



Oregon

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Executive Summary **House Bill 2219**

Related to Consolidated Application Process

Date: August 15, 2016

To: Senate Human Services and Early Childhood Committee
House Human Services and Housing Committee
Daron Hill, Interim Legislative Administrator
Rick Berkobien, Committee Manager

House Bill 2219, enacted in the 2015 Regular Legislative Session, requires the Department of Human Services to convene a work group with staff from identified human service agencies to study how to create a consolidated application process for social services and submit a recommendation to the Legislative Assembly.

The work group was convened and held a series of five meetings which produced the set of recommendations below.

Recommendation 1: Develop a single application for financial eligibility for the Department of Human Services (DHS) and Oregon Health Authority (OHA) programs. Convene a cross organization recommending body to develop criteria for the sequence and addition of other agency programs. Consolidating the application process for multiple programs among two large state agencies is an incremental step in the vision towards a single application for all health and human service programs. Incremental implementation allows for agency staff to orient themselves to the new technology and mature associated business processes while minimizing potential delays for clients.

Recommendation 2: DHS and OHA take the opportunity with the Integrated Eligibility Project to review and revise the application language. Application assistors have provided feedback that current application language can be confusing and potentially trigger trauma for applicants. A consumer focus group about application language may

help DHS and OHA make revisions as appropriate and HB2219 work group agencies will assist in identifying consumers to participate.

Recommendation 3: Utilize the HB2219 work group to research the health and human services program screening tool(s) currently being used in Oregon and explore their functionality, accuracy, maintenance and usage. Staff who assist Oregonians in applying for benefits shared that one of the biggest barriers to the application process is not understanding all of the programs that are available and which programs applicants may be eligible for.

Recommendation 4: Continue the HB2219 work group to research and explore the possibility of sharing basic applicant information across programs/agencies, when applicable, to reduce duplication and enhance services for Oregonians.

Please contact Sarah S Miller at (971) 283-4718 or Kim Fredlund at (503) 945-6071 if you have any question or concerns.