



ELIGIBILITY SERVICES BY THE NUMBERS...

February 2023 *(Data Month: January 2023)*

PARTICIPANTS

- **CalFresh:** 373,012 recipients, up 5.69% from last year.
 - 127,098 child recipients (0-18), up 3.91% from last year.
 - 84,872 senior recipients (60+), up 17.69% from last year.
- **CalWORKs:** 45,813 recipients, up 14.85% from last year.
 - 32,350 child recipients (0-18), up 6.09% from last year.
 - Welfare-to-Work: 13,131 participants, up 45.21% from last year.
- **CMS:** 8 CMS recipients, down 20.00% from last year.
- **General Relief:** 3,903 recipients, up 5.34% from last year.
- **Medi-Cal:** 1,022,589 recipients, up 8.31% from last year.
 - 333,363 child recipients (0-18), up 3.35% from last year.
 - 14,805 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (January 2022–January 2023)
			Previous Month	Previous Year	
CalFresh	217,211	373,012	-0.04%	5.69%	514,536
CalWORKs	15,570	45,813	0.10%	14.85%	62,076
CMS	8	8	14.29%	-20.00%	60
General Relief	3,893	3,903	2.52%	5.34%	11,638
Medi-Cal	556,620	1,022,589	0.92%	8.31%	1,058,614
Total	793,302	1,445,325	0.65%	7.81%	1,166,217**

*Recipients include 376,728 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	January 2023	FYTD
CalFresh	20,795	136,592
CalWORKs	2,202	15,535
CMS	37	220
General Relief	2,669	16,794
Medi-Cal	11,475	76,811
Total	37,178	245,952

Renewals Generated		
Program	January 2023	FYTD
CalFresh	8,784	71,734
CalWORKs	1,116	10,093
CMS	1	31
General Relief	137	906
Medi-Cal	42,675	314,552
Total	52,713	397,316

Periodic Reports Generated		
Program	January 2023	FYTD
CalFresh	14,449	89,964
CalWORKs	1,062	6,346
General Relief	2	14
Medi-Cal	30	157
Total	15,543	96,481

Documents Imaged	
January 2023	FYTD
440,988	2,998,322

Tasks Created	
January 2023	FYTD
412,010	2,792,070

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	January 2022	January 2023	Change	FYTD
Total Calls	162,642	191,993	29,351	1,207,811
Abandoned	3,923	6,545	2,622	30,907
Average Wait Time	1:52	2:57	1:05	2:05

Community Based Organization (CBO)				
Month	January 2022	January 2023	Change	FYTD
Total Calls	4,545	4,782	237	33,120
Abandoned	47	143	96	1,591
Average Wait Time	1:16	3:06	1:50	4:19

Emails Received	
January 2023	FYTD
2,300	25,440

FAMILY RESOURCE CENTER VISITS

Month	January 2022	January 2023	Change	FYTD
Total Tickets Issued	28,977	35,490	18%	246,130
Average Wait Time (min.)	(*-)	(*-)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for January 2023

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 = 91.54%
- Annual Renewal Timeliness = 99.96%

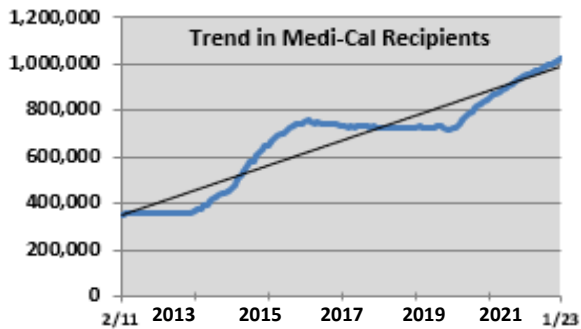
CalWORKs

- 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 = 91.60%
- Annual Renewal Timeliness = 99.58%

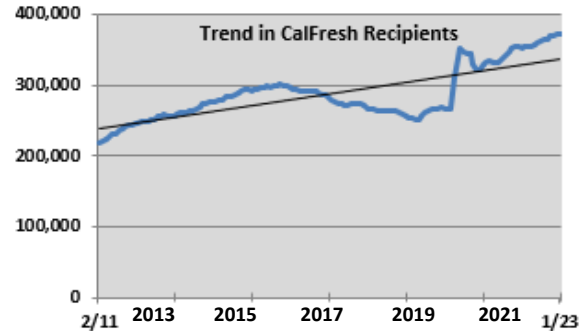
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 31 Days
- Annual Renewal Timeliness = 99.98%

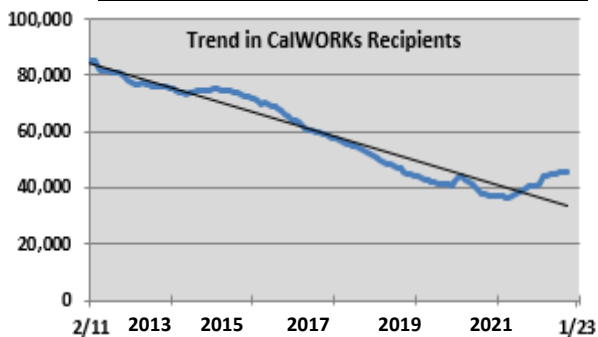
Medi-Cal Recipients		
FY Feb 11	FY Jan 23	192%
350,149	1,022,589	Increase



CalFresh Recipients		
FY Feb 11	FY Jan 23	71%
218,229	373,012	Increase



CalWORKs Recipients		
FY Feb 11	FY Jan 23	-46%
85,218	45,813	Decrease



General Relief Recipients		
FY Feb 11	FY Jan 23	253%
1,106	3,903	Increase

