

Submitter: Stephen Waldon

On Behalf Of:

Committee: Joint Committee On Ways and Means Subcommittee On Human Services

Measure, Appointment or Topic: SB5526

Dear Co-chair, Valderrama, Co-chair Campos, and members of the committee, My name is Stephen Waldon, and I am writing in support of the Governor's investment in the Oregon Eligibility Partnership (OEP) in the Department of Human Services. OEP provides medical, food, cash and childcare benefits to 1 in 3 Oregonians, from cradle to late retirement.

SEIU 503 supports the following POPs in HB 5526:

- POP 104 Federally Required Changes to Data Services Hub
- POP 108 SNAP Elderly Simplified Application Project (ESAP)
- POP 113 Central Abuse Management System (CAM) Maintenance and Operations (M&O) Support
- POP 201 Mainframe Modernization

I am an HSS4 lead worker I've been working here 9 years and started out as a hss2 and worked my way up to HSS3 limited Duration after 5 years I became a rotation lead and now 2 years perm lead number I have been in office here in Salem for the State wide VEC

Workers help Oregonians navigate a complex set of eligibility rules and regulations while meeting service delivery expectations of our federal partners. OEP also actively collaborates with partners, community members, and sovereign Tribal communities to address operational impacts and identify opportunities to improve customer service.

As a Lead worker we help staff with answering questions and fixing cases for the 5509 Support Staff team. I help with issuing, auditing Electronic Benefit Transfer Cards (EBT) logs and securing ebt cards. I receive the cards count the cards and secure the cards per Rules and regulations. I also help with monthly Auditing of EBT logs and track issued EBT cards. I also helped train and come up with training criteria for incoming staff. I have gone through the financial training and helped in all staff meetings with the rules and regulations of the ebt system. I also help support staff with maintain, extending and updating appointments. I also quality check manual notice and EBT emails. Six months I've been mentoring staff and helping them achieve and exceed goals. I helped managers do onsite training to help staff learn new Support Staff tasks I've created job aides and streamlined processes to help the support staff team. I have also taken on back up Lead duties for EBT replacement team and jobs participation incentive (JPI) team. I also handle ordering of materials we use such as envelopes and applications we send out.

Eligibility worker processes

We must know how to work applications to determined eligibility. With and without the

one system

Answer phones and help customers with case issues.

Take escalated calls for eligibility workers

extend medical and medical transportation referrals.

Review initial applications for completeness.

Create a case record notes in all appropriate tracking systems.

Provide good customer service. Respond to client's inquiries over the phone.

Contact client to illicit information needed to process case and explain rules and regulations

Assist managers in presenting cases in trainings and team huddles

Must be proficient in all programs we must be proficient in SNAP, TANF, ERDC, Magi and non-magi plus complex LTC APD cases we need to know how to work and interpret trust documents. Estates how to work and interpret the documents sent to us we also must know how to work and process disqualification transfer of Assets we also must know special needs/medical related payments we also need to understand and interpret estate administration guidelines.

Peer support team for new hires I worked with new hires to help them navigate the ins and outs of dhr, mmis, tracs and the one system and where to find supplies, how to send missing information and manual pends and helped teach them how to work dhr, mmis, tracs and the one system. helped mentor them through training.

As a Eligibility worker

We must know how to work applications to determined eligibility. With and without the one system

Answer phones and help customers with case issues.

Take escalated or complex calls from clients.