



# ELIGIBILITY SERVICES BY THE NUMBERS...

January 2023 (Data Month: December 2022)

## PARTICIPANTS

- **CalFresh:** 373,166 recipients, up 5.33% from last year.
  - 127,907 child recipients (0-18), up 3.49% from last year.
  - 83,969 senior recipients (60+), up 17.65% from last year.
- **CalWORKs:** 45,768 recipients, up 16.90% from last year.
  - 32,369 child recipients (0-18), up 7.63% from last year.
  - Welfare-to-Work: 13,078 participants, up 47.84% from last year.
- **CMS:** 7 CMS recipients, down 56.25% from last year.
- **General Relief:** 3,807 recipients, up 6.37% from last year.
- **Medi-Cal:** 1,013,228 recipients, up 8.28% from last year.
  - 332,148 child recipients (0-18), up 3.32% from last year.
  - 14,406 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (December 2021–December 2022)
			Previous Month	Previous Year	
CalFresh	216,729	373,166	0.69%	5.33%	514,639
CalWORKs	15,568	45,768	0.50%	16.90%	61,700
CMS	7	7	-12.50%	-56.25%	61
General Relief	3,797	3,807	2.81%	6.37%	11,555
Medi-Cal	551,000	1,013,228	0.82%	8.28%	1,050,066
<b>Total</b>	<b>787,101</b>	<b>1,435,976</b>	<b>0.78%</b>	<b>7.74%</b>	<b>1,158,239**</b>

\*Recipients include 371,544 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	December 2022	FYTD
CalFresh	19,029	115,797
CalWORKs	2,121	13,333
CMS	33	183
General Relief	2,454	14,125
Medi-Cal	11,270	65,336
<b>Total</b>	<b>34,907</b>	<b>208,774</b>

Renewals Generated		
Program	December 2022	FYTD
CalFresh	9,875	62,950
CalWORKs	1,241	8,977
CMS	1	30
General Relief	142	769
Medi-Cal	52,545	271,877
<b>Total</b>	<b>63,804</b>	<b>344,603</b>

Periodic Reports Generated		
Program	December 2022	FYTD
CalFresh	12,564	75,515
CalWORKs	1,002	5,284
General Relief	2	12
Medi-Cal	19	127
<b>Total</b>	<b>13,587</b>	<b>80,938</b>

Documents Imaged	
December 2022	FYTD
424,602	2,557,334

Tasks Created	
December 2022	FYTD
407,537	2,380,060

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	December 2021	December 2022	Change	FYTD
Total Calls	141,028	170,579	29,551	1,015,818
Abandoned	2,030	4,108	2,078	24,362
Average Wait Time	0:58	2:03	1:05	1:56

Community Based Organization (CBO)				
Month	December 2021	December 2022	Change	FYTD
Total Calls	4,248	4,270	22	28,338
Abandoned	47	142	95	1,448
Average Wait Time	1:14	3:37	2:23	4:31

Emails Received	
December 2022	FYTD
2,121	23,140

## FAMILY RESOURCE CENTER VISITS

Month	December 2021	December 2022	Change	FYTD
Total Tickets Issued	28,757	35,182	18%	210,640
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 91.49%
- Annual Renewal Timeliness = 99.95%

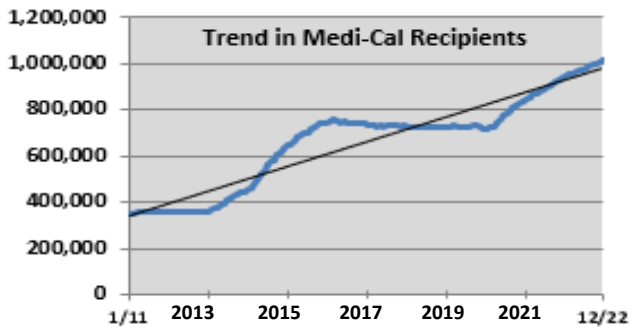
### CalWORKs

- 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 = 91.94%
- Annual Renewal Timeliness = 99.58%

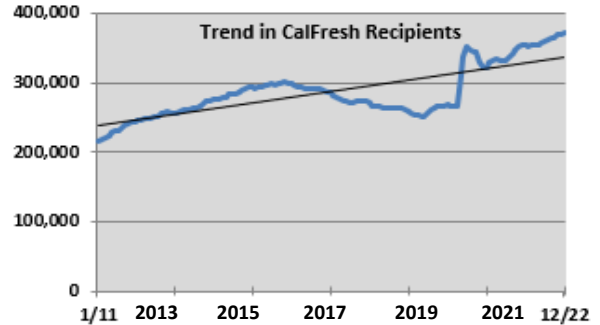
### Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 29 Days
- Annual Renewal Timeliness = 99.98%

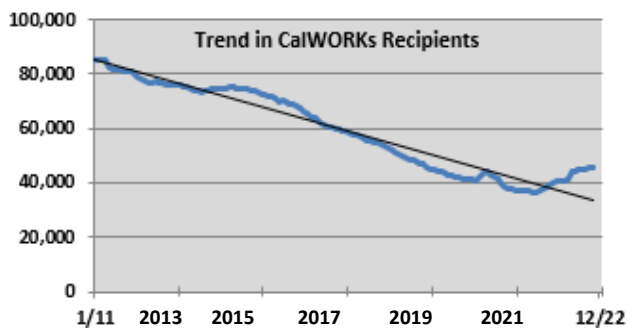
Medi-Cal Recipients		
FY Jan 11	FY Dec 22	<b>191%</b>
<b>348,507</b>	<b>1,013,228</b>	Increase



CalFresh Recipients		
FY Jan 11	FY Dec 22	<b>72%</b>
<b>216,743</b>	<b>373,166</b>	Increase



CalWORKs Recipients		
FY Jan 11	FY Dec 22	<b>-46%</b>
<b>85,500</b>	<b>45,768</b>	Decrease



General Relief Recipients		
FY Jan 11	FY Dec 22	<b>258%</b>
<b>1,064</b>	<b>3,807</b>	Increase

