

Oregon's plan to streamline the eligibility process

The Department of Human Services (DHS) and the Oregon Health Authority (OHA) are working together to make it easier for Oregonians to apply for benefits. In the future, Oregonians will be able to apply for multiple benefits at one time by using the online applicant portal, visiting a local office, using an assistor, or calling the eligibility center. In most cases, there will be no need to visit several offices or fill out duplicative paperwork. To make this possible, two projects are underway:

- **Integrated Eligibility** – A project to implement a technology system for determining eligibility for multiple benefits.
- **Eligibility Transformation** – A DHS organizational change project that will cross-train staff who work on financial eligibility for Self-Sufficiency Programs, Aging and People with Disabilities and Area Agency on Aging benefits.

Why is this happening?

We have heard Oregonians' frustrations about how inconvenient and time consuming it can be to apply for benefits. Implementing these projects will reduce complexity, duplication and burdensome work for those seeking benefits, as well as for the employees helping them.

What benefits will be part of this change?

Benefits included are: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) including Temporary Assistance for Domestic Violence, Employment Related Day Care (ERDC), Summer Meals, Refugee Cash and Refugee Medical.

What's involved in making this change?

To ensure the success of these projects, DHS and OHA will need to minimize the number of changes that are made to related policy and systems for certain periods of time. This will make it possible to do successful end-to-end testing of the systems.

When will Oregonians be able to move toward the no wrong door approach?

Oregonians throughout the state will be able to apply for benefits using the online applicant portal, visiting a local office or using an assistor, or calling the eligibility center in fall 2020.