



ELIGIBILITY SERVICES BY THE NUMBERS...

October 2022 (Data Month: September 2022)

PARTICIPANTS

- **CalFresh:** 365,225 recipients, up 5.52% from last year.
 - 125,902 child recipients (0-18), up 1.80% from last year.
 - 80,311 senior recipients (60+), up 19.08% from last year.
- **CalWORKs:** 44,947 recipients, up 21.82% from last year.
 - 31,992 child recipients (0-18), up 10.83% from last year.
 - Welfare-to-Work: 12,658 participants, up 62.68% from last year.
- **CMS:** 15 CMS recipients, down 31.82% from last year.
- **General Relief:** 3,776 recipients, up 47.16% from last year.
- **Medi-Cal:** 992,917 recipients, up 8.82% from last year.
 - 329,934 child recipients (0-18), up 3.91% from last year.
 - 13,265 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (September 2021–September 2022)
			Previous Month	Previous Year	
CalFresh	210,944	365,225	0.09%	5.52%	509,871
CalWORKs	15,442	44,947	0.02%	21.82%	60,287
CMS	15	15	-34.78%	-31.82%	73
General Relief	3,763	3,776	-3.13%	47.16%	10,781
Medi-Cal	538,626	992,917	0.65%	8.82%	1,030,625
Total	768,790	1,406,880	0.47%	8.39%	1,137,772**

*Recipients include 360,291 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	September 2022	FYTD
CalFresh	20,484	58,422
CalWORKs	2,295	6,867
CMS	31	113
General Relief	2,246	6,833
Medi-Cal	10,465	29,670
Total	35,521	101,905

Renewals Generated		
Program	September 2022	FYTD
CalFresh	11,598	32,851
CalWORKs	1,665	4,271
CMS	11	18
General Relief	161	368
Medi-Cal	44,765	128,690
Total	58,200	166,198

Periodic Reports Generated		
Program	September 2022	FYTD
CalFresh	13,434	39,448
CalWORKs	912	2,764
General Relief	2	6
Medi-Cal	15	62
Total	14,363	42,280

Documents Imaged	
September 2022	FYTD
439,368	1,296,280

Tasks Created	
September 2022	FYTD
427,128	1,195,843

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	September 2021	September 2022	Change	FYTD
Total Calls	137,811	170,175	32,364	494,162
Abandoned	1,167	4,673	3,506	10,664
Average Wait Time	0:31	2:09	1:38	1:42

Community Based Organization (CBO)				
Month	September 2021	September 2022	Change	FYTD
Total Calls	4,314	4,851	537	14,774
Abandoned	58	299	241	674
Average Wait Time	0:51	4:45	3:54	3:52

Emails Received	
September 2022	FYTD
4,475	14,023

FAMILY RESOURCE CENTER VISITS

Month	September 2021	September 2022	Change	FYTD
Total Tickets Issued	38,697	35,069	-10%	104,644
Average Wait Time (min.)	(* -)	(* -)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for September 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 = 2 Days
- Semi-Annual Reporting Timeliness = 90.58%
- Annual Renewal Timeliness = 99.94%

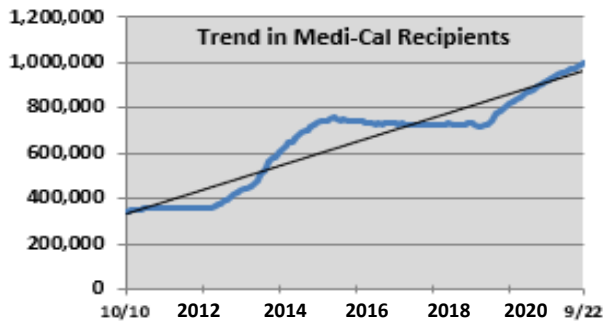
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 91.90%
- Annual Renewal Timeliness = 99.46%

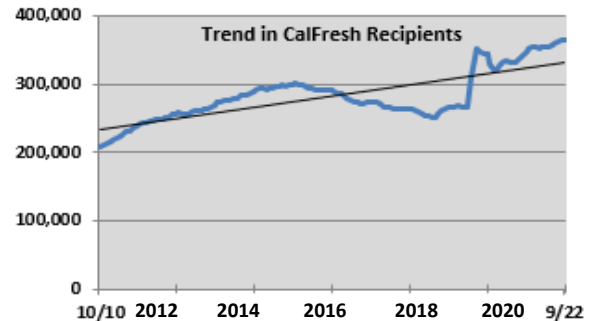
Medi-Cal

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

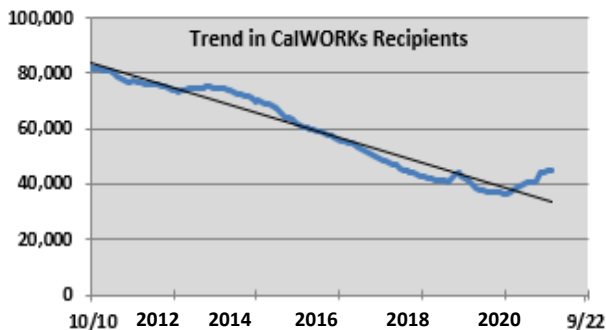
Medi-Cal Recipients		
FY Oct 10	FY Sep 22	189%
344,008	992,917	Increase



CalFresh Recipients		
FY Oct 10	FY Sep 22	76%
207,586	365,225	Increase



CalWORKs Recipients		
FY Oct 10	FY Sep 22	-47%
84,291	44,947	Decrease



General Relief Recipients		
FY Oct 10	FY Sep 22	261%
1,047	3,776	Increase

