



ELIGIBILITY SERVICES BY THE NUMBERS...

March 2023 (Data Month: February 2023)

PARTICIPANTS

- **CalFresh:** 373,539 recipients, up 5.40% from last year.
 - 126,581 child recipients (0-18), up 3.34% from last year.
 - 85,466 senior recipients (60+), up 17.22% from last year.
- **CalWORKs:** 46,030 recipients, up 13.79% from last year.
 - 32,474 child recipients (0-18), up 5.41% from last year.
 - Welfare-to-Work: 13,161 participants, up 39.68% from last year.
- **CMS:** 6 CMS recipients, down 60.00% from last year.
- **General Relief:** 3,873 recipients, up 3.97% from last year.
- **Medi-Cal:** 1,029,193 recipients, up 8.33% from last year.
 - 334,313 child recipients (0-18), up 3.37% from last year.
 - 15,155 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (February 2022–February 2023)
			Previous Month	Previous Year	
CalFresh	218,018	373,539	0.14%	5.40%	515,126
CalWORKs	15,646	46,030	0.47%	13.79%	62,354
CMS	6	6	-25.00%	-60.00%	58
General Relief	3,863	3,873	-0.77%	3.97%	11,643
Medi-Cal	560,076	1,029,193	0.65%	8.33%	1,064,581
Total	797,609	1,452,641	0.51%	7.71%	1,172,048**

*Recipients include 380,341 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	February 2023	FYTD
CalFresh	17,621	154,213
CalWORKs	1,956	17,491
CMS	24	244
General Relief	2,292	19,086
Medi-Cal	9,159	85,970
Total	31,052	277,004

Renewals Generated		
Program	February 2023	FYTD
CalFresh	9,436	81,170
CalWORKs	1,260	11,353
CMS	5	36
General Relief	135	1,041
Medi-Cal	46,945	361,497
Total	57,781	455,097

Periodic Reports Generated		
Program	February 2023	FYTD
CalFresh	14,522	104,486
CalWORKs	1,113	7,459
General Relief	2	16
Medi-Cal	18	175
Total	15,655	112,136

Documents Imaged	
February 2023	FYTD
407,785	3,406,107

Tasks Created	
February 2023	FYTD
379,975	3,172,045

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	February 2022	February 2023	Change	FYTD
Total Calls	157,450	153,929	-3,521	1,361,740
Abandoned	4,611	3,495	-1,116	34,402
Average Wait Time	2:18	2:05	-0:13	2:05

Community Based Organization (CBO)				
Month	February 2022	February 2023	Change	FYTD
Total Calls	4,981	4,469	-512	37,589
Abandoned	74	118	44	1,709
Average Wait Time	1:29	2:31	1:02	4:06

Emails Received	
February 2023	FYTD
2,039	27,479

FAMILY RESOURCE CENTER VISITS

Month	February 2022	February 2023	Change	FYTD
Total Tickets Issued	27,950	32,617	14%	278,747
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

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 = 80.91%
- Annual Renewal Timeliness = 99.96%

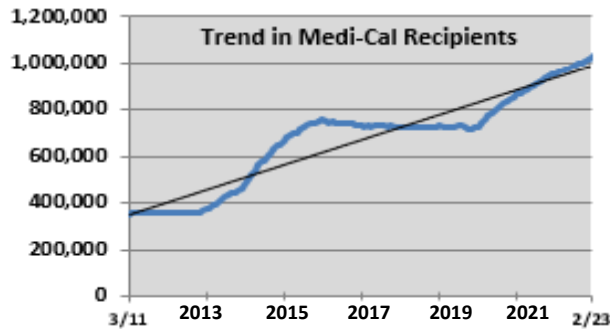
CalWORKs

- 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 = 85.29%
- Annual Renewal Timeliness = 99.53%

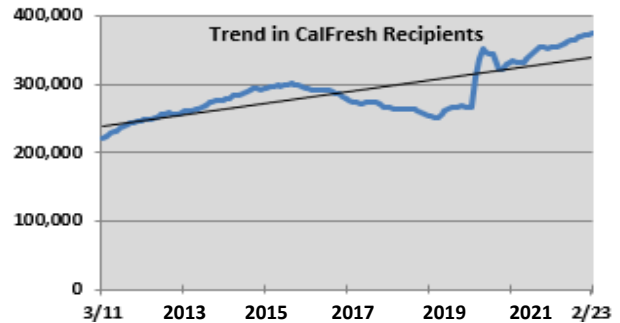
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 30 Days
- Annual Renewal Timeliness = 99.98%

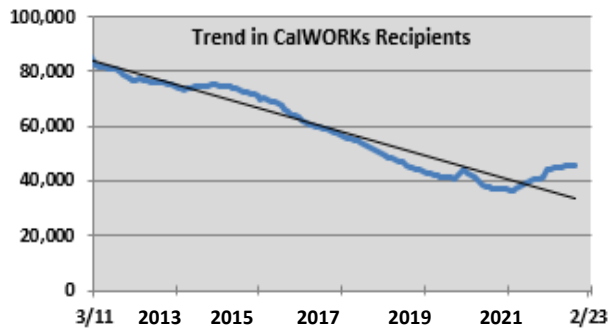
Medi-Cal Recipients		
FY Mar 11	FY Feb 23	191%
353,175	1,029,193	Increase



CalFresh Recipients		
FY Mar 11	FY Feb 23	69%
221,393	373,539	Increase



CalWORKs Recipients		
FY Mar 11	FY Feb 23	-46%
85,281	46,030	Decrease



General Relief Recipients		
FY Mar 11	FY Feb 23	246%
1,120	3,873	Increase

