



ELIGIBILITY SERVICES BY THE NUMBERS...

November 2022 (Data Month: October 2022)

PARTICIPANTS

- **CalFresh:** 368,569 recipients, up 4.52% from last year.
 - 127,048 child recipients (0-18), up 1.72% from last year.
 - 81,789 senior recipients (60+), up 18.17% from last year.
- **CalWORKs:** 45,227 recipients, up 19.24% from last year.
 - 32,114 child recipients (0-18), up 9.09% from last year.
 - Welfare-to-Work: 12,862 participants, up 57.03% from last year.
- **CMS:** 8 CMS recipients, down 63.64% from last year.
- **General Relief:** 3,713 recipients, up 28.26% from last year.
- **Medi-Cal:** 999,493 recipients, up 8.53% from last year.
 - 330,675 child recipients (0-18), up 3.56% from last year.
 - 13,669 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (October 2021–October 2022)
			Previous Month	Previous Year	
CalFresh	213,158	368,569	0.92%	4.52%	512,544
CalWORKs	15,512	45,227	0.62%	19.24%	60,900
CMS	8	8	-46.67%	-63.64%	73
General Relief	3,702	3,713	-1.67%	28.26%	11,023
Medi-Cal	542,601	999,493	0.66%	8.53%	1,036,975
Total	774,981	1,417,010	0.72%	7.80%	1,145,202**

*Recipients include 363,831 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	October 2022	FYTD
CalFresh	20,264	78,686
CalWORKs	2,255	9,122
CMS	17	130
General Relief	2,439	9,272
Medi-Cal	9,274	38,944
Total	34,249	136,154

Renewals Generated		
Program	October 2022	FYTD
CalFresh	10,097	42,948
CalWORKs	1,739	6,010
CMS	8	26
General Relief	112	480
Medi-Cal	44,552	173,242
Total	56,508	222,706

Periodic Reports Generated		
Program	October 2022	FYTD
CalFresh	11,577	51,025
CalWORKs	736	3,500
General Relief	2	8
Medi-Cal	27	89
Total	12,342	54,622

Documents Imaged	
October 2022	FYTD
432,953	1,729,233

Tasks Created	
October 2022	FYTD
401,413	1,597,256

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	October 2021	October 2022	Change	FYTD
Total Calls	152,005	175,782	23,777	669,944
Abandoned	1,196	4,011	2,815	14,675
Average Wait Time	0:27	1:39	1:12	1:42

Community Based Organization (CBO)				
Month	October 2021	October 2022	Change	FYTD
Total Calls	4,373	4,760	387	19,534
Abandoned	52	295	243	969
Average Wait Time	1:05	4:48	3:43	4:06

Emails Received	
October 2022	FYTD
3,763	17,786

FAMILY RESOURCE CENTER VISITS

Month	October 2021	October 2022	Change	FYTD
Total Tickets Issued	34,317	36,358	6%	141,002
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 18 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 3 Days
- Semi-Annual Reporting Timeliness = 90.46%
- Annual Renewal Timeliness = 99.94%

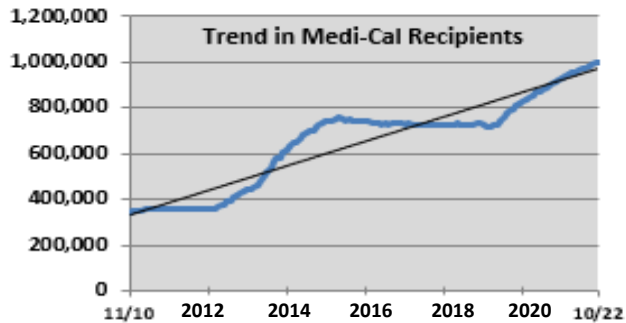
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 91.11%
- Annual Renewal Timeliness = 99.48%

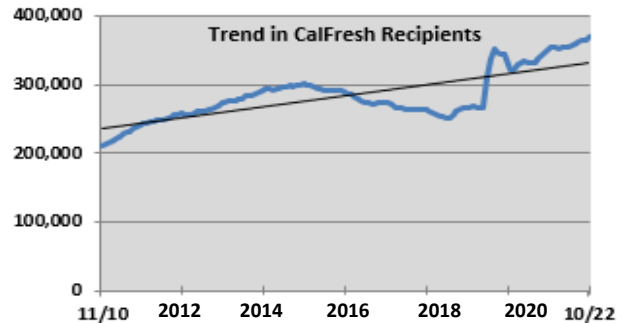
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 23 Days
- Annual Renewal Timeliness = 99.98%

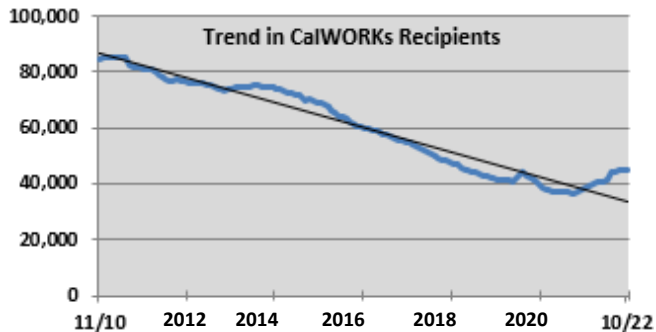
Medi-Cal Recipients		
FY Nov 10	FY Oct 22	190%
344,067	999,493	Increase



CalFresh Recipients		
FY Nov 10	FY Oct 22	75%
210,101	368,569	Increase



CalWORKs Recipients		
FY Nov 10	FY Oct 22	-46%
84,314	45,227	Decrease



General Relief Recipients		
FY Nov 10	FY Oct 22	258%
1,036	3,713	Increase

