

# SSP Partner Meeting

James Barta  
Oregon Eligibility Partnership  
Engagement Strategy Coordinator  
August 14, 2025



# 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



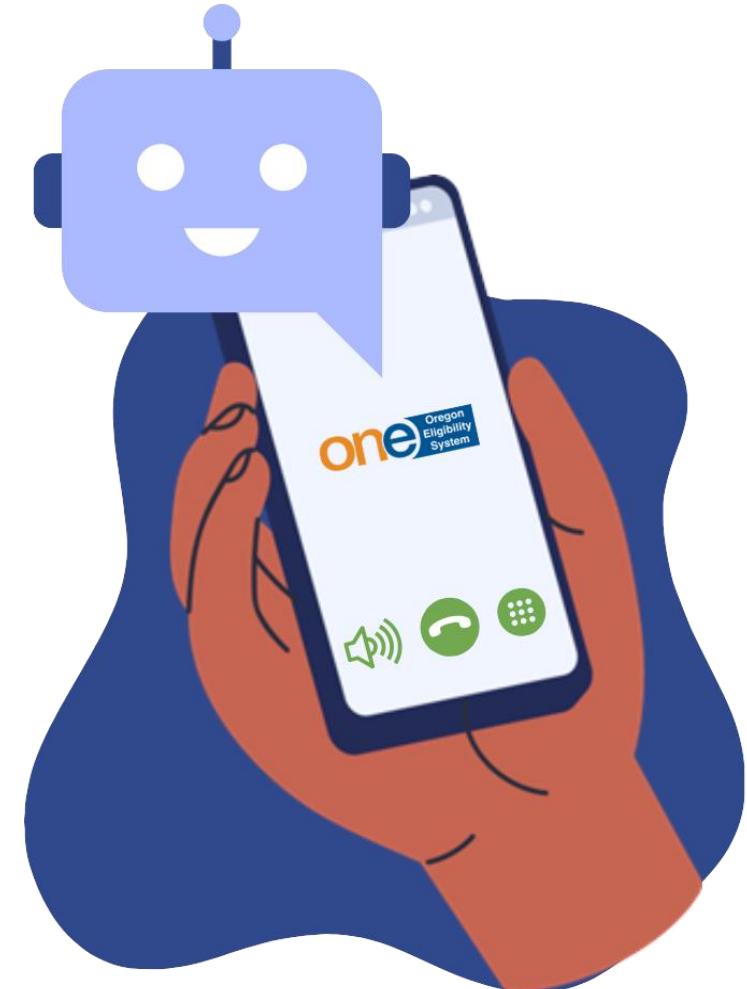
QR code to see the  
dashboard of wait times

# Integrated Voice Response (IVR)

Without waiting for a staff person,  
a caller can:

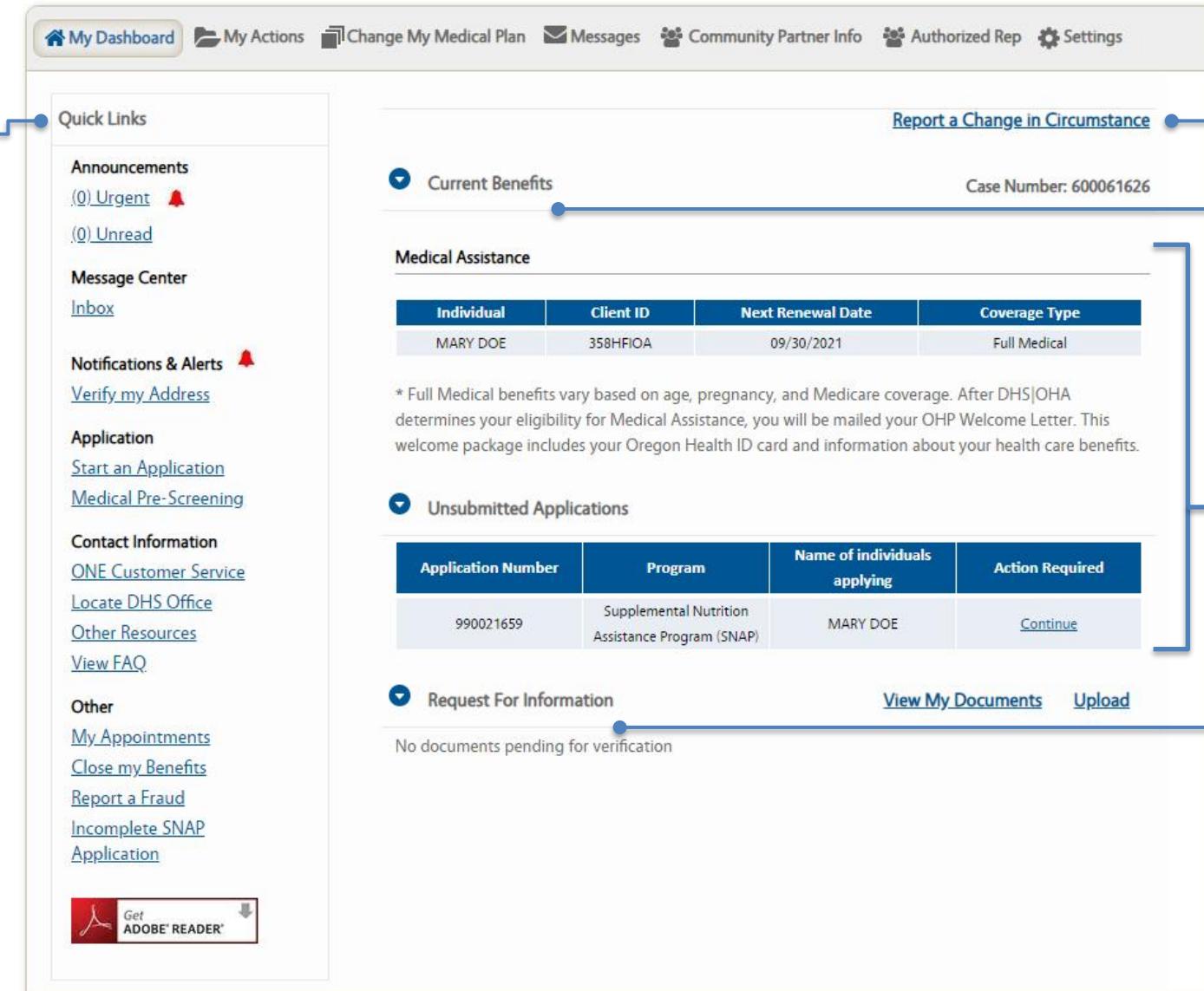
- Receive benefit status – Approved, Denied, Pending, or Discontinued
- EBT Card Replacement

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 with a navigation bar at the top. The 'My Dashboard' tab is active. Other tabs include 'My Actions', 'Change My Medical Plan', 'Messages', 'Community Partner Info', 'Authorized Rep', and 'Settings'. The dashboard features a 'Quick Links' sidebar on the left with sections for 'Announcements', 'Message Center', 'Notifications & Alerts', 'Application', 'Contact Information', 'Other', and links to 'My Appointments', 'Close my Benefits', 'Report a Fraud', and 'Incomplete SNAP Application'. The main content area displays 'Current Benefits' (Case Number: 600061626) with a table for 'Medical Assistance' showing an individual named MARY DOE with a Client ID of 358HFIOA, Next Renewal Date of 09/30/2021, and Coverage Type of Full Medical. A note states: '\* 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.' Below this is a section for 'Unsubmitted Applications' with a table for application 990021659, which is for the Supplemental Nutrition Assistance Program (SNAP) and is associated with MARY DOE. A 'Request For Information' section shows 'No documents pending for verification' with links to 'View My Documents' and 'Upload'.

Quickly Report a Change

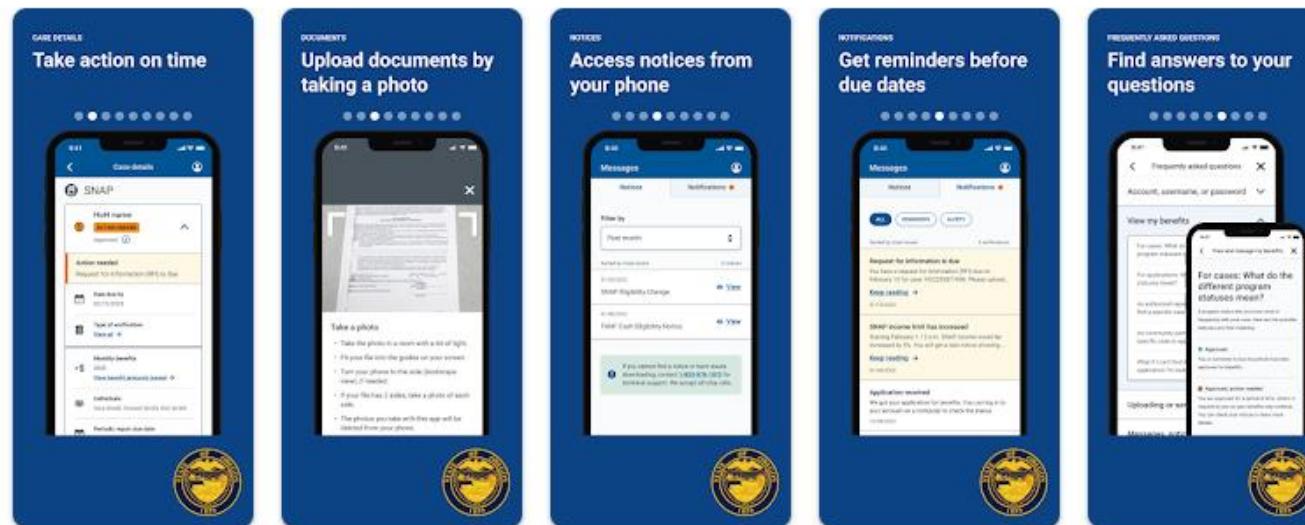
View Current Benefits

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	Samoan
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
Punjabi	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	Woleaiian	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

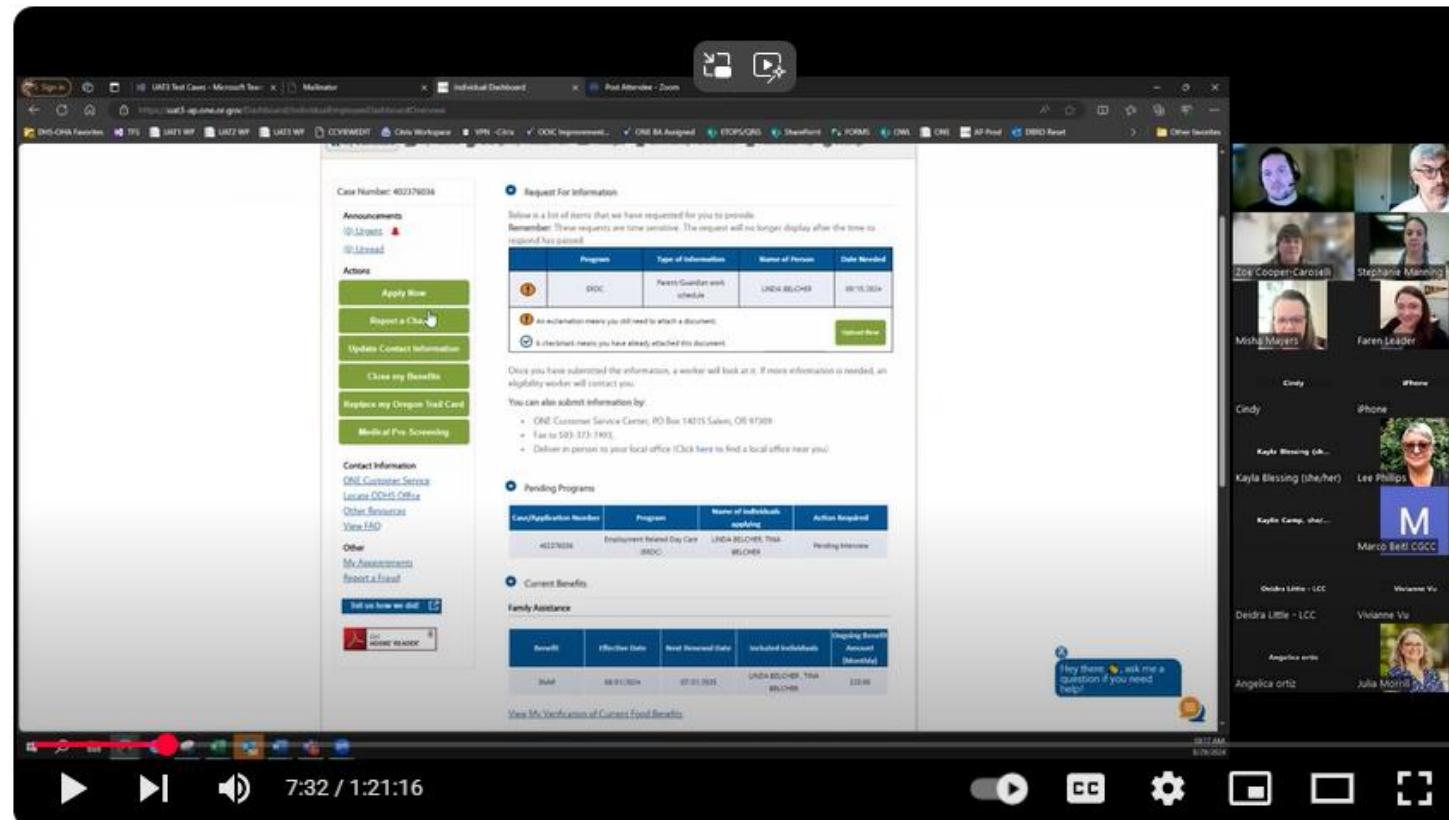
## ONE Online Improvement Committee

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



# Resources

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



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

# Questions

James Barta

[James.Barta@odhs.oregon.gov](mailto:James.Barta@odhs.oregon.gov)

