



Website Redesign- SSP Partners

July 13, 2023

5 things we'll cover today:

What's changed



Why we've made these changes



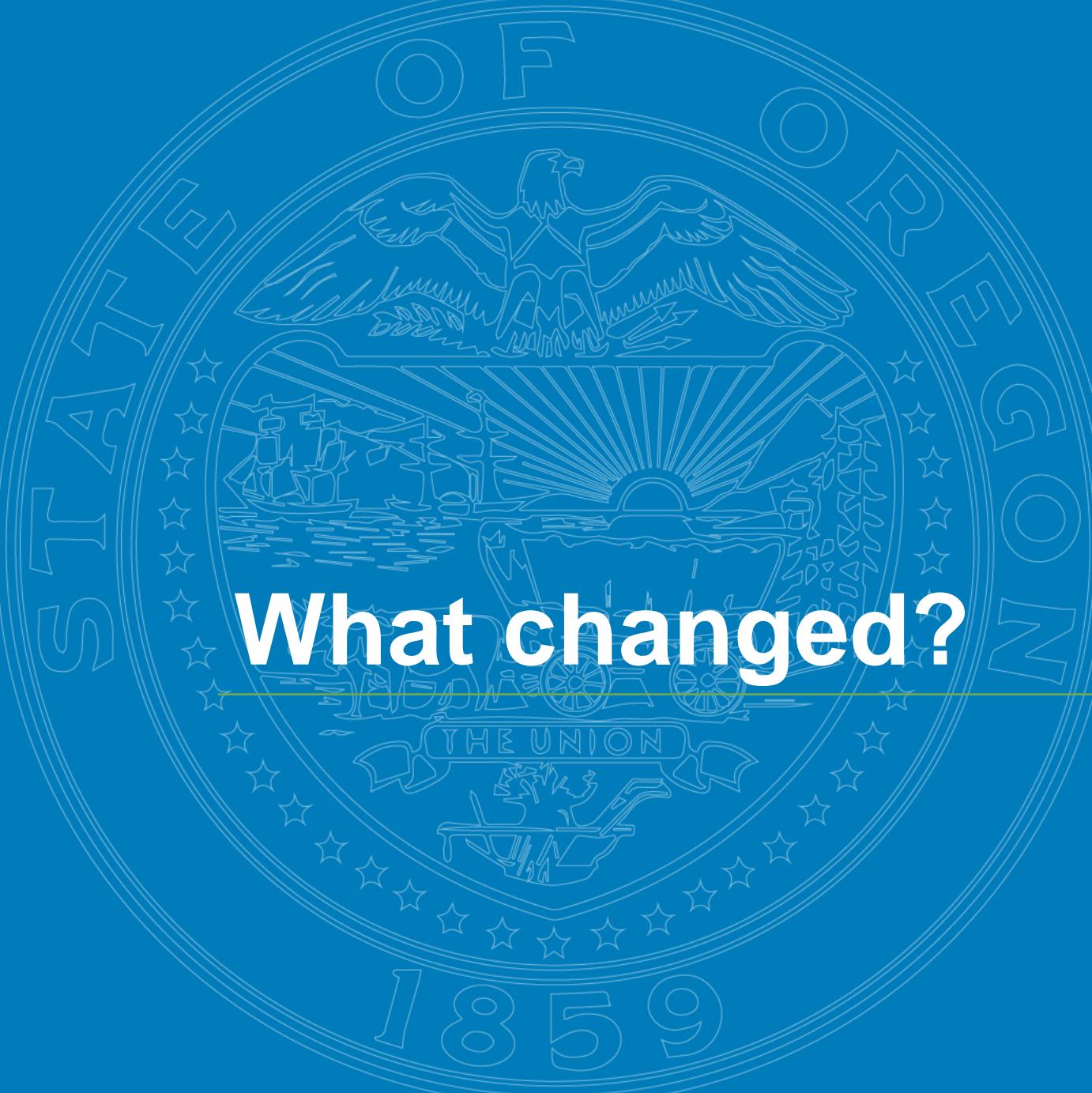
Demo of the new site



Answer your questions



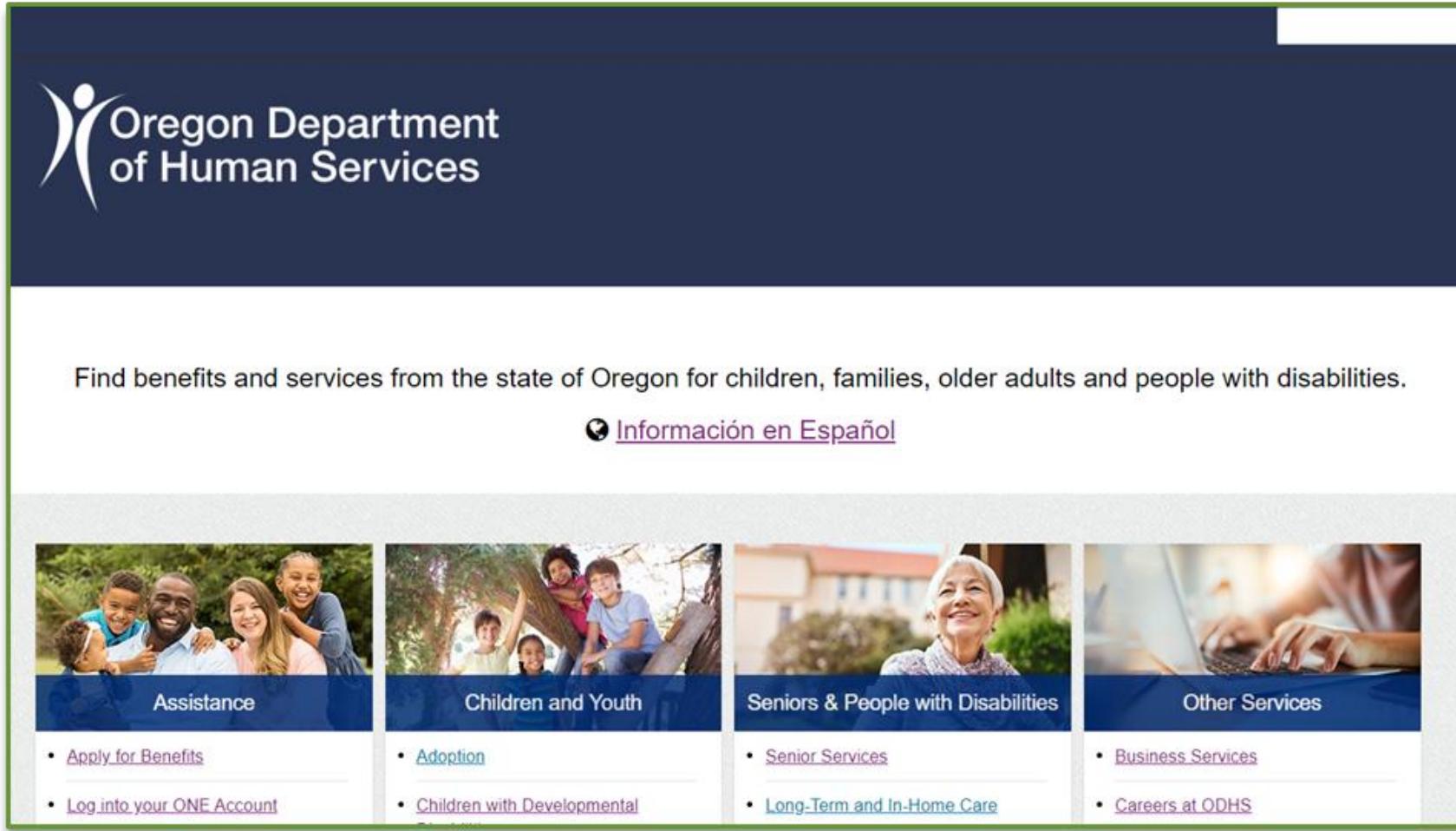
How to get updates, ask more questions or give feedback

A large, faint watermark of the Oregon State Seal is positioned on the left side of the slide. The seal is circular with a blue background. The outer ring contains the text "THE STATE OF OREGON" at the top and "1859" at the bottom. The inner circle features a central figure, possibly a Native American, holding a bow and arrow, with a rising sun and mountains in the background.

What changed?



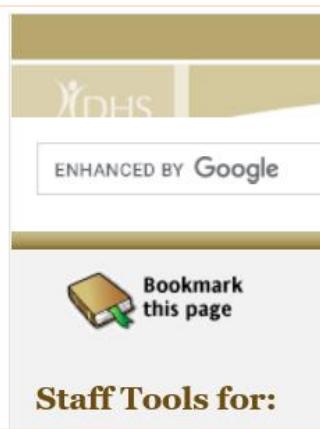
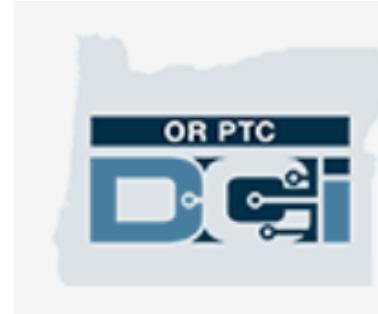
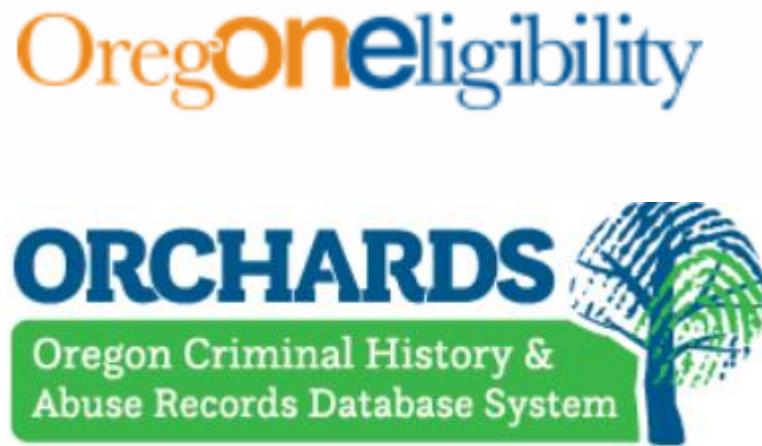
ONLY the Oregon.gov/dhs public website



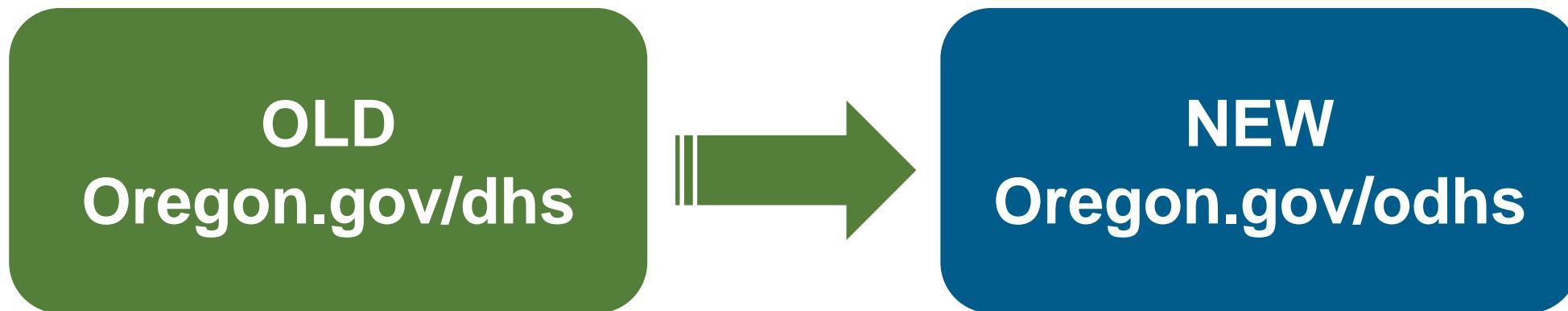
The screenshot shows the official website for the Oregon Department of Human Services (DHS). The header features the DHS logo and the text "Oregon Department of Human Services". Below the header, a main message reads: "Find benefits and services from the state of Oregon for children, families, older adults and people with disabilities." A link to "Información en Español" is also present. The page is divided into four main service categories, each with an image and a list of links:

- Assistance** (Image: A diverse family of four):
 - [Apply for Benefits](#)
 - [Log into your ONE Account](#)
- Children and Youth** (Image: A group of children and teenagers):
 - [Adoption](#)
 - [Children with Developmental](#)
- Seniors & People with Disabilities** (Image: An older woman smiling):
 - [Senior Services](#)
 - [Long-Term and In-Home Care](#)
- Other Services** (Image: A person using a laptop):
 - [Business Services](#)
 - [Careers at ODHS](#)

Not changing



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



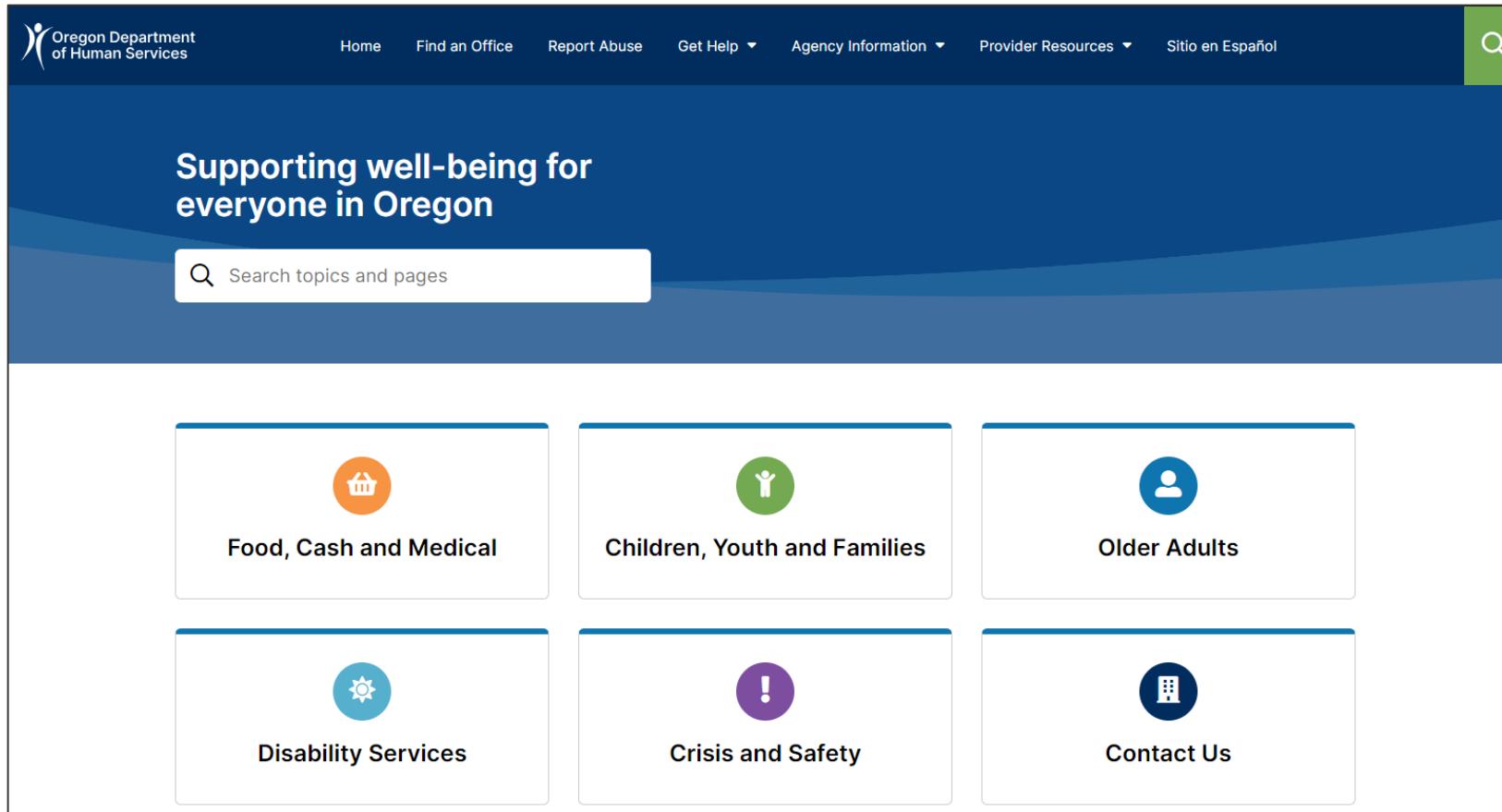
In-person testing

What we've heard

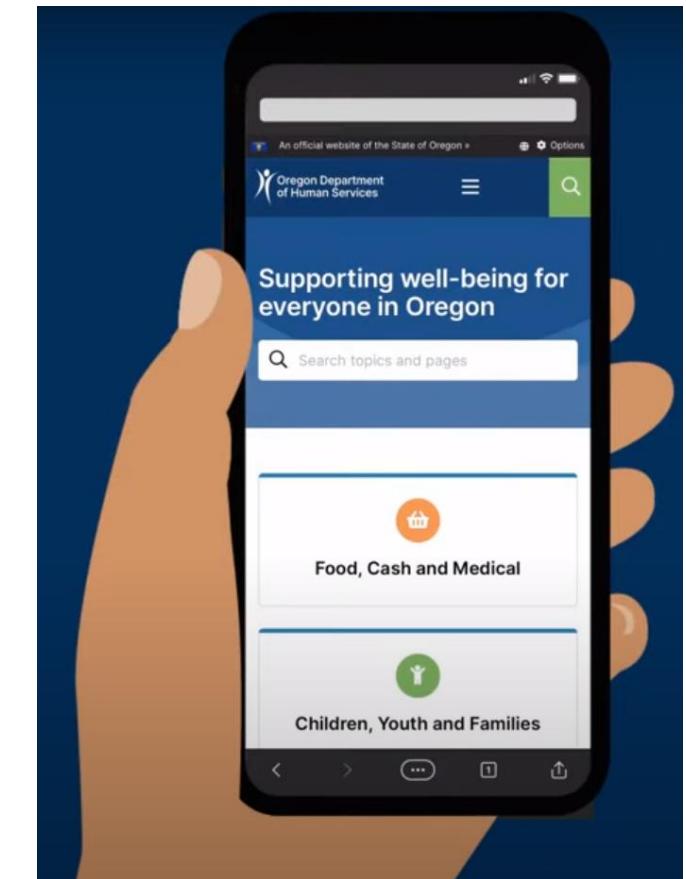
3,400 people completed user surveys

- 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

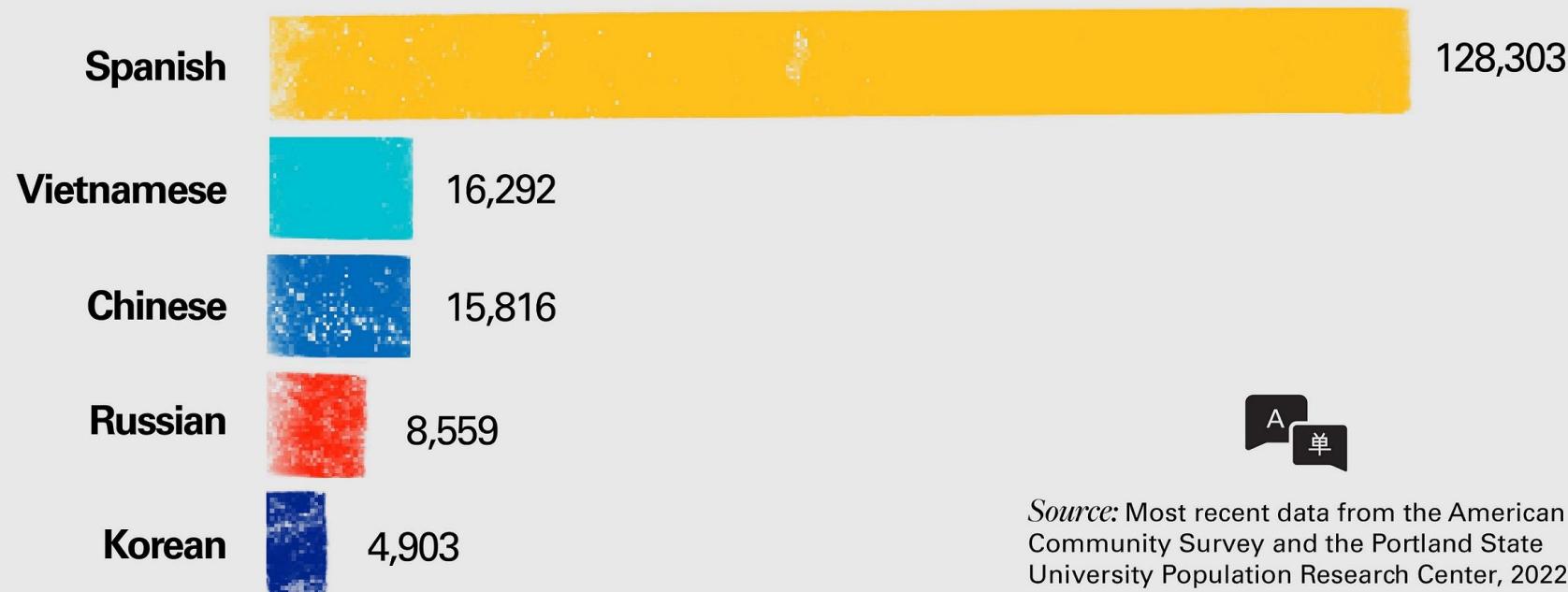


The screenshot shows the ODHS website with a dark blue header. The header includes the Oregon Department of Human Services logo, a search bar, and navigation links for Home, Find an Office, Report Abuse, Get Help, Agency Information, Provider Resources, and Sitio en Español. Below the header is a large blue banner with the text "Supporting well-being for everyone in Oregon". A search bar is located below the banner. The main content area features six white rectangular boxes arranged in a 2x3 grid. Each box contains an icon and text: "Food, Cash and Medical" (orange circle with a shopping cart), "Children, Youth and Families" (green circle with a person), "Older Adults" (blue circle with a person), "Disability Services" (blue circle with a gear), "Crisis and Safety" (purple circle with an exclamation mark), and "Contact Us" (blue circle with a building).



Language access

Five Most Common Languages in the State of Oregon



Estimated Number of Limited English Proficient Individuals Who Speak the Language

Plain language and reading level

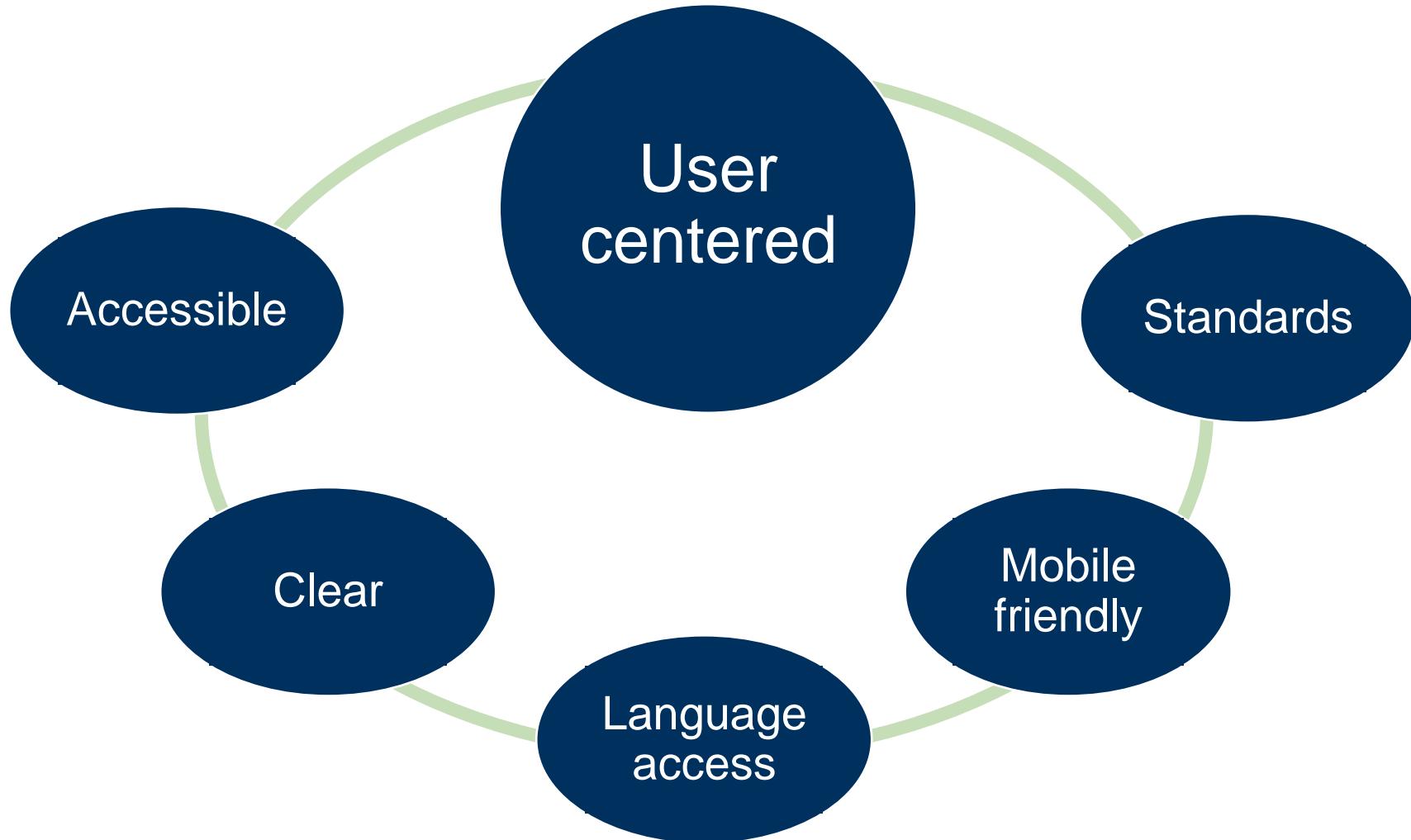


Use words our audiences uses

Easier to find what you need

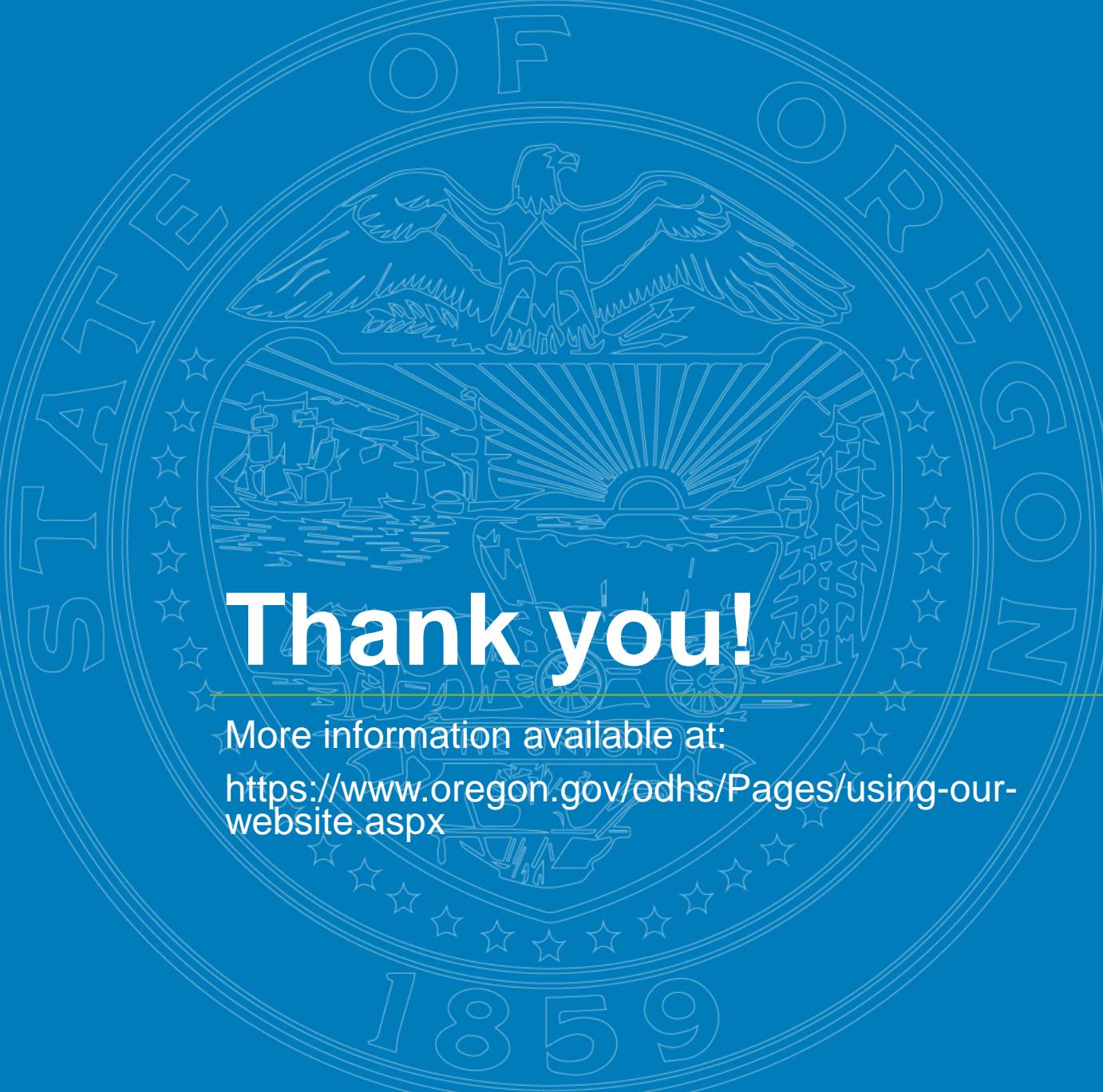
**Makes translation easier and
more accurate**

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**

A large, faint watermark of the Oregon State Seal is positioned in the background on the left side of the slide. The seal is circular with the words "THE STATE OF OREGON" around the top and bottom edges. Inside the circle is a central figure of a Native American holding a bow and arrow, with a rising sun, a ship, and a lighthouse in the background, all surrounded by stars.

Thank you!

More information available at:

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

