

11/18/25



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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



## HRSN Rent & Utility Benefit

Short term benefits (6 months or less)

Individuals with certain clinical conditions who are at-risk of becoming homeless

Supplement – not supplant – existing housing resources

**1115 Waiver period: 2022-2027**



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

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**As of June 30, 2025:**



**12,850**

members requesting



**7,310**

members authorized



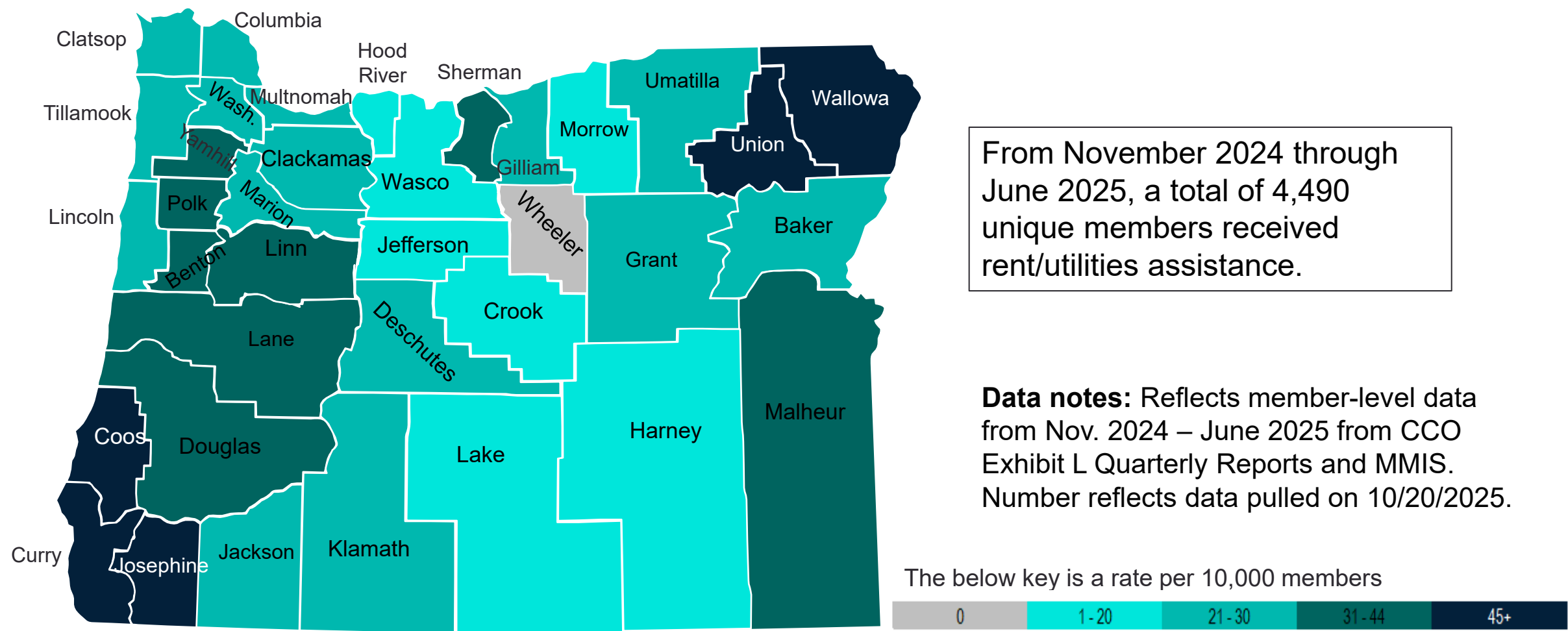
**4,490**

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



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

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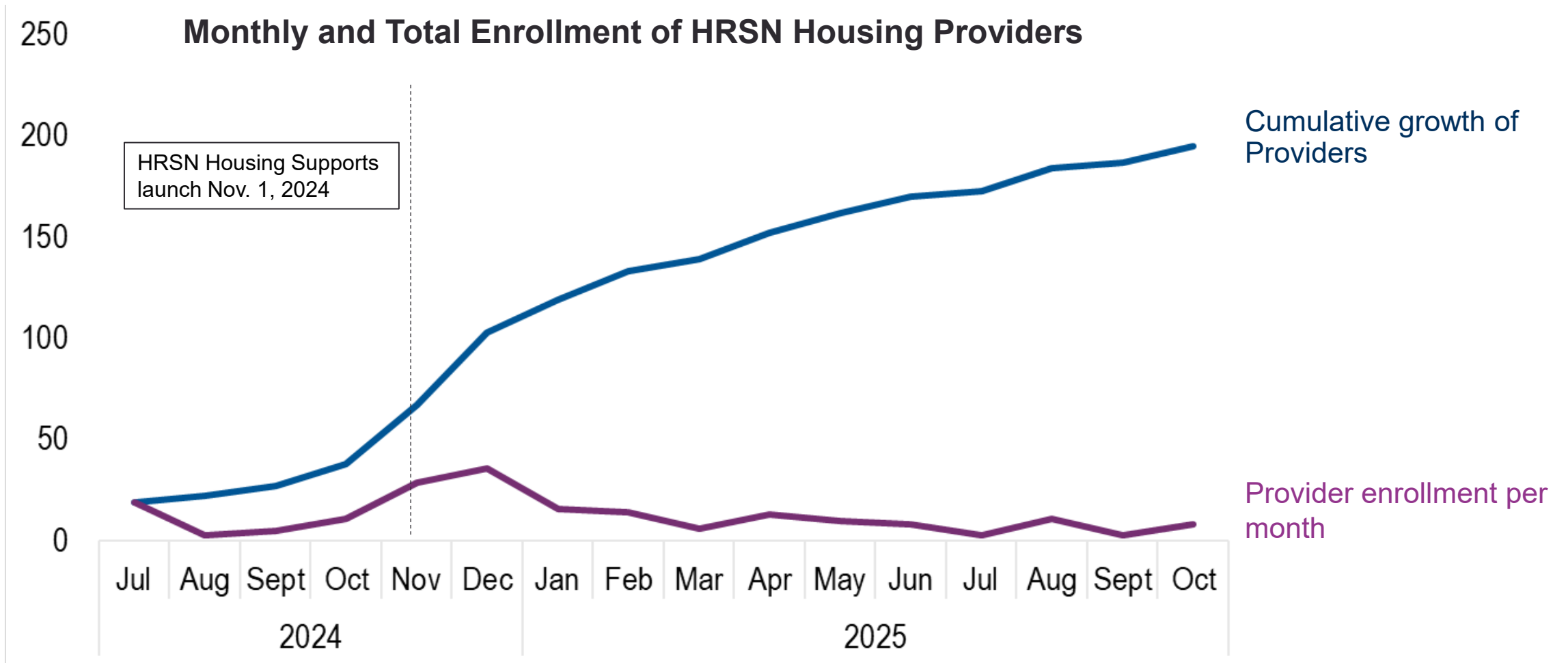
- **Evidence of success:** Thousands of Members have received services statewide
- **Evidence of service delivery challenges:**
  - Long delays referring Members to HRSN service providers in more densely populated regions
  - Ombuds have supported hundreds of Members waiting for HRSN rent and utility 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

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- 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?**



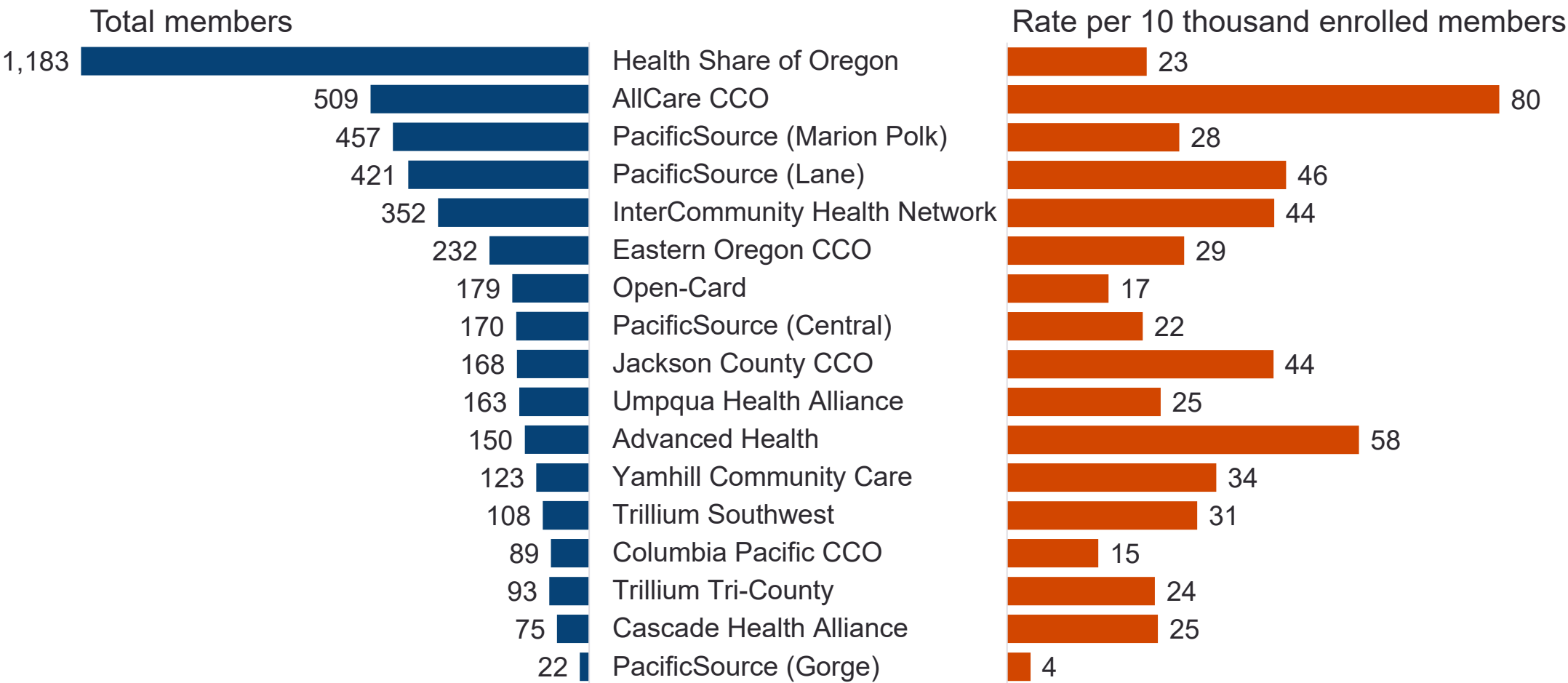


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# Appendix

# Use of the HRSN rent benefit varies significantly by health plan

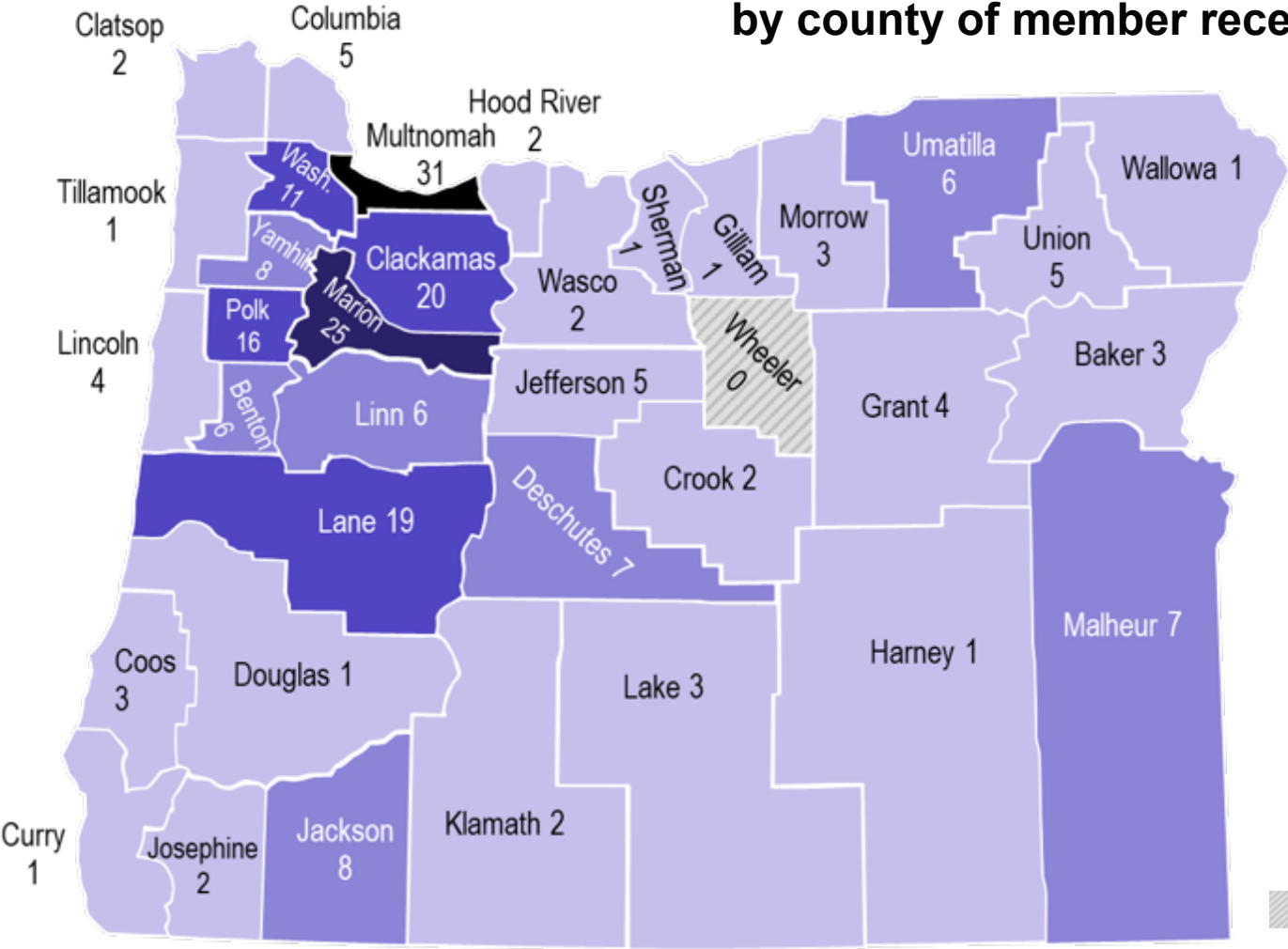
**Members receiving Rent and Utility Services by Plan: Total Members and Rate per 10 thousand enrolled Members**



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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