



ELIGIBILITY SERVICES BY THE NUMBERS...

April 2023 (Data Month: March 2023)

PARTICIPANTS

- **CalFresh:** 375,928 recipients, up 5.88% from last year.
 - 126,916 child recipients (0-18), up 3.30% from last year.
 - 86,406 senior recipients (60+), up 17.60% from last year.
- **CalWORKs:** 46,496 recipients, up 13.81% from last year.
 - 32,767 child recipients (0-18), up 5.60% from last year.
 - Welfare-to-Work: 13,224 participants, up 37.05% from last year.
- **CMS:** 7 CMS recipients, down 53.33% from last year.
- **General Relief:** 3,957 recipients, up 5.55% from last year.
- **Medi-Cal:** 1,035,948 recipients, up 8.36% from last year.
 - 335,586 child recipients (0-18), up 3.32% from last year.
 - 15,496 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (March 2022–March 2023)
			Previous Month	Previous Year	
CalFresh	219,893	375,928	0.64%	5.88%	515,477
CalWORKs	15,804	46,496	1.01%	13.81%	62,844
CMS	7	7	16.67%	-53.33%	59
General Relief	3,945	3,957	2.17%	5.55%	11,735
Medi-Cal	563,925	1,035,948	0.66%	8.36%	1,071,067
Total	803,574	1,462,336	0.67%	7.87%	1,178,173**

*Recipients include 383,706 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	March 2023	FYTD
CalFresh	17,779	171,992
CalWORKs	2,133	19,624
CMS	29	273
General Relief	2,549	21,635
Medi-Cal	9,798	95,768
Total	32,288	309,292

Renewals Generated		
Program	March 2023	FYTD
CalFresh	10,162	91,332
CalWORKs	1,206	12,559
CMS	2	38
General Relief	116	1,157
Medi-Cal	50,603	412,100
Total	62,089	517,186

Periodic Reports Generated		
Program	March 2023	FYTD
CalFresh	16,210	120,696
CalWORKs	1,299	8,758
General Relief	0	16
Medi-Cal	23	198
Total	17,532	129,668

Documents Imaged	
March 2023	FYTD
444,057	3,850,164

Tasks Created	
March 2023	FYTD
448,048	3,620,093

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	March 2022	March 2023	Change	FYTD
Total Calls	161,499	188,456	26,957	1,550,196
Abandoned	2,308	4,982	2,674	39,384
Average Wait Time	1:02	2:34	1:32	2:08

Community Based Organization (CBO)				
Month	March 2022	March 2023	Change	FYTD
Total Calls	5,433	5,418	-15	43,007
Abandoned	92	118	26	1,827
Average Wait Time	1:33	2:30	0:57	3:55

Emails Received	
March 2023	FYTD
2,920	30,399

FAMILY RESOURCE CENTER VISITS

Month	March 2022	March 2023	Change	FYTD
Total Tickets Issued	30,631	37,810	19%	316,557
Average Wait Time (min.)	(* -)	(* -)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for March 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 = 86.79%
- Annual Renewal Timeliness = 99.95%

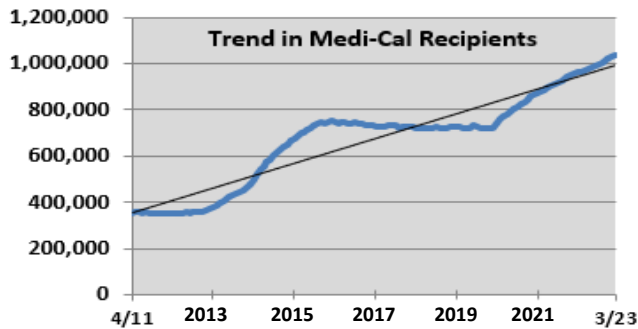
CalWORKs

- 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 = 91.64%
- Annual Renewal Timeliness = 99.57%

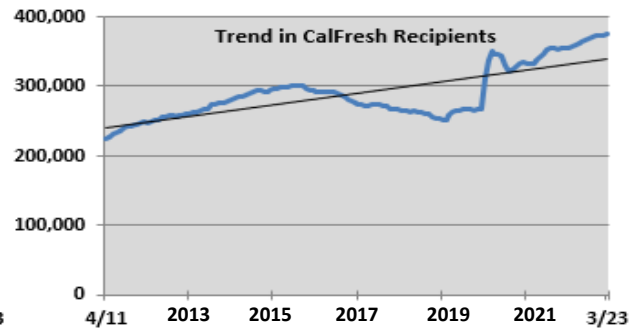
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 26 Days
- Annual Renewal Timeliness = 100.00%

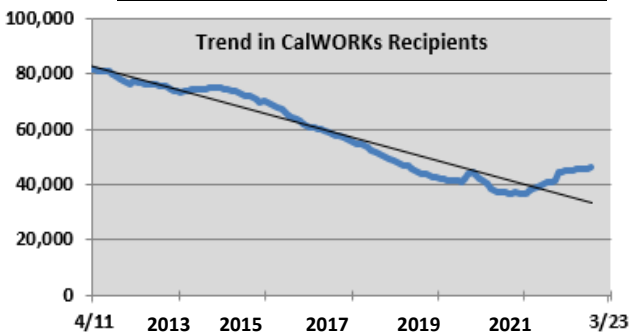
Medi-Cal Recipients		
FY Apr 11	FY Mar 23	192%
354,735	1,035,948	Increase



CalFresh Recipients		
FY Apr 11	FY Mar 23	68%
223,891	375,928	Increase



CalWORKs Recipients		
FY Apr 11	FY Mar 23	-45%
85,190	46,496	Decrease



General Relief Recipients		
FY Apr 11	FY Mar 23	258%
1,104	3,957	Increase

