

News Release

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Videos show how to use ONE Online account to manage state benefits

(Salem) – The Oregon Department of Human Services (ODHS) is pleased to introduce a new video how-to series. These short videos show features of a ONE Online account. That’s where people can apply for and manage their medical, food, cash, and child care benefits. Topics include:

1. [Creating a ONE Online account](#)
2. [Using the Oregon ONE Mobile app](#)
3. [How to upload documents to a ONE Online account or the Oregon ONE Mobile app](#)
4. [Where to find messages about your benefits in your ONE Online account and the Oregon ONE Mobile app](#)

“ODHS serves 1 in 3 people in the state. Folks let us know they could use a little more help navigating their ONE Online account. Based on their feedback, we selected these topics for the video series,” said Oregon Eligibility Partnership (OEP) Director Nathan Singer. The videos are available in English and Spanish and posted to the [ODHS YouTube page](#).

Interview with OEP Director Singer available on YouTube in [English](#)

Interview with ODHS Communications Officer Adriana Taylor available on YouTube in [Spanish](#)

How to manage your medical, food, cash and child care benefits:

- By phone at: 1-800-699-9075. All relay calls accepted
- Online at: oregon.gov/odhs/benefits, select “Log in to ONE”
- Through the free Oregon ONE Mobile app available in English and Spanish on [Apple](#) and [Android](#) app stores
- In person at an office near you: [Find an office](#)
- In your language: [Help in Your Language](#)

- By mail at: ONE Customer Service Center, PO Box 14015, Salem, OR 97309
- By fax at: 503-378-5628

Resources to help meet basic needs

- Find food resources in your community: needfood.oregon.gov.
- Learn about government programs and community resources for older adults and people with disabilities: Aging and Disability Resource Connection of Oregon at 1-855-673-2372 or adrcforegon.org
- Dial 2-1-1, or text your zip code to 898-211, 211info.org
- Find local resources and support by contacting your local Community Action Agency: caporegon.org/find-services/
- [Oregon Department of Human Services help center](#)

About the Oregon Department of Human Services

The mission of the Oregon Department of Human Services is to help Oregonians in their own communities achieve wellbeing and independence through opportunities that protect, empower, respect choice and preserve dignity.

About the Oregon Eligibility Partnership

The Oregon Eligibility Partnership (OEP) is part of the Oregon Department of Human Services. OEP supports state staff who determine eligibility for people applying for and receiving medical, food, cash and child care benefits. It also manages the ONE Eligibility System used to process applications and deliver benefits to eligible individuals and families in Oregon. One in three people in Oregon receive benefits through the ONE Eligibility System. OEP administers the ONE Eligibility system in partnership with the Oregon Health Authority (OHA) and the Department of Early Learning and Care (DELIC).

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