



Website Redesign- SSP Partners

July 13, 2023

5 things we'll cover today:

What's changed



Why we've made these changes



Demo of the new site



Answer your questions



How to get updates, ask more questions or give feedback



What changed?

ONLY the Oregon.gov/dhs public website



The screenshot shows the Oregon Department of Human Services (ODHS) website. At the top is a dark blue header with the ODHS logo and name. Below the header is a white section with a mission statement and a link to Spanish information. The bottom section features four service categories, each with a representative image and a list of links.

Oregon Department of Human Services

Find benefits and services from the state of Oregon for children, families, older adults and people with disabilities.

[🌐 Información en Español](#)

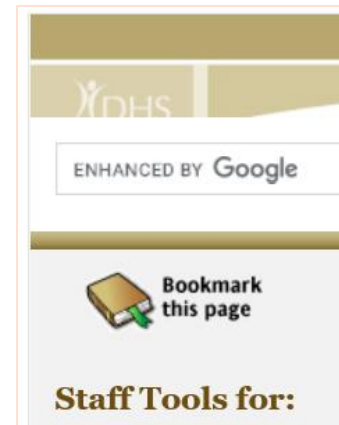
Assistance	Children and Youth	Seniors & People with Disabilities	Other Services
<ul style="list-style-type: none">Apply for BenefitsLog into your ONE Account	<ul style="list-style-type: none">AdoptionChildren with Developmental	<ul style="list-style-type: none">Senior ServicesLong-Term and In-Home Care	<ul style="list-style-type: none">Business ServicesCareers at ODHS

Not changing

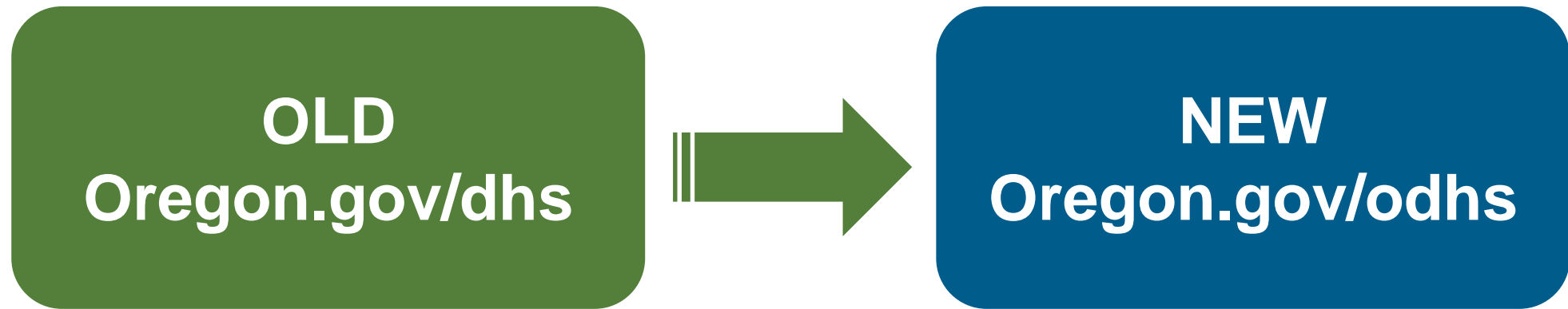
Oregoneligibility



Registry and Referral System




New URL



Using Our Website

 Finding information

 Using the navigation

 Language access

 Accommodations


❖ Our website has been updated

New features to better support our users include:

- Accessible and mobile-friendly design
- Easy navigation and search
- Easier to read
- More language options for non-English speakers

Questions or feedback?

If you have questions, feedback or want to report an issue or broken link, please let us know.

 Share feedback



Why are we making changes?

Our website's impact



10 million page views of the **ODHS website** as a whole in 2022.



Benefits.Oregon.gov was the 3rd most visited page across all Oregon.gov websites in 2022 (over **2 million views**).

Putting our values into action



User testing

Hundreds of people helped us create our new site



User survey



Online user testing



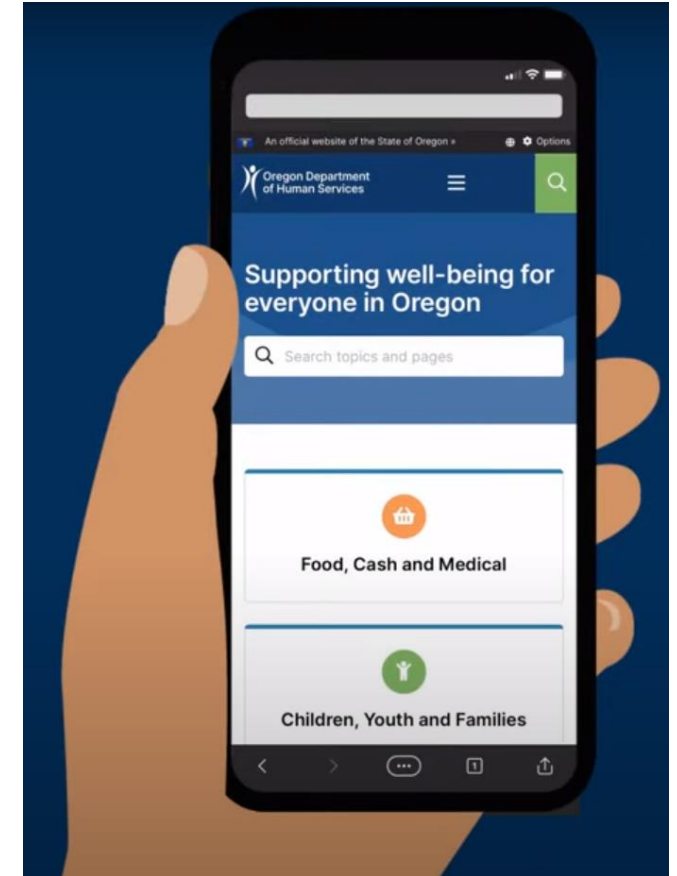
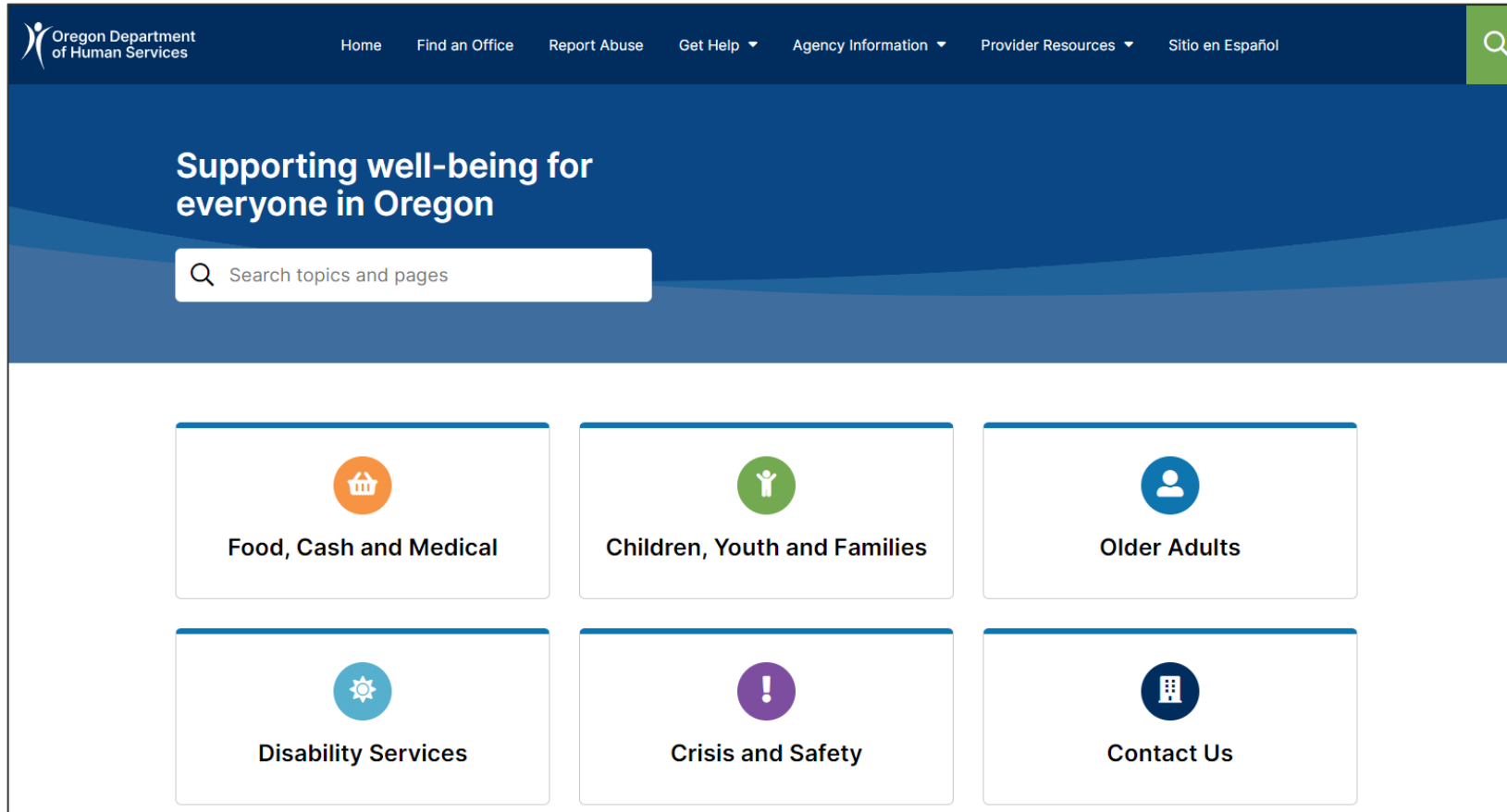
In-person testing

What we've heard

3,400 people completed user surveys

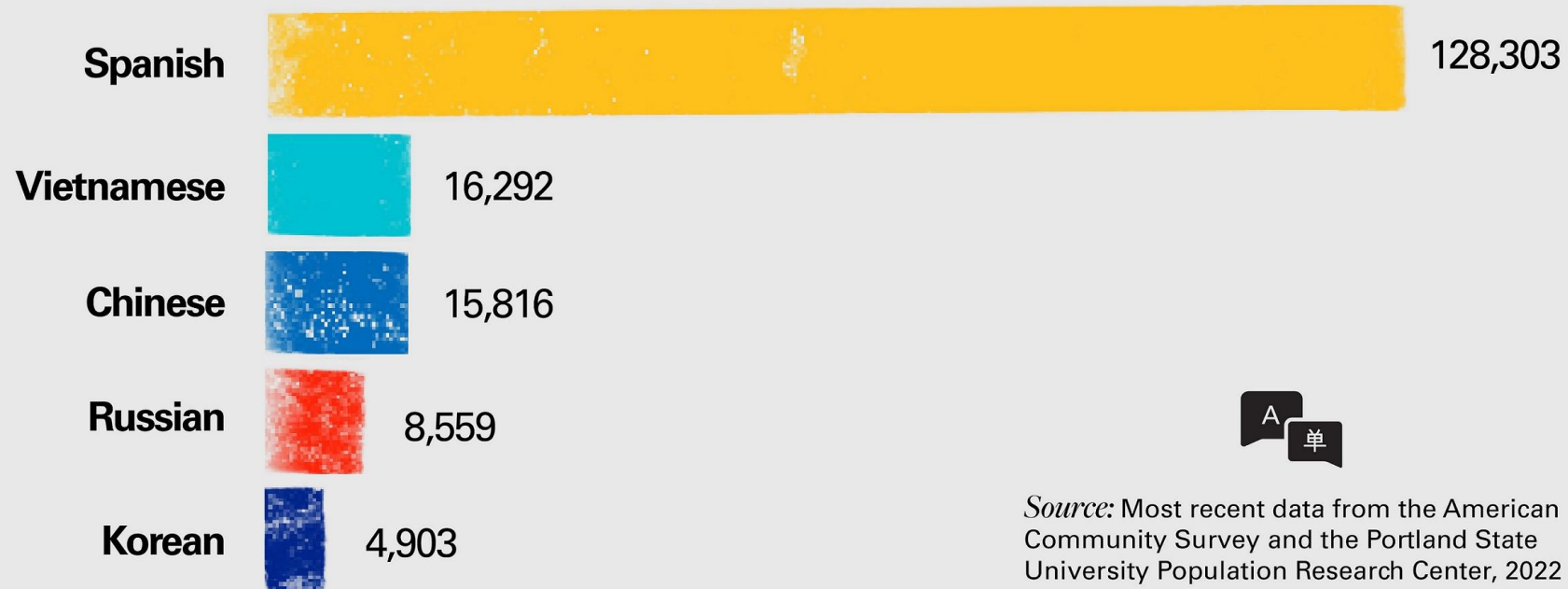
- 51% of visitors didn't find what they needed
- Need better navigation
- Mobile issues
- Not user friendly
- Cluttered and not visually appealing
- Too much text
- Outdated
- Accessibility issue
- Hard to find contact information

68% of ODHS website visits are on mobile devices



Language access

Five Most Common Languages in the State of Oregon



Source: Most recent data from the American Community Survey and the Portland State University Population Research Center, 2022

Estimated Number of Limited English Proficient Individuals Who Speak the Language

Plain language and reading level

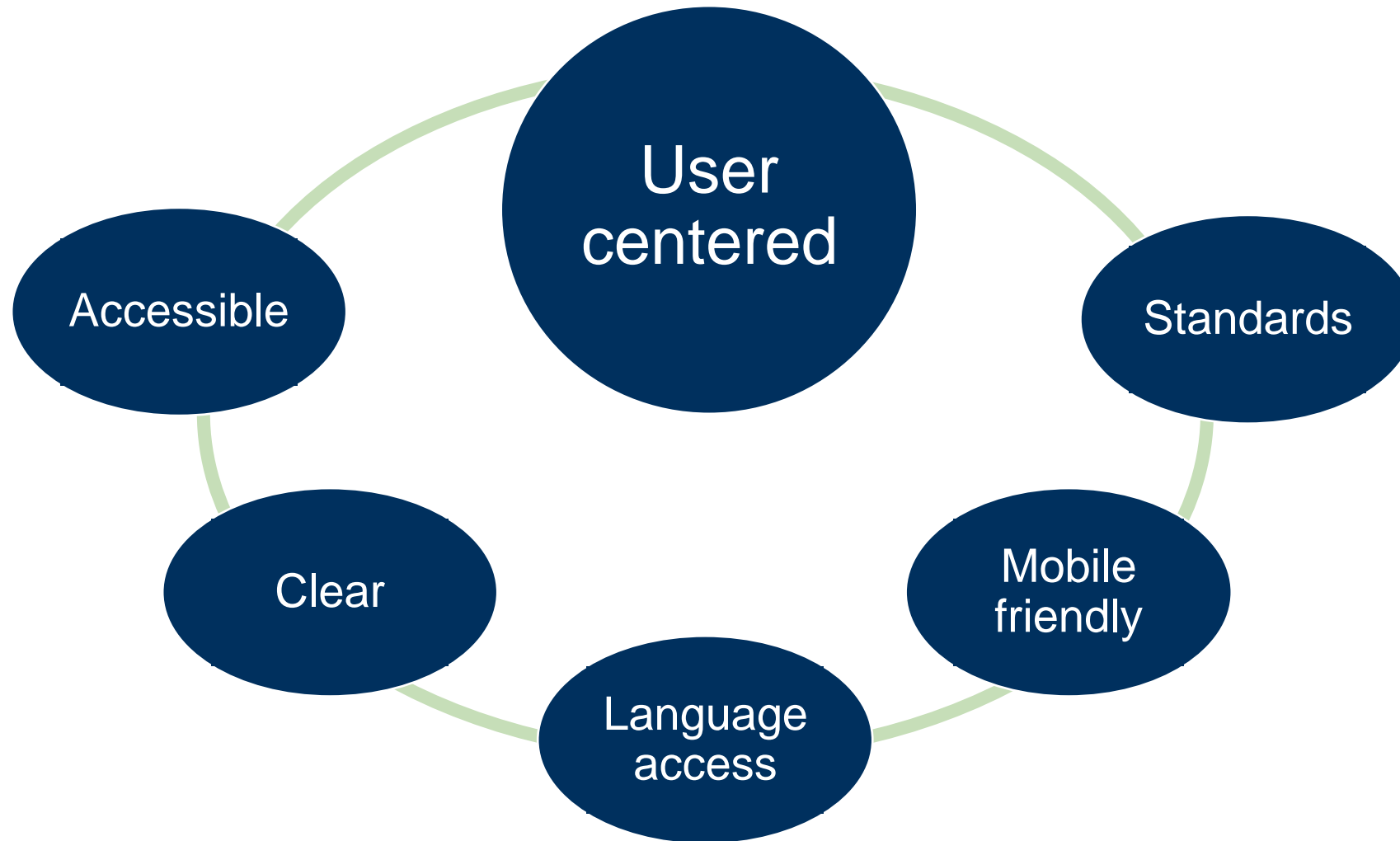


Use words our audiences uses

Easier to find what you need

**Makes translation easier and
more accurate**

Priorities for new site



Demo

- **Home page**
 - Language access options, dark mode, top navigation, keyword search, topic boxes
- **Mobile view**
- **Office finder**
 - Search by service and location
- **Get help**
- **Agency directory**
- **Provider resources**



Thank you!

More information available at:

<https://www.oregon.gov/odhs/Pages/using-our-website.aspx>