

# SSP Partner Meeting

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# **Customer Service Center Updates**

# Resources to Help People Apply

**benefits.oregon.gov**



## ► Benefits Home

[Log in to ONE](#)

[How to Apply](#)

[Renew Benefits](#)

[Find an Office](#)

## Get Help

[Benefits Help](#)

[EBT Card Help](#)

[Help in Your Language](#)

[How-to Videos](#)

[Protect Your Benefits](#)

## Learn about Programs

[Medical \(OHP\)](#)

[SNAP Food Benefits](#)

[Summer EBT Food Benefits](#)

[Cash \(TANF\)](#)

[Child Care \(ERDC\)](#)

## How to apply

You can apply for medical, food, cash and child care benefits online, by phone or in person. Use this [checklist](#) to see what you'll need to apply.

### Online

[Apply online](#)

You will need to create a ONE Online account. If you already have an account, [log in here](#).

### By phone

Call 800-699-9075

Call the ONE Customer Service Center (Monday to Friday, 7 a.m. to 6 p.m.). You can also call a [local office](#) to apply.

### In person

[Find an office](#)

You can get a [paper application form](#) in multiple languages.

## ► Need help to apply?

- [Get help applying for OHP medical benefits](#) (enter your zip code and click the button for help with "Oregon Health Plan" to find help in your area)
- [Get help applying for SNAP food benefits](#)

# ONE Customer Service Center

## Week of August 3



Eligibility queue  
Twelve minutes



Support staff  
Thirty-eight minutes



Technical Support  
Sixteen minutes



QR code to see the  
dashboard of wait times

# Integrated Voice Response (IVR)

Without waiting for a staff person,  
a caller can:

- Receive benefit status – Approved, Denied, Pending, or Discontinued
- EBT Card Replacement

Also – set/reset a pin for faster  
authentication of future calls



# Use ONE Online to follow your case

Navigate using Quick Links

The screenshot shows the ONE Online dashboard interface. At the top is a navigation bar with links: My Dashboard, My Actions, Change My Medical Plan, Messages, Community Partner Info, Authorized Rep, and Settings. The left sidebar contains a 'Quick Links' section with categories: Announcements (0 Urgent, 0 Unread), Message Center (Inbox), Notifications & Alerts (Verify my Address), Application (Start an Application, Medical Pre-Screening), Contact Information (ONE Customer Service, Locate DHS Office, Other Resources, View FAQ), and Other (My Appointments, Close my Benefits, Report a Fraud, Incomplete SNAP Application). The main content area has a 'Report a Change in Circumstance' link at the top right. Below it is a 'Current Benefits' section for Case Number 600061626, featuring a 'Medical Assistance' table with columns: Individual, Client ID, Next Renewal Date, and Coverage Type. The table shows MARY DOE with Client ID 358HFIOA, Next Renewal Date 09/30/2021, and Full Medical coverage. A note explains that Full Medical benefits vary based on age, pregnancy, and Medicare coverage. Below this is an 'Unsubmitted Applications' table with columns: Application Number, Program, Name of individuals applying, and Action Required. It shows an application for Supplemental Nutrition Assistance Program (SNAP) for MARY DOE with Application Number 990021659 and a 'Continue' action. At the bottom is a 'Request For Information' section with links 'View My Documents' and 'Upload', and a note 'No documents pending for verification'. A 'Get ADOBE READER' button is at the bottom left of the sidebar.

Quick Links

Announcements

(0) Urgent

(0) Unread

Message Center

Inbox

Notifications & Alerts

Verify my Address

Application

Start an Application

Medical Pre-Screening

Contact Information

ONE Customer Service

Locate DHS Office

Other Resources

View FAQ

Other

My Appointments

Close my Benefits

Report a Fraud

Incomplete SNAP Application

Get ADOBE READER

Report a Change in Circumstance

Case Number: 600061626

Current Benefits

Medical Assistance

Individual	Client ID	Next Renewal Date	Coverage Type
MARY DOE	358HFIOA	09/30/2021	Full Medical

\* Full Medical benefits vary based on age, pregnancy, and Medicare coverage. After DHS|OHA determines your eligibility for Medical Assistance, you will be mailed your OHP Welcome Letter. This welcome package includes your Oregon Health ID card and information about your health care benefits.

Unsubmitted Applications

Application Number	Program	Name of individuals applying	Action Required
990021659	Supplemental Nutrition Assistance Program (SNAP)	MARY DOE	Continue

Request For Information

View My Documents

Upload

No documents pending for verification

Quickly Report a Change

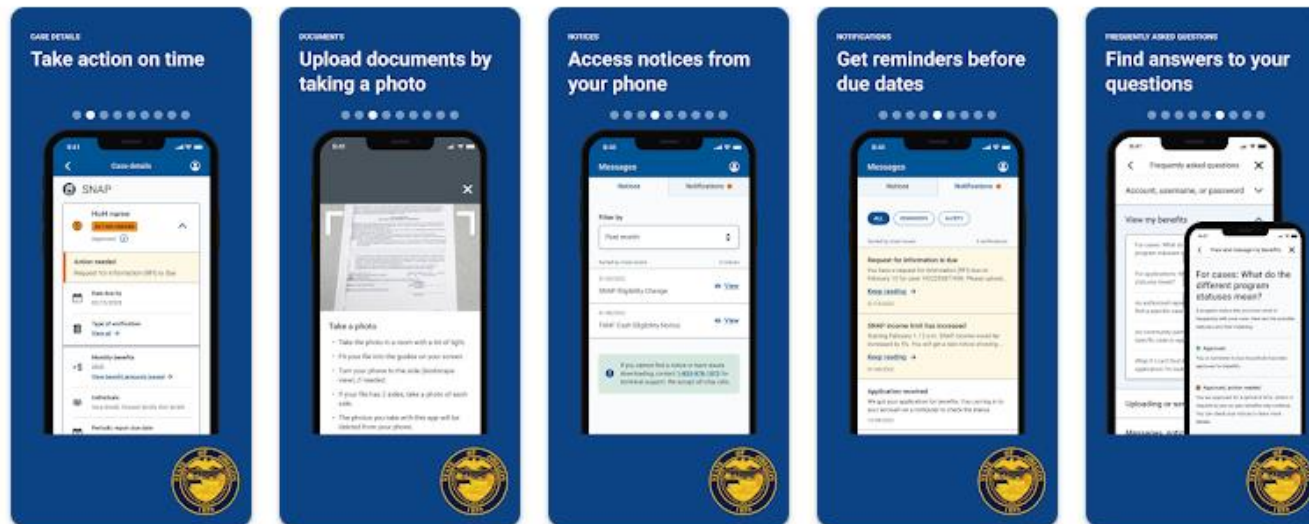
View Current Benefits

View Current Program(s) and Applications

View Requested Information and Upload Documents

# Oregon ONE Mobile App

- Oregon ONE Mobile is a free app and available in Droid and Apple app stores
- People can view status of benefits, access notices, get reminders before due dates, upload documents, and find answers to frequently asked questions.
- The app is available in English and Spanish.



# Getting a Call from ONE

Missing calls from ONE? Check your phone's **spam blocker** settings.

We make calls from **503-945-5722** for program benefits, appointments, and verbal signatures.



If you or a client is expecting a call from the agency  
Make sure they can receive calls from **503-945-5722**



# **ONE System Updates**

# REALD, SOGI Questions Added

## REALD

Race, Ethnicity and  
Language, Disability

## SOGI

Sexual Orientation  
and Gender Identity

## Why we ask for personal details

**Sharing demographic information with us is voluntary**

We want to make sure our services are fair and inclusive and work for everyone. To do this, we need to understand who we are helping. That's why we ask questions about your race, language, gender identity and other personal details.

Your information is private and protected by law.  
**Sharing this information is your choice.**  
You can choose the “Don’t want to  
answer” option if you prefer.

**We’re here to support you no matter what!**

Learn more  
by scanning  
the QR code



**one** Oregon Eligibility Partnership

Oregon Department  
of Human Services

OREGON  
HEALTH  
AUTHORITY

Oregon Department of  
Early Learning  
and Care

Everyone has a right to know about and use Oregon Department of Human Services programs and services. Some examples of the free help we can provide include sign language and spoken language interpreters, written materials in other languages, Braille, large print, audio, and other formats. If you need help or have questions, please contact us at [one.communications@odhsoha.oregon.gov](mailto:one.communications@odhsoha.oregon.gov)

# Notice Languages

## 136(!!) More languages by 2027\*

Chuukese	Bulgarian	Tonga (Nyasa)	Kol (Bangladesh)	Armenian	Tibetan
Amharic	Cutchi-Swahili	Albanian	Mari (Russia)	Kurdish	Urdu
Tagalog	Mongolian	Croatian	Cakchiquel-Quiché Mixed Language	Indonesian	Gujarati
Swahili	Danish	German	Massalat	Sango	Samoa
Lao	Hakha Chin	Filipino	Igbo	Pohnpeian	Fulah
Thai	Maay	Serbian	Dinka	Tonga (Tonga Islands)	K'iche'
Marshallese	Boro (Ethiopia)	Turkish	Quechua	Italian	Kekchí
Rohingya	Karipúna Creole French	Tedim Chin	Réunion Creole French	Kikuyu	Fijian
Bosnian	Q'anjob'al / Akateko	Tamil	Kachin	Eastern Oromo	Telugu
Pashto, Pushto	Louisiana Creole	Polish	Hebrew	Bembe	Georgian
Tigrinya	Cajun French	Yapese	Macedonian	Hassaniyya	Greek
Iu Mien	Finnish	Anyin Morofo	Cafundo Creole	Catalan	Brunei Bisaya
Nepali	Dutch	Hungarian	Malay	Kisi	Kayan
Hmong	Mayan languages	Congo Swahili	Rundi / Kirundi	Chuj	Biao-Jiao Mien
Portuguese	North American Indian	Iloko / Ilocano	Swedish	Sinhala	Masalit
Panjabi	Chamorro	Wolof	Islander Creole English	Achinese	Central Kurdish
Mam	Tue	Lingala	Mandan	Guianese Creole French	Kera
Kinyarwanda	Slovak	Antigua and Barbuda Creole English	Mandari	Bahamas Creole English	Andaman Creole Hindi
Japanese	Mandar	Bo (Laos)	Saint Lucian Creole French	Kosraean	Newari
Bengali	Woleaian	Cebuano	Karo (Ethiopia)	Tajik	Shona
S'gaw Karen	Diri	Mandingo	Afar	Afrikaans	Northwest Oaxaca Mixtec
Bwe Karen	Haitian Vodoun Culture Language	Palauan	Tigre	French-based creoles and pidgins	
Guadeloupean Creole French	Central American Indian languages	San Miguel Creole French	San Martín Itunyoso Triqui	Santiago del Estero Quichua	



\*For the 28 most commonly sent notices

# **ONE Resources**

# Oregon Eligibility Partnership – Partner Page

Oregon Eligibility Partnership (OEP) now has a webpage for partners:

<https://www.oregon.gov/odhs/providers-partners/benefits-eligibility>

- How-to videos
- Outreach materials
- Web Links
- Ways to connect

## ONE Eligibility System: Resources for Partners

**Help people get connected to medical, food, cash and child care benefits**

The Oregon Eligibility Partnership (OEP) supports eligibility determination for medical, food, cash and child care benefits. This site is for partners who help people apply for these benefits through the ONE Eligibility system.

How-to videos

Outreach materials

Web links

✉ Email us

👥 Get involved

# Regular OEP Meetings

## Quarterly ONE Partner Engagement

- Short presentations
- Mainly for partner questions
- Next meeting is September 10 at 2:00

## ONE Online Improvement Committee

- Analyzes suggestions to improve ONE
- Meetings are recorded
- [ONE Suggestions](#) welcome





# Resources

- Want to be an expert in ONE applications? [Watch a tutorial application](#)

The screenshot shows a video player displaying a tutorial for the ONE application. The video content shows a web interface for a case number 402379038. The interface includes a sidebar with navigation links such as 'Apply Now', 'Request a Change', 'Update Contact Information', 'Close my Benefits', 'Replace my Oregon Trail Card', and 'Media of Pre-Screening'. The main content area is divided into sections: 'Request for Information' (with a table of requested items), 'Pending Programs' (with a table of pending applications), and 'Current Benefits' (with a table of current benefits). A sidebar on the right shows a list of participants in the video call, including Zoe Cooper-Carroll, Stephanie Manning, Mike Mayers, Faren Leader, Cindy, iPhone, Kayla Blessing (she/her), Lee Phillips, Kayla Camp, Marcia Bell CGCC, Debra Little - LCC, Vivienne Vu, Angelica Ortiz, and Julia Morris.

Program	Type of Information	Name of Person	Date Received
EDUC	Parent/Guardian work schedule	LINDA BELCHER	08/15/2024

Case/Application Number	Program	Name of Individual applying	Action Required
402379038	Employment Related Day Care (ERDC)	LINDA BELCHER, TINA BELCHER	Pending Interview

Benefit	Effective Date	Next Renewal Date	Included Individuals	Outstanding Benefit Amount Requested
SNAP	08/01/2024	07/01/2025	LINDA BELCHER, TINA BELCHER	\$13.00

OEP ONE Tutorial for SNAP Applications – Aug. 29, 2024

# Questions

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