



ELIGIBILITY SERVICES BY THE NUMBERS...

May 2023 (Data Month: April 2023)

PARTICIPANTS

- **CalFresh:** 374,336 recipients, up 5.68% from last year.
 - 126,136 child recipients (0-18), up 3.24% from last year.
 - 86,549 senior recipients (60+), up 15.95% from last year.
- **CalWORKs:** 46,862 recipients, up 14.22% from last year.
 - 33,043 child recipients (0-18), up 6.20% from last year.
 - Welfare-to-Work: 13,229 participants, up 36.65% from last year.
- **CMS:** 7 CMS recipients, down 56.25% from last year.
- **General Relief:** 4,098 recipients, up 8.16% from last year.
- **Medi-Cal:** 1,042,211 recipients, up 8.38% from last year.
 - 336,514 child recipients (0-18), up 3.31% from last year.
 - 15,913 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (April 2022–April 2023)
			Previous Month	Previous Year	
CalFresh	219,268	374,336	-0.42%	5.68%	514,803
CalWORKs	15,915	46,862	0.79%	14.22%	63,335
CMS	7	7	0.00%	-56.25%	58
General Relief	4,084	4,098	3.56%	8.16%	11,884
Medi-Cal	567,480	1,042,211	0.60%	8.38%	1,077,014
Total	806,754	1,467,514	0.35%	7.85%	1,183,535**

*Recipients include 386,805 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	April 2023	FYTD
CalFresh	16,717	188,709
CalWORKs	2,007	21,631
CMS	21	294
General Relief	2,520	24,155
Medi-Cal	9,356	105,124
Total	30,621	339,913

Renewals Generated		
Program	April 2023	FYTD
CalFresh	8,950	100,282
CalWORKs	818	13,377
CMS	2	40
General Relief	128	1,285
Medi-Cal	45,670	457,770
Total	55,568	572,754

Periodic Reports Generated		
Program	April 2023	FYTD
CalFresh	14,597	135,293
CalWORKs	1,228	9,986
General Relief	2	18
Medi-Cal	22	220
Total	15,849	145,517

Documents Imaged	
April 2023	FYTD
406,144	4,256,308

Tasks Created	
April 2023	FYTD
372,943	3,993,036

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	April 2022	April 2023	Change	FYTD
Total Calls	159,228	158,906	-322	1,709,102
Abandoned	3,411	4,618	1,207	44,002
Average Wait Time	1:31	2:38	1:07	2:11

Community Based Organization (CBO)				
Month	April 2022	April 2023	Change	FYTD
Total Calls	4,949	5,328	379	48,335
Abandoned	107	155	48	1,982
Average Wait Time	1:27	2:47	1:20	3:48

Emails Received	
April 2023	FYTD
3,006	33,405

FAMILY RESOURCE CENTER VISITS

Month	April 2022	April 2023	Change	FYTD
Total Tickets Issued	33,428	35,093	5%	351,650
Average Wait Time (min.)	(* -)	(* -)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for April 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 = 85.27%
- Annual Renewal Timeliness = 99.96%

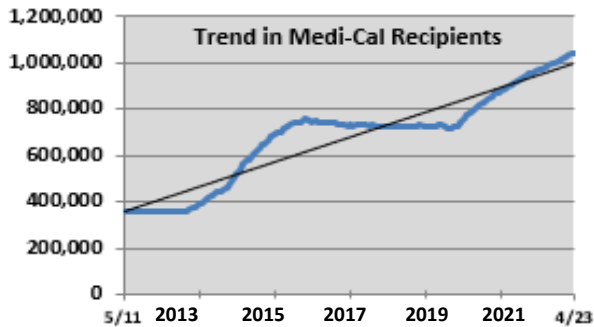
CalWORKs

- 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 = 87.69%
- Annual Renewal Timeliness = 99.54%

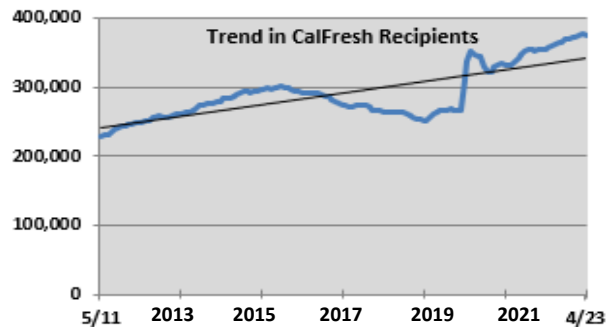
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 22 Days
- Annual Renewal Timeliness = 100.00%

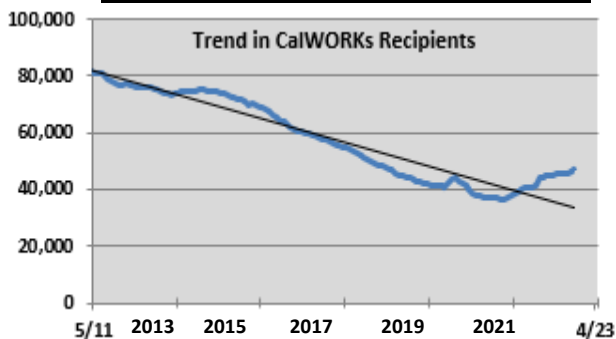
Medi-Cal Recipients		
FY May 11	FY Apr 23	193%
355,672	1,042,211	Increase



CalFresh Recipients		
FY May 11	FY Apr 23	65%
227,380	374,336	Increase



CalWORKs Recipients		
FY May 11	FY Apr 23	-45%
85,286	46,862	Decrease



General Relief Recipients		
FY May 11	FY Apr 23	278%
1,083	4,098	Increase

