



ELIGIBILITY SERVICES BY THE NUMBERS...

July 2022 (Data Month: June 2022)

PARTICIPANTS

- **CalFresh:** 360,192 recipients, up 8.50% from last year.
 - 124,418 child recipients (0-18), up 3.51% from last year.
 - 76,695 senior recipients (60+), up 20.61% from last year.
- **CalWORKs:** 44,474 recipients, up 19.64% from last year.
 - 31,806 child recipients (0-18), up 7.94% from last year.
 - Welfare-to-Work: 11,768 participants, up 59.13% from last year.
- **CMS:** 23 CMS recipients, up 9.52% from last year.
- **General Relief:** 3,821 recipients, up 59.21% from last year.
- **Medi-Cal:** 973,739 recipients, up 9.63% from last year.
 - 327,583 child recipients (0-18), up 4.87% from last year.
 - 11,999 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (June 2021–June 2022)
			Previous Month	Previous Year	
CalFresh	207,527	360,192	0.84%	8.50%	502,533
CalWORKs	15,272	44,474	6.92%	19.64%	58,720
CMS	23	23	9.52%	9.52%	82
General Relief	3,804	3,821	2.83%	59.21%	9,911
Medi-Cal	527,438	973,739	0.69%	9.63%	1,012,468
Total	754,064	1,382,249	0.93%	9.72%	1,118,529**

*Recipients include 351,080 under ACA Medicaid Coverage Expansion.

The number of **unduplicated recipients for **all** programs.

PROCESSING

Applications Registered		
Program	June 2022	FYTD
CalFresh	18,293	210,869
CalWORKs	2,258	24,827
CMS	61	732
General Relief	2,305	25,927
Medi-Cal	9,699	119,467
Total	32,616	381,822

Renewals Generated		
Program	June 2022	FYTD
CalFresh	9,567	114,307
CalWORKs	1,201	14,304
CMS	8	64
General Relief	123	1,204
Medi-Cal	42,392	502,608
Total	53,291	632,487

Periodic Reports Generated		
Program	June 2022	FYTD
CalFresh	14,182	190,255
CalWORKs	947	9,234
General Relief	2	14
Medi-Cal	17	203
Total	15,148	199,706

Documents Imaged	
June 2022	FYTD
419,151	4,733,354

Tasks Created	
June 2022	FYTD
383,683	4,512,939

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	June 2021	June 2022	Change	FYTD
Total Calls	124,938	148,912	23,974	1,771,204
Abandoned	790	1,202	412	25,179
Average Wait Time	0:17	0:37	0:20	0:58

Community Based Organization (CBO)				
Month	June 2021	June 2022	Change	FYTD
Total Calls	4,680	5,272	592	55,700
Abandoned	44	135	91	827
Average Wait Time	0:39	1:48	1:09	1:15

Emails Received	
June 2022	FYTD
4,564	52,251

FAMILY RESOURCE CENTER VISITS

Month	June 2021	June 2022	Change	FYTD
Total Tickets Issued	32,345	32,490	0%	386,897
Average Wait Time (min.)	(* -)	(* -)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for June 2022

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 16 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 93.54%
- Annual Renewal Timeliness = 99.95%

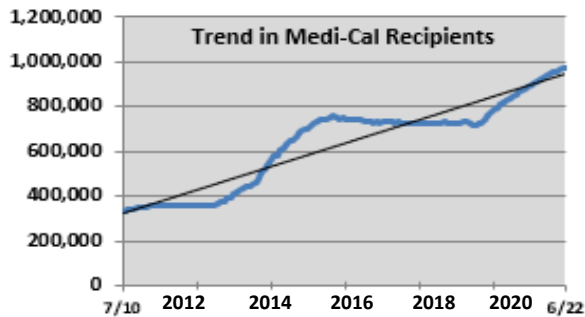
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 93.45%
- Annual Renewal Timeliness = 99.65%

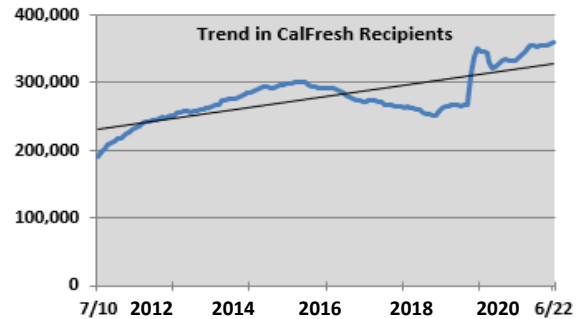
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Annual Renewal Timeliness = 99.99%

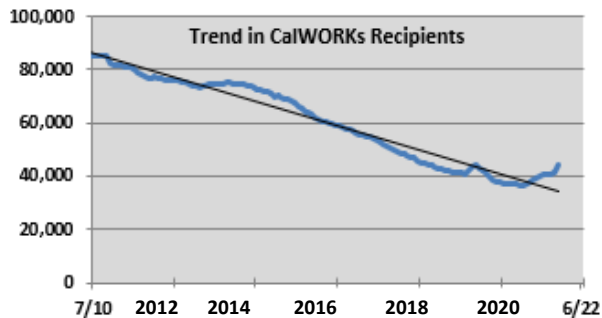
Medi-Cal Recipients		
FY Jul 10	FY Jun 22	191%
334,686	973,739	Increase



CalFresh Recipients		
FY Jul 10	FY Jun 22	89%
190,667	360,192	Increase



CalWORKs Recipients		
FY Jul 10	FY Jun 22	-45%
80,730	44,474	Decrease



General Relief Recipients		
FY Jul 10	FY Jun 22	278%
1,012	3,821	Increase

