



ELIGIBILITY SERVICES BY THE NUMBERS...

August 2022 (Data Month: July 2022)

PARTICIPANTS

- **CalFresh:** 362,355 recipients, up 7.57% from last year.
 - 125,216 child recipients (0-18), up 2.97% from last year.
 - 78,079 senior recipients (60+), up 20.42% from last year.
- **CalWORKs:** 44,535 recipients, up 20.87% from last year.
 - 31,631 child recipients (0-18), up 8.75% from last year.
 - Welfare-to-Work: 12,202 participants, up 62.52% from last year.
- **CMS:** 22 CMS recipients, down 12.00% from last year.
- **General Relief:** 3,775 recipients, up 54.14% from last year.
- **Medi-Cal:** 979,838 recipients, up 9.24% from last year.
 - 328,351 child recipients (0-18), up 4.50% from last year.
 - 12,461 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (July 2021–July 2022)
			Previous Month	Previous Year	
CalFresh	208,657	362,355	0.60%	7.57%	504,826
CalWORKs	15,262	44,535	0.14%	20.87%	59,112
CMS	22	22	-4.35%	-12.00%	83
General Relief	3,761	3,775	-1.20%	54.14%	10,189
Medi-Cal	530,961	979,838	0.63%	9.24%	1,018,498
Total	758,663	1,390,525	0.60%	9.22%	1,124,791**

*Recipients include 353,808 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	July 2022	FYTD
CalFresh	17,475	17,475
CalWORKs	2,164	2,164
CMS	42	42
General Relief	2,160	2,160
Medi-Cal	8,792	8,792
Total	30,633	30,633

Renewals Generated		
Program	July 2022	FYTD
CalFresh	10,423	10,423
CalWORKs	1,265	1,265
CMS	4	4
General Relief	69	69
Medi-Cal	42,978	42,978
Total	54,739	54,739

Periodic Reports Generated		
Program	July 2022	FYTD
CalFresh	12,562	12,562
CalWORKs	892	892
General Relief	2	2
Medi-Cal	25	25
Total	13,481	13,481

Documents Imaged	
July 2022	FYTD
406,345	406,345

Tasks Created	
July 2022	FYTD
376,276	376,276

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	July 2021	July 2022	Change	FYTD
Total Calls	127,986	155,136	27,150	155,136
Abandoned	807	3,016	2,209	3,016
Average Wait Time	0:18	1:33	1:15	1:33

Community Based Organization (CBO)				
Month	July 2021	July 2022	Change	FYTD
Total Calls	4,148	4,806	658	4,806
Abandoned	23	198	175	198
Average Wait Time	0:39	3:39	3:00	3:39

Emails Received	
July 2022	FYTD
4,316	4,316

FAMILY RESOURCE CENTER VISITS

Month	July 2021	July 2022	Change	FYTD
Total Tickets Issued	35,024	32,987	-6%	32,987
Average Wait Time (min.)	(*-)	(*-)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 17 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 94.00%
- Annual Renewal Timeliness = 99.95%

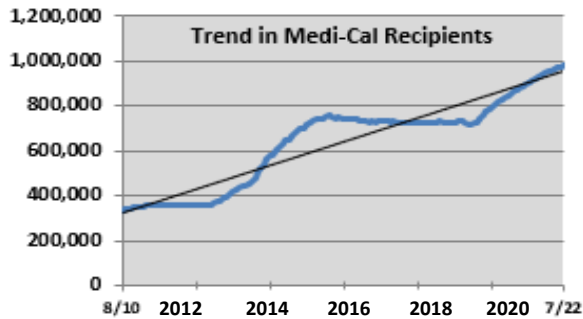
CalWORKs

- 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 = 94.14%
- Annual Renewal Timeliness = 99.65%

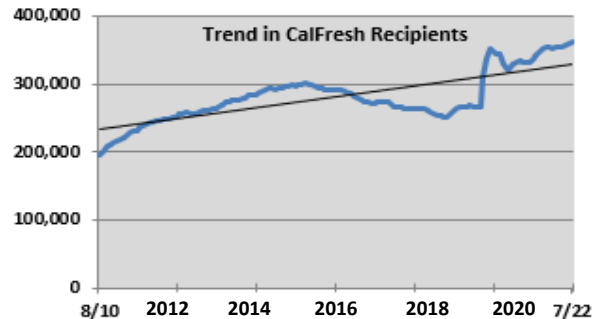
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 22 Days
- Annual Renewal Timeliness = 99.99%

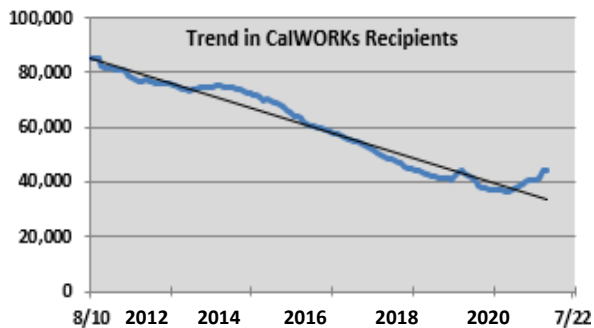
Medi-Cal Recipients		
FY Aug 10	FY Jul 22	192%
335,911	979,838	Increase



CalFresh Recipients		
FY Aug 10	FY Jul 22	85%
196,337	362,355	Increase



CalWORKs Recipients		
FY Aug 10	FY Jul 22	-46%
81,868	44,535	Decrease



General Relief Recipients		
FY Aug 10	FY Jul 22	262%
1,042	3,775	Increase

