



Oregon Eligibility Partnership (OEP) Overview and Staffing

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OEP Overview and Staffing

1. Who we are and what we do
2. Staffing
3. Impacts of H.R.1
4. Q+A



Our purpose

The Oregon Eligibility Partnership was created in 2023 to be the **single, accountable entity** for medical, food, cash and child care eligibility.

Determines eligibility on behalf of **ODHS**, the Oregon Health Authority (**OHA**), and the Department of Early Learning and Care (**DELIC**)

Maintains the **ONE eligibility system**

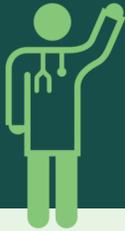
Responsible for **training, hearings and reviews**

Oversees **eligibility staff** statewide



OEP serves 1.5 million (one in three) Oregonians

MEDICAL



- Medicaid/Oregon Health Plan (**OHP**)
- **Healthier Oregon Program**
- **Basic Health Program**
- **Medicare Savings Programs**
- Financial eligibility for **Long-term Services and Supports**

FOOD



- Supplemental Nutrition Assistance Program (**SNAP**)
- Summer Electronic Benefit Transfer (**Summer EBT**)

CASH



- Temporary Assistance for Needy Families (**TANF**)
- Temporary Assistance for Domestic Violence Survivors (**TA-DVS**)
- **Refugee Services**

CHILD CARE



- Employment Related Day Care (**ERDC**)

ONE place to manage benefits

ONE Online and the Oregon ONE Mobile app allow users to:

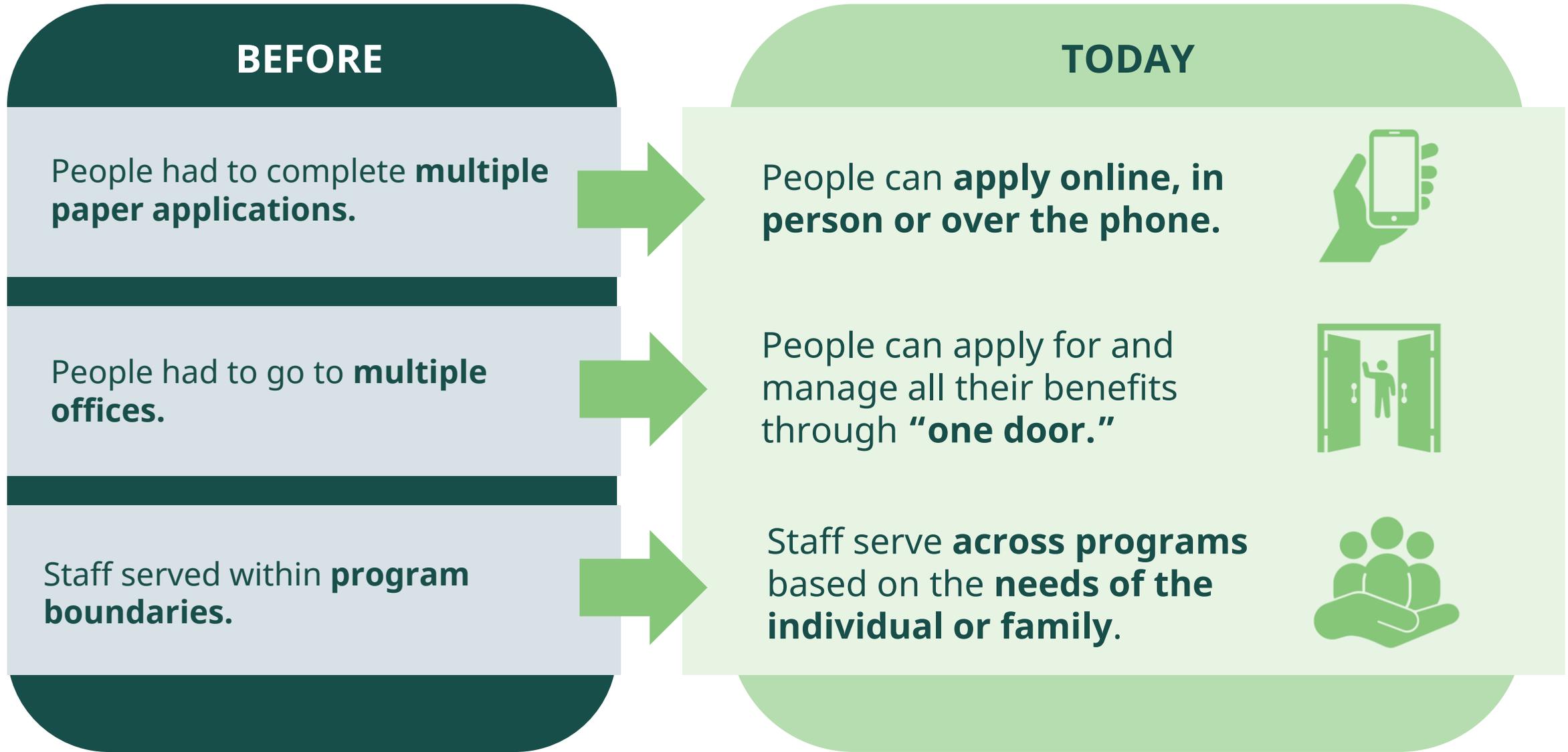
- Apply for benefits
- Access case information
- Review their notices
- Ask questions

The logo for Oregononeeligibility is displayed in a white rectangular box. The word "Oregon" is in orange, "one" is in blue, and "eligibility" is in a dark blue color. The font is a serif typeface.

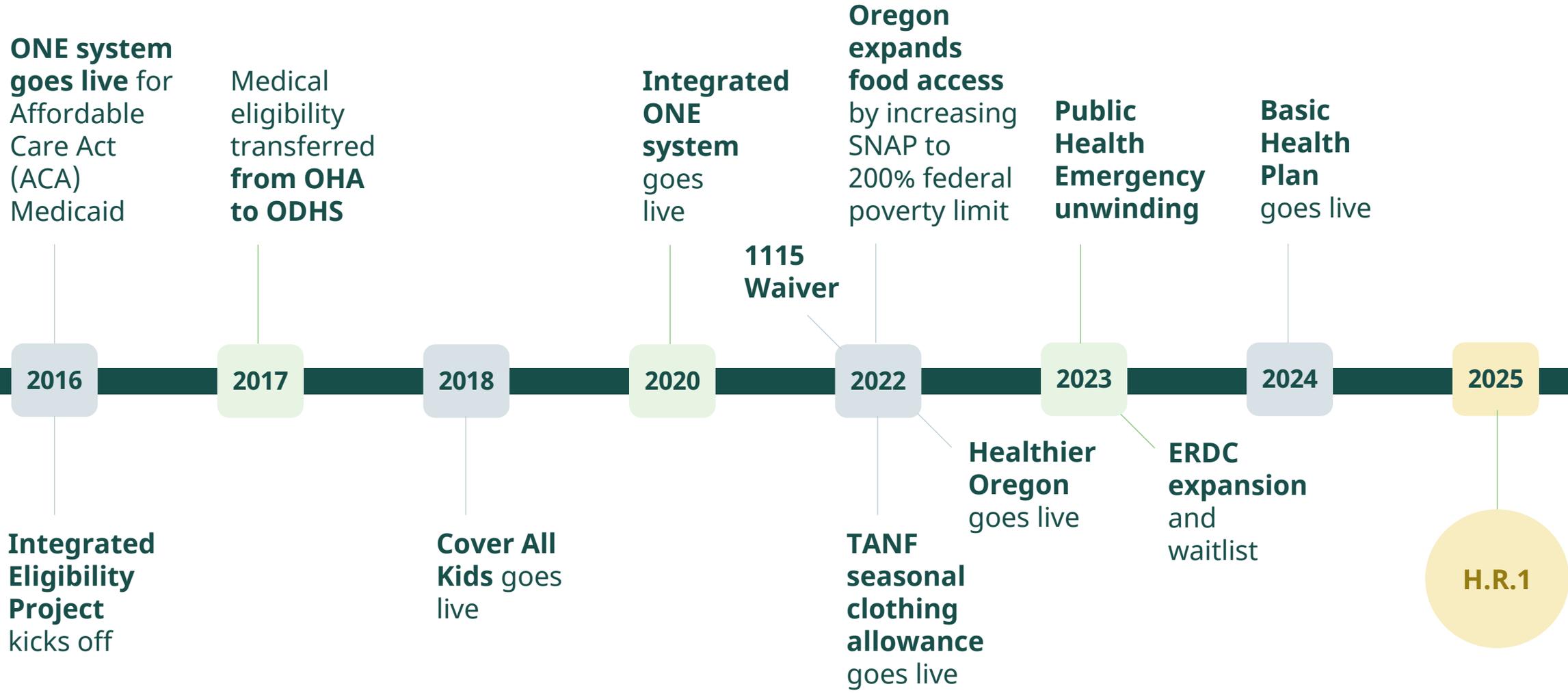
Oregononeeligibility

Integrated ONE and OEP:

Improving customer service and delivery of benefits



Eligibility in Oregon: 10-year view



OEP statewide model

Work is shared statewide: Individual OEP staff members do not “own” cases. This means:

- **More access points** for customers
- **Improved application processing timeliness** – from 77% to routinely 90% timely



OEP by the numbers: 2025

3.6 million
human
interactions



2 million
tasks processed



1.2 million
calls answered at the
ONE Customer Service
Center



450,000+
appointments
completed



50,000+
hours of ONE
system changes



Staffing



OEP delivery positions

ONE Customer Service Center

Total eligibility staff	1279
Total budgeted positions	1143
<i>Eligibility workers</i>	980
<i>Lead workers</i>	45
<i>Support staff</i>	118
Total non-budgeted positions	136
<i>Eligibility workers</i>	105
<i>Lead workers</i>	21
<i>Support staff</i>	10

Local Offices

Total eligibility staff	1207
Total budgeted positions	978
<i>Eligibility workers</i>	666
<i>Lead workers</i>	58
<i>Support staff</i>	254
Total non-budgeted positions	229
<i>Eligibility workers</i>	186
<i>Lead workers</i>	23
<i>Support staff</i>	20

Federal law requires that **state or county government determine eligibility** for Medicaid, SNAP, TANF, TA-DVS and Refugee Services. This includes review, interview, and authorization of benefits.

OEP central positions

Systems

108 positions

- User acceptance testing
- Business and defect review
- System and reporting development
- User help desk

Training

56 positions

(36 budgeted and 20 non-budgeted)

- Development, delivery and maintenance of eligibility staff training

Hearings

22 positions

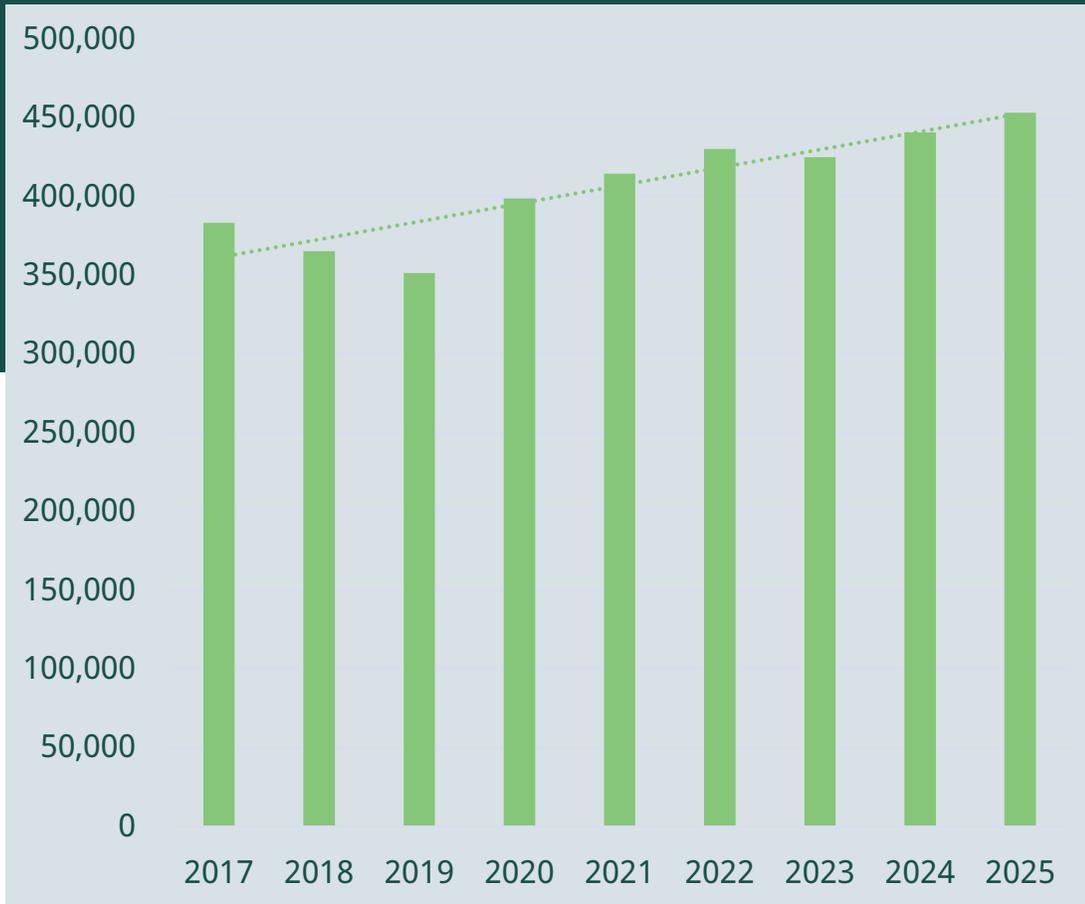
- Fair hearing process for medical, food, cash and child care programs

Other positions:

- Additional systems support
- Audit responses
- Administrative work

Caseloads 2017-2025

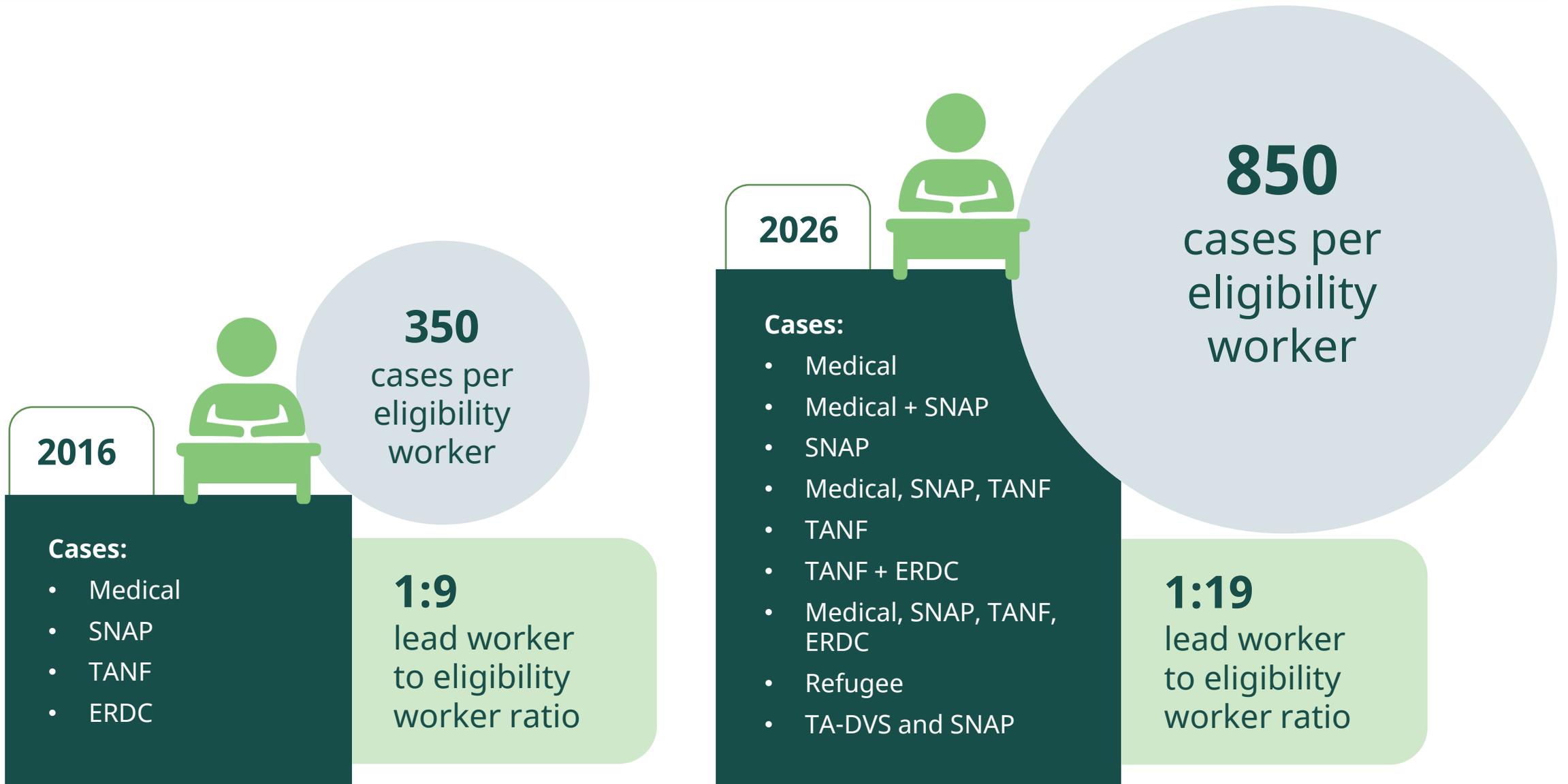
SNAP Average Monthly Caseload



Health Systems Medicaid Average Monthly Caseload



Case complexity and workload have increased



2016



350
cases per
eligibility
worker

Cases:

- Medical
- SNAP
- TANF
- ERDC

1:9
lead worker
to eligibility
worker ratio

2026



850
cases per
eligibility
worker

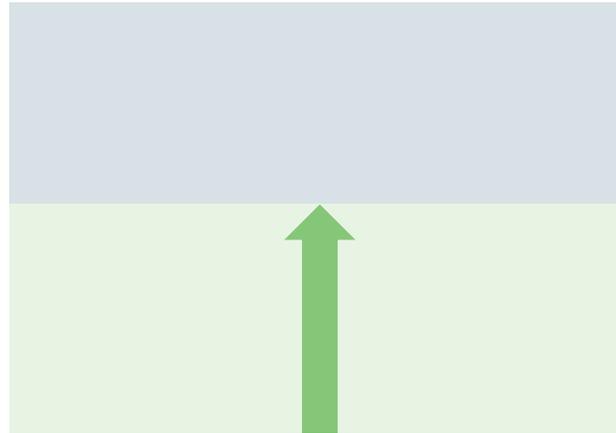
Cases:

- Medical
- Medical + SNAP
- SNAP
- Medical, SNAP, TANF
- TANF
- TANF + ERDC
- Medical, SNAP, TANF, ERDC
- Refugee
- TA-DVS and SNAP

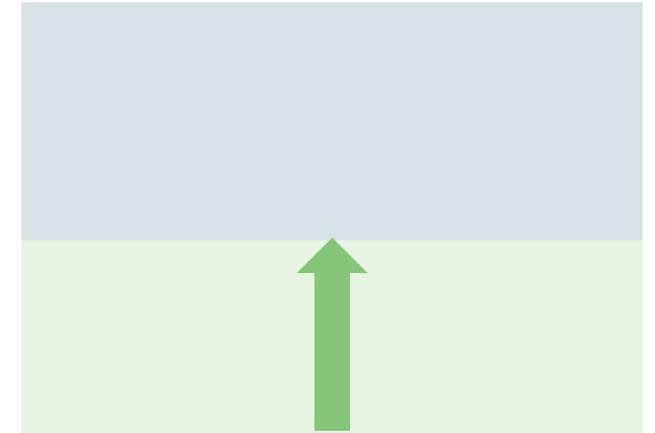
1:19
lead worker
to eligibility
worker ratio

Eligibility staffing levels as of fall 2025

Per Oregon Eligibility Partnership
(OEP) workload model:



Eligibility workers are funded for **58%** of the work.



Eligibility leads are funded for **33%** of the work

Staffing levels and federal compliance risk

Federal timeliness expectations

- SNAP: 95% timely
- Medicaid: 100% timely

Eligibility Work Scorecard Report

KPI	Primary	Performance Goal	Green	Yellow	Red	Target	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025
★	Application Timeliness	Applications Processed Timely SNAP (FNS)	>=95%	80- 94%	<80%	95%	90.81%	90.69%	94.00%	95.46%	95.30%	94.84%	92.55%	91.25%	89.14%
☆	Application Timeliness	Applications Processed Timely (Non-Expedited SNAP Only)	>=95%	80- 94%	<80%	95%	95.70%	97.40%	97.70%	97.90%	97.70%	98.20%	97.60%	95.80%	95.30%
☆	Application Timeliness	Applications Processed Timely (Expedited SNAP Only)	>=95%	80- 94%	<80%	95%	87.20%	86.50%	90.50%	92.00%	91.80%	91.00%	87.40%	86.30%	84.80%
★	Application Timeliness	Applications Processed Timely ERDC	>=95%	80- 94%	<80%	95%	98.20%	98.80%	98.90%	98.90%	98.80%	98.60%	99.02%	97.91%	95.90%
★	Application Timeliness	Applications Processed Timely TANF	>=95%	80- 94%	<80%	95%	98.00%	98.70%	99.00%	99.20%	99.10%	99.30%	99.40%	98.40%	97.90%
★	Application Timeliness	Applications Processed Timely Medical	>=95%	80- 94%	<80%	95%	88.10%	81.50%	87.80%	90.20%	92.30%	94.10%	94.50%	95.30%	93.40%
☆	Application Timeliness	Applications Processed No-Touch	>=60%	50- 59%	<50%	95%	66.4%	65.1%	65.5%	61.9%	61.3%	65.6%	65.2%	69.0%	77.3%

Overtime trends

Oregon's eligibility enterprise averages **~20,000 hours of overtime** at a cost of more than **\$1 million each month.**



OEP non-budgeted positions

Grand Total		Require Resolution			Will Resolve
Year Ending	(A + B)	Long-Term	Eligibility	(A) Total	(B) Total
Dec 2025	452	58	393	451	1
Dec 2024	504	74	401	475	29
Dec 2023	917	105	433	538	379
Total Change	(465)	(47)	(40)	(87)	(378)
2025 v. 2024	(52)	(16)	(8)	(24)	(28)
2024 v. 2023	(413)	(31)	(32)	(63)	(350)

H.R.1 impacts

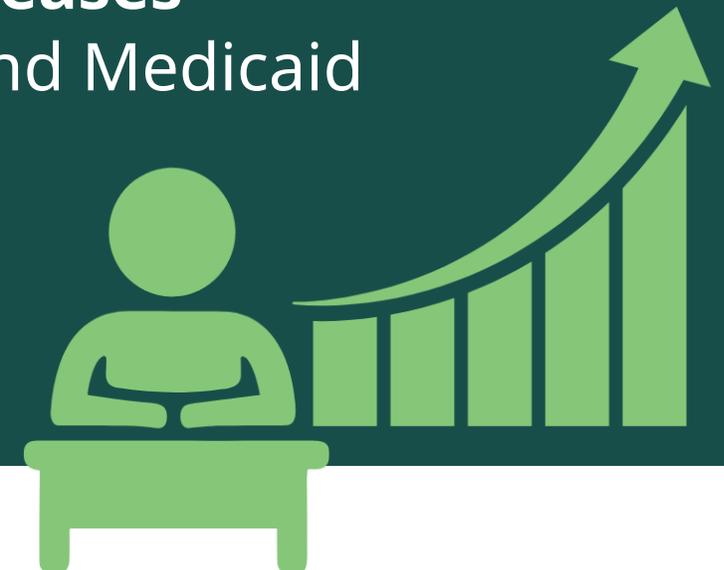


House Resolution 1 and Oregon's eligibility operations

- **More complex** eligibility rules
- **More frequent** eligibility verifications
- **More intensive** case management



Multiple and simultaneous
workload increases
across SNAP and Medicaid



Workload impacts

**Annual
impact
in staff
hours:**

SNAP/ABAWD population expansion

More than 76,000 hours of total additional staff time

- ~11,162 screening hours
- ~65,299 verification hours (after 22% attrition)

Medicaid work/community engagement requirements

More than 261,000 hours of total additional staff time

- ~38,133 screening hours
- ~223,080 verification hours (after 22% attrition)

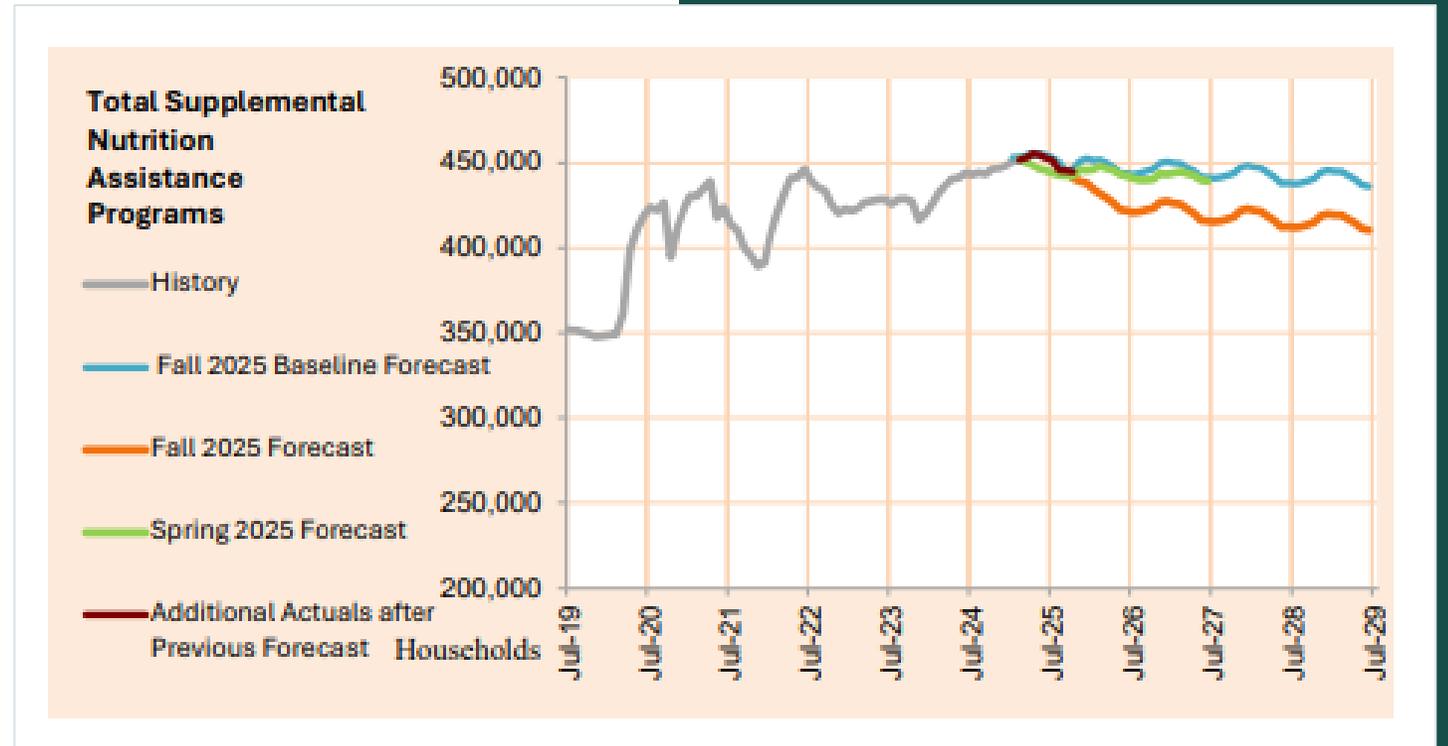


Caseload forecast: SNAP

Projected biennial monthly average for 2027-29:

416,503 households

2.9% lower than 2025-27 average forecast

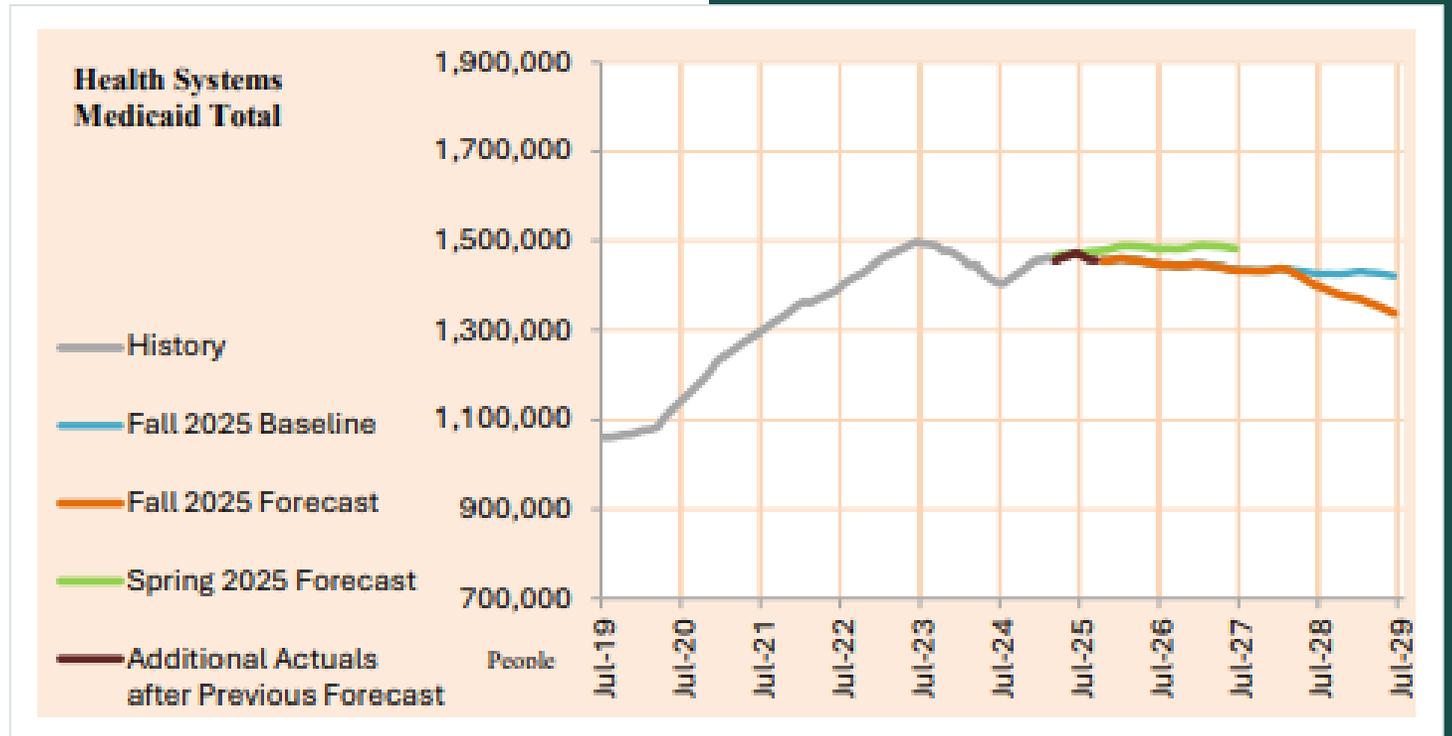


Caseload forecast: Health Systems Medicaid

Projected biennial monthly average for 2027-29:

1,365,084 clients

3.3% lower than 2025-27 average forecast



NOTE: Health Systems Medicaid includes Healthier Oregon but excludes the Basic Health Plan and some dual and part-dual eligible groups.

Bottom line: H.R.1 creates budgetary risks for Oregon

Increased rule complexity
increases risk for **SNAP**
payment errors



Risk for higher **state**
share of **SNAP** benefits



Workload impacts increase
risk of **non-compliance with**
federal timeliness
requirements



Increased risk of
federal penalty



Staffing is essential in mitigating the risk

Self-Sufficiency Programs

12 positions to manage the rules, regulations, federal reporting, and oversight required under HR1 across SNAP and Medicaid

Oregon Eligibility Partnership

398 positions to perform the hundreds of thousands of additional hours of eligibility actions, verifications, exemption screenings and case management

Central Services

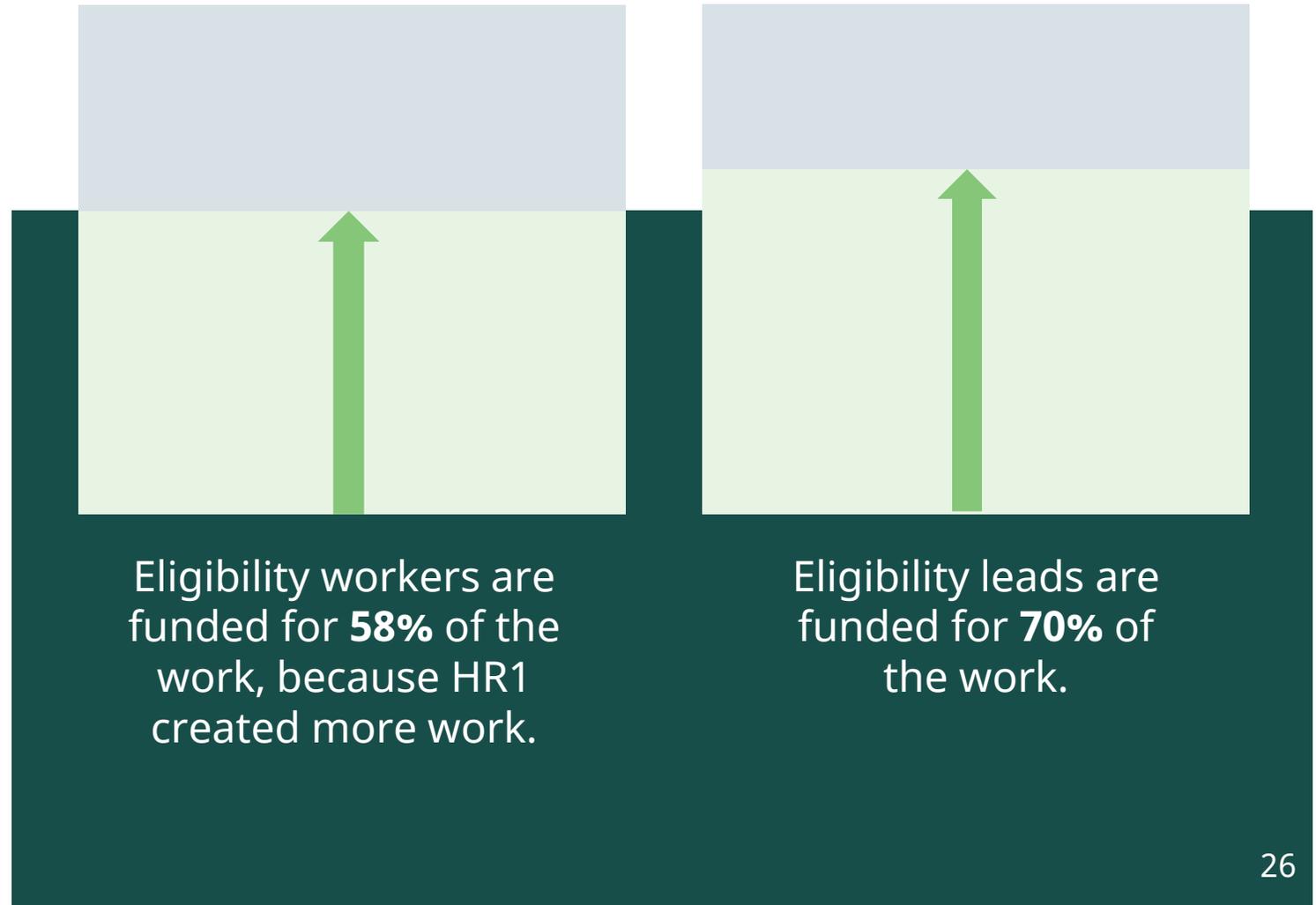
18 positions to support frontline eligibility work through human resources, communications, and financial oversight capacity

Shared Services/SAEC

24 positions to support program launch, ongoing updates, compliance reviews, and federal and state audits

Eligibility staffing levels with added HR1 resources

- **Adds 157 eligibility workers**, ensuring we don't lose ground while taking on this new work.
- **Adds 163 eligibility leads**, helping us gain ground on quality and accuracy.
- **Adds 11 additional trainers**, making sure staff are prepared to carry out the work under the new law.



Questions



OREGON DEPARTMENT OF
Human Services