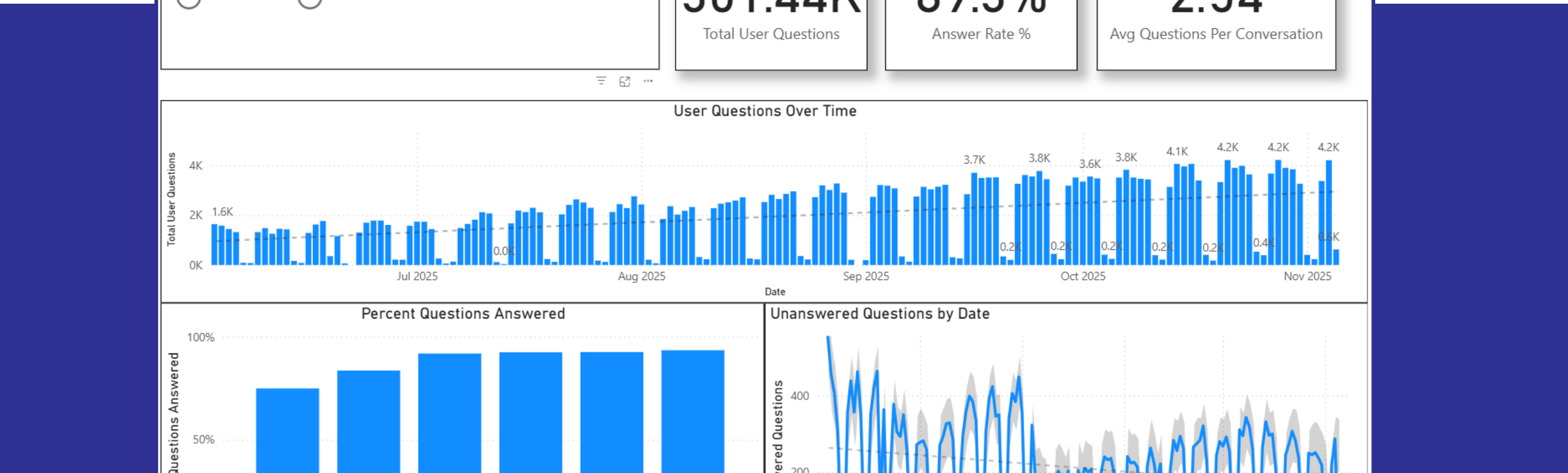


The cost



Dashboard: Cost and time savings





Wrap-up and questions



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More info

[EligiBot promotional video](#)

[Staff video](#)

[Demonstration video](#)

