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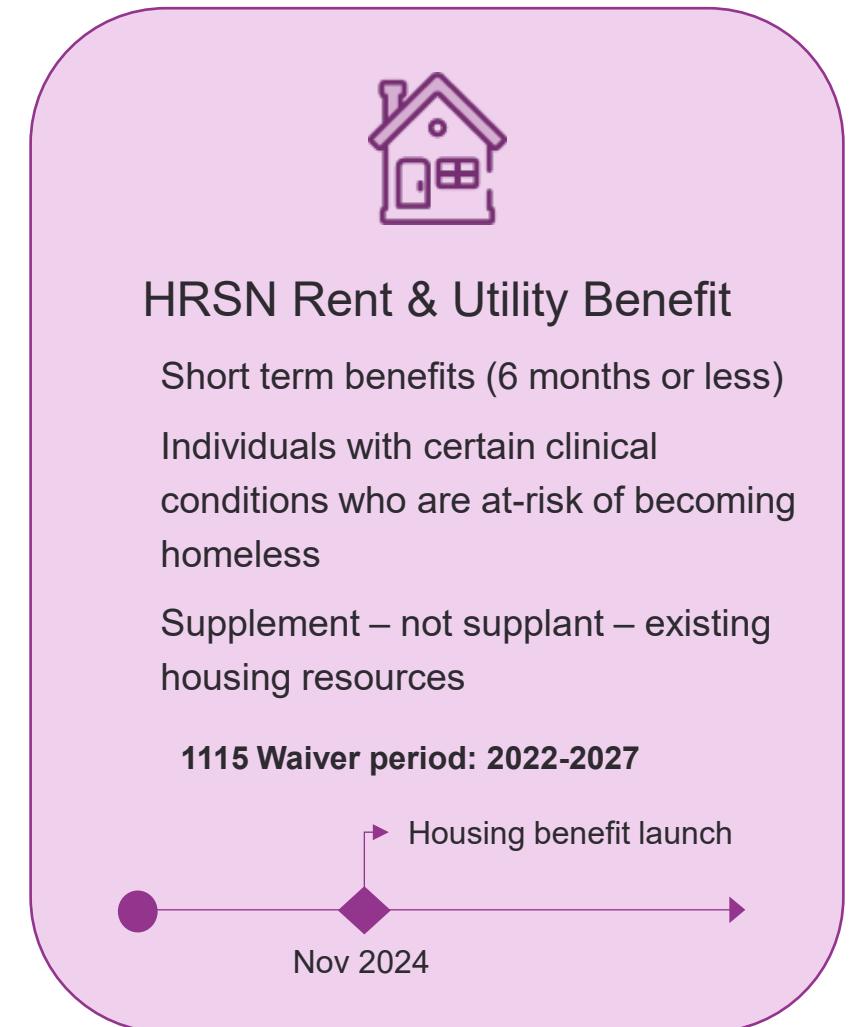


HRSN Rent & Utility Benefit Update: Impacts, Challenges, and Program Improvements House Committee on Housing & Homelessness

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Oregon's HRSN rent & utility benefit is unique

- First state to implement rent support as a Medicaid benefit
- Unique in both scale and expansive covered population
- Brings together housing providers and Medicaid dollars for the first time in a housing assistance program
- As the first state in the nation operating a program of this level, we are finding many lessons in early implementation to improve services for members



The HRSN rent & utility benefit made a statewide impact in the first eight months

As of June 30, 2025:



12,850
members requesting

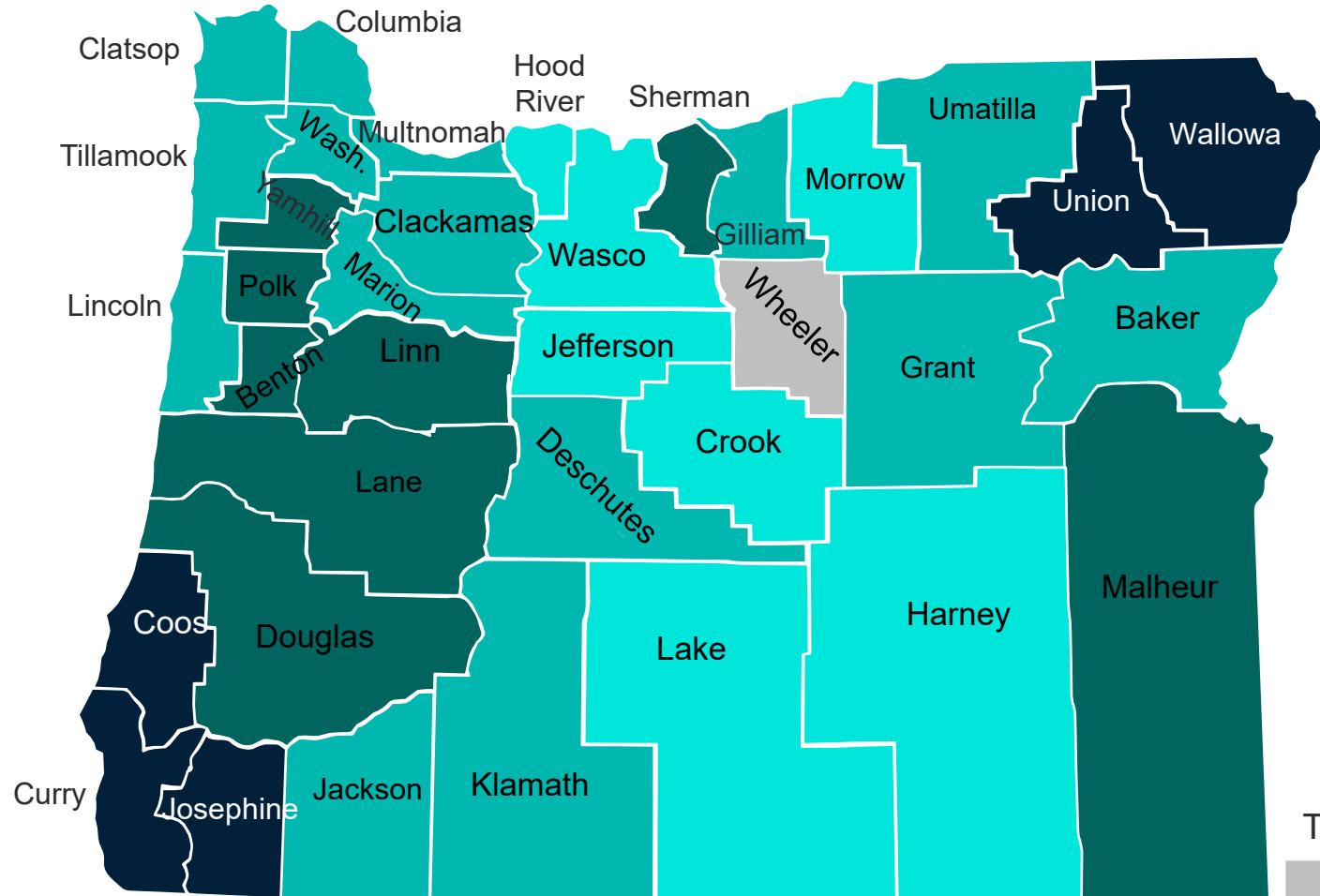
7,310
members authorized

4,490
members receiving

Data Notes: Reflects member-level data from Nov. 2024 – June 2025. Data is pulled from Contractor reports (requests and authorizations) and financial reporting and claims data (receipt of benefits/utilization). Preliminary data; may be subject to change

The rent and utility benefit has had a particularly high impact in northeast and southwest Oregon

Members receiving services per 10,000 members enrolled, by county



From November 2024 through June 2025, a total of 4,490 unique members received rent/utilities assistance.

Data notes: Reflects member-level data from Nov. 2024 – June 2025 from CCO Exhibit L Quarterly Reports and MMIS. Number reflects data pulled on 10/20/2025.

The below key is a rate per 10,000 members



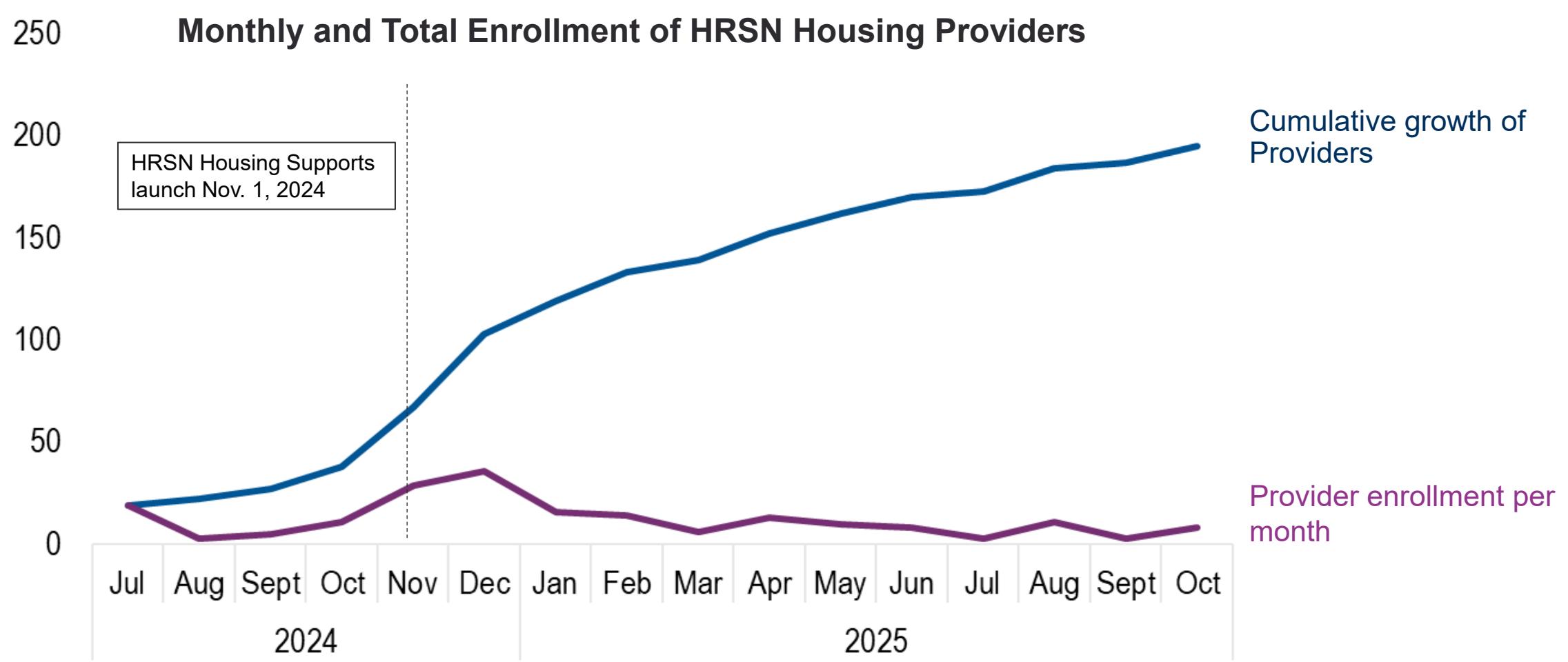
In the first year of implementation, we found successes and challenges

- **Evidence of success:** Thousands of Members have received services statewide
- **Evidence of service delivery challenges:**
 - Long delays referring Members to HRSN service providers in more densely populated regions
 - Ombuds have supported hundreds of Members waiting for HRSN rent and utility assistance
- **Contributing factors include:**
 - High volume of rent and utility assistance requests, especially in Portland metro
 - The volume of need surpasses capacity of delivery system in certain areas
 - Challenges related to workflows and Medicaid requirements – gathering documentation, billing per service

OHA and partners are working to build capacity and improve service delivery

- Provide Community Capacity Building Funds (CCBF) to support housing capacity
- Increase HRSN service provider reimbursement and improve billing workflows
- Conduct HRSN service provider outreach and recruitment
- Convene service delivery partners and provide technical assistance
- Adjust program operations to streamline access
- Improve communications to Members on program eligibility and what to expect
- Monitor service delivery challenges with additional data

Organizations are still enrolling to become HRSN providers, with 195 enrolled as of October



Data Source: Medicaid Management Information System (MMIS), July 2024 – August 2025. Most recent number reflects data pulled on 11/03/2025; all past numbers reflect the points in time when they were pulled.



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Questions?

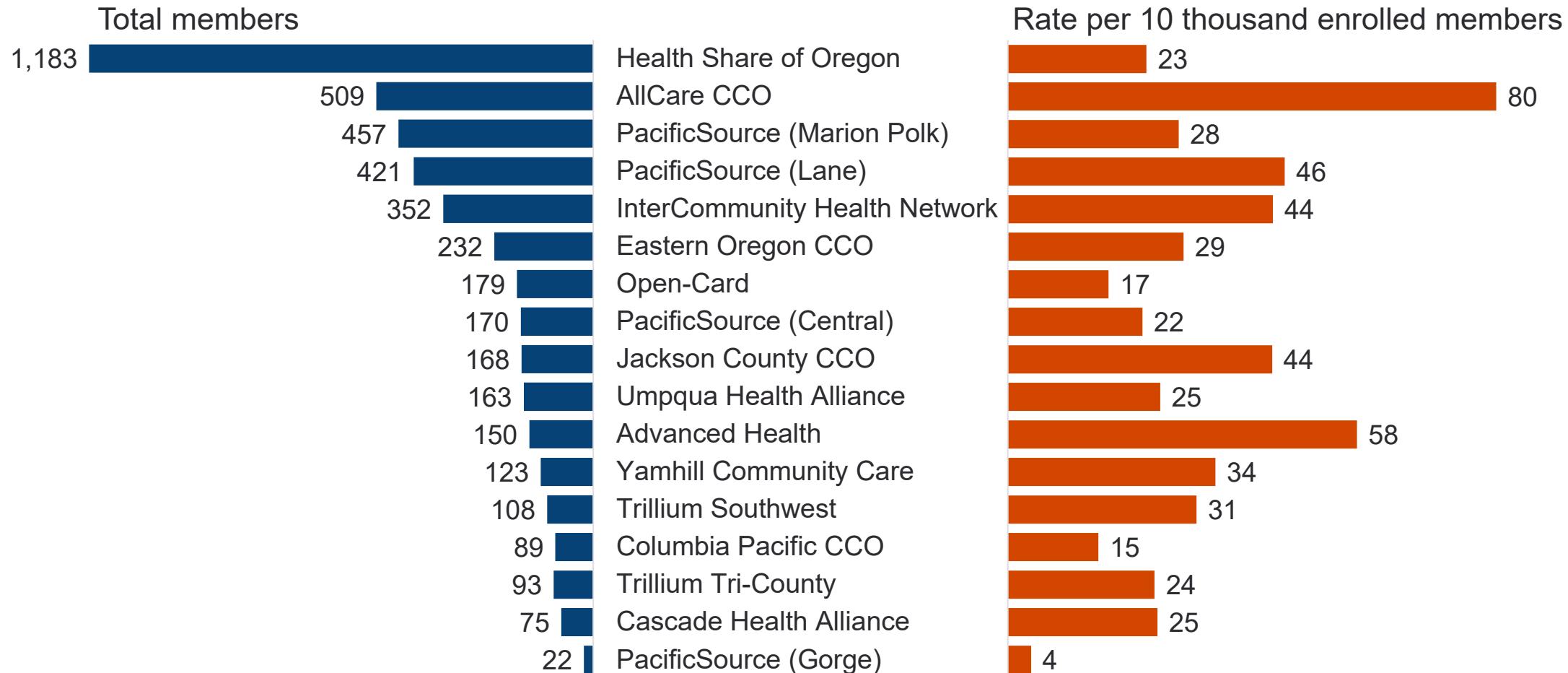


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Appendix

Use of the HRSN rent benefit varies significantly by health plan

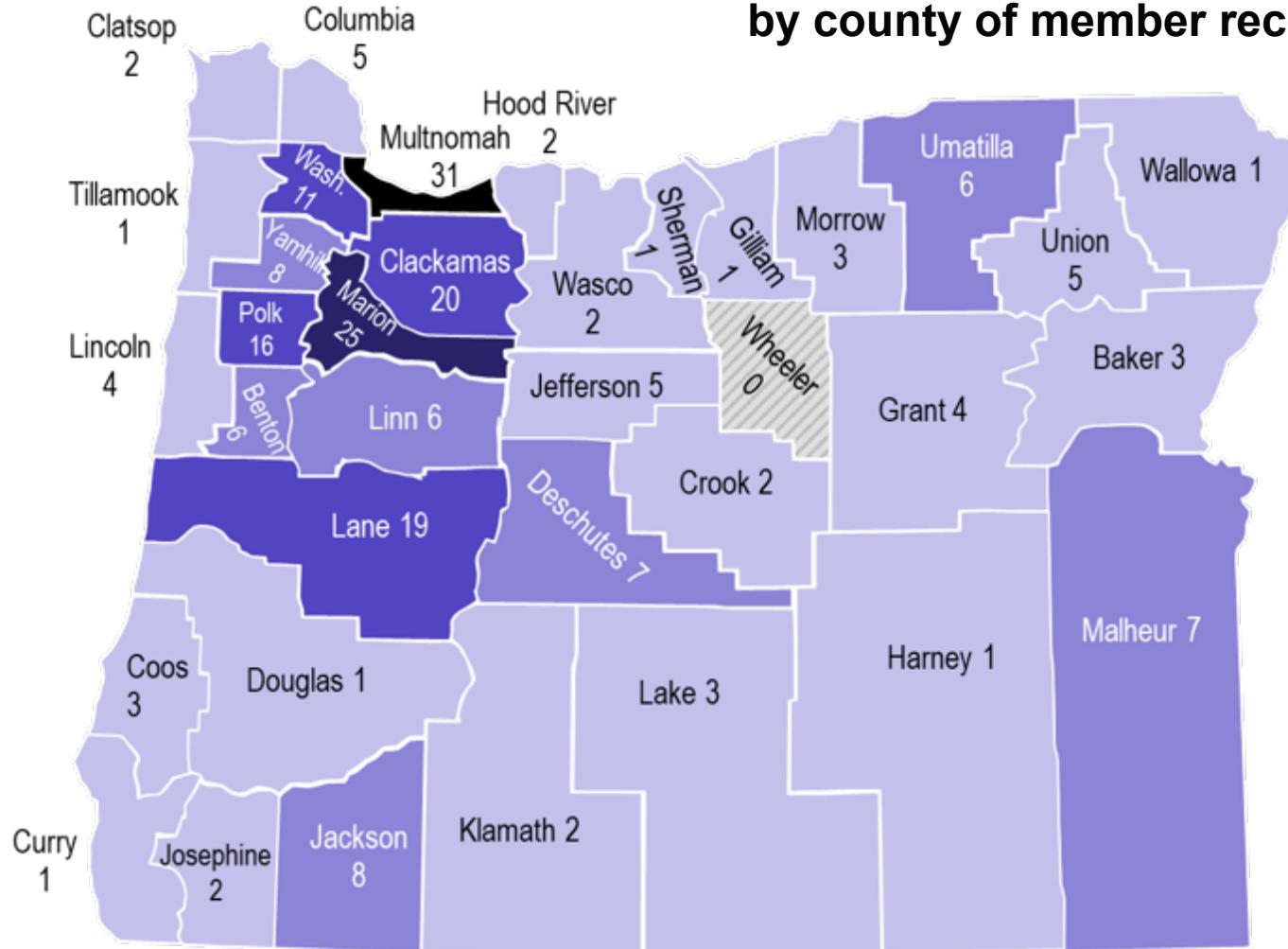
Members receiving Rent and Utility Services by Plan: Total Members and Rate per 10 thousand enrolled Members



Data notes: Reflects member-level data from Nov. 2024 – June 2025 from CCO Exhibit L Quarterly Reports and MMIS. Number reflects data pulled on 10/20/2025. Member enrollment data is from OHA's Medicaid Enrollment Dashboard. 6 members are counted more than once (received services from multiple plans)

In most Oregon counties, multiple community providers are actively delivering services

**HRSN providers that have delivered HRSN rent services,
by county of member receiving services**



From November 2024 through June 2025, a total of 79 organizations provided HRSN rent & utility benefits

Data notes: provider and member-level data from MMIS as of June 2025 – data pulled on 10/20/2025. Service delivery data for July and August 2025 will be available soon.

The below key is a count of providers



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