

One Oregon Eligibility Partnership

# SNAP Partners



# Calls and Trends

- **Call Average Wait Times for Eligibility Workers**

May 2024

- Average Wait Time Answered 00:03:06
- Average Maximum Wait Time Answered 00:37:47
- **May Total Calls 77,541**

- Average Wait Time and Maximum Wait Time Answered both have dropped from prior month.

April 2024

- Average Wait Time Answered 00:04:53
- Average Maximum Wait Time Answered 01:00:39



# Calls and Trends

**There are multiple times in a single day where phone wait times are less than 10 seconds.**

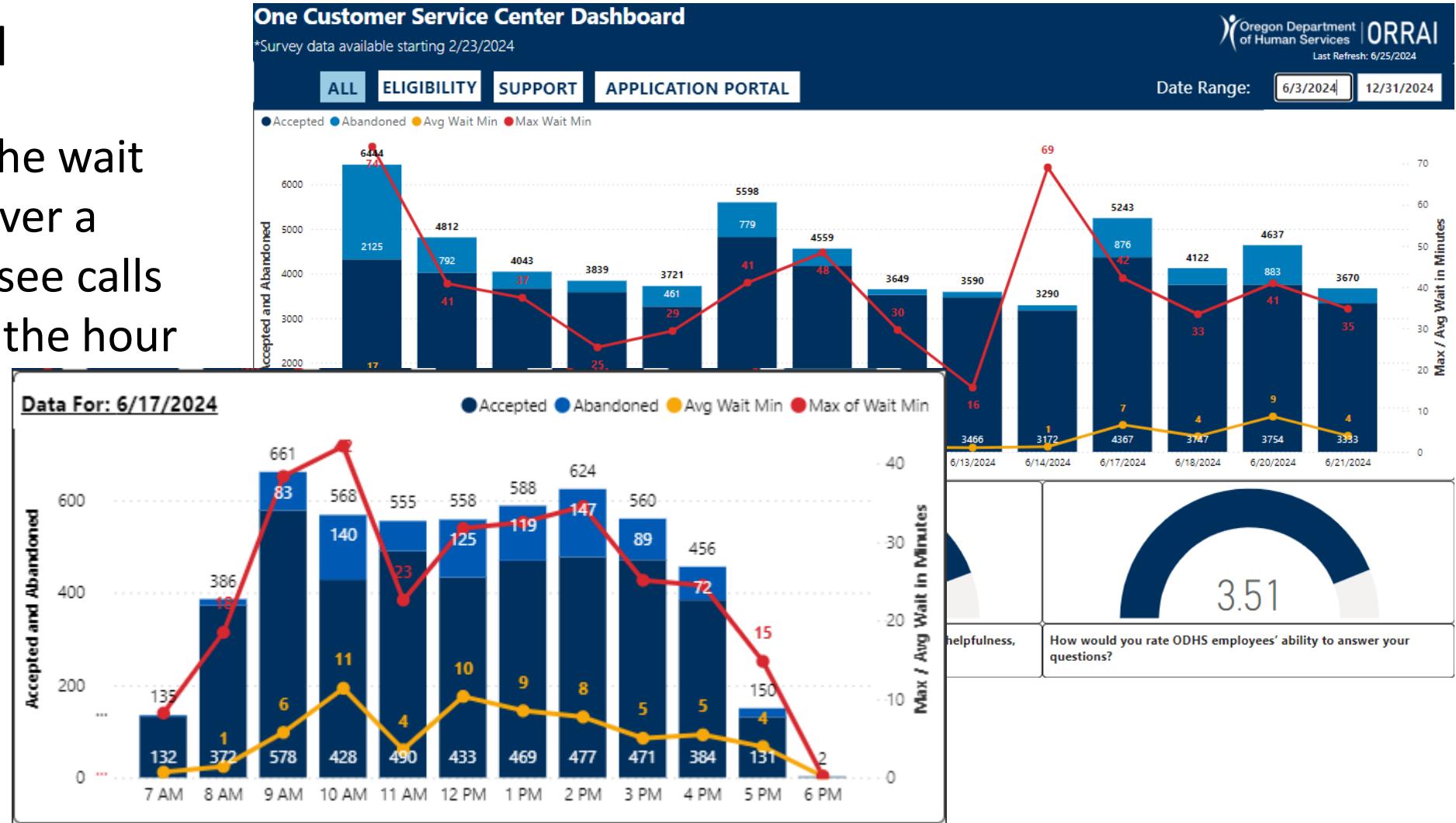
**June 2024 Wait Time Averages are also trending down.**



# Updated Dashboard

## ONE Dashboard

Set the dates for the wait times and hover over a particular date to see calls and wait times by the hour



# Task Backlog / Expected Changes

- Exciting NEWS –

Currently we do not have a backlog. We are now processing/touching Applications and Renewals same day/next day.

- Anticipated Change - Public Health Unwind.

We are anticipating that this workload will increase our Incoming Calls and Task volume.

We have team's have been meeting to prepare for this increase in calls and tasks so we are able to continue to serve Oregonians requesting benefits accurately and timely.

# New videos help people manage state benefits online

## Create a ONE Online account



## Using the Oregon ONE Mobile app



## How to upload documents



## Where to find messages



# Statewide Customer Service Surveys

**Storefront Survey**

**Post Appointment Survey**

**ONE System Survey**





Please select the language you would like to take this survey in: \*

Additional languages coming soon.

English

## Customer Service Survey

Thank you for taking a moment to tell us about your experience at Oregon Department of Human Services. Your feedback will help us improve our services. This survey has no impact on your benefits. Your responses are anonymous.

The survey will take 2-3 minutes.

**1. Which services did you need help with today? \***

- Cash (TANF - Temporary Assistance for Needy Families)
- Childcare (ERDC - Employment Related Day Care)
- Food (SNAP - Supplemental Nutrition Assistance Program)
- Medical (OHP - Oregon Health Plan/Medicaid)

**2. How would you rate your overall level of satisfaction with the service you received? \***

- Poor
- Fair
- Good
- Excellent

**3. How would you rate the employees' on their helpfulness, courtesy, and respect? \***

- Poor
- Fair
- Good
- Excellent

**4. How would you rate the employees' ability to answer your questions? \***

- Poor
- Fair
- Good
- Excellent

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- Send me a copy of my responses

**Submit**