



ELIGIBILITY SERVICES BY THE NUMBERS...

July 2023 (Data Month: June 2023)

PARTICIPANTS

- **CalFresh:** 377,952 recipients, up 4.93% from last year.
 - 127,055 child recipients (0-18), up 2.12% from last year.
 - 87,826 senior recipients (60+), up 14.51% from last year.
- **CalWORKs:** 46,873 recipients, up 5.39% from last year.
 - 33,750 child recipients (0-18), up 6.11% from last year.
 - Welfare-to-Work: 12,610 participants, up 7.15% from last year.
- **CMS:** 7 CMS recipients, down 69.57% from last year.
- **General Relief:** 4,376 recipients, up 14.52% from last year.
- **Medi-Cal:** 1,054,137 recipients, up 8.26% from last year.
 - 338,297 child recipients (0-18), up 3.27% from last year.
 - 16,087 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (June 2022–June 2023)
			Previous Month	Previous Year	
CalFresh	221,621	377,952	0.39%	4.93%	516,894
CalWORKs	16,243	46,873	0.42%	5.39%	64,687
CMS	7	7	-22.22%	-69.57%	55
General Relief	4,361	4,376	4.04%	14.52%	12,091
Medi-Cal	573,940	1,054,137	0.40%	8.26%	1,089,831
Total	816,172	1,483,345	0.41%	7.31%	1,195,282

*Recipients include 392,561 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	June 2023	FYTD
CalFresh	16,995	224,469
CalWORKs	2,166	26,145
CMS	27	339
General Relief	2,689	29,633
Medi-Cal	9,008	123,329
Total	30,885	403,915

Renewals Generated		
Program	June 2023	FYTD
CalFresh	9,162	118,306
CalWORKs	1,291	15,544
CMS	2	43
General Relief	139	1,547
Medi-Cal	46,900	547,612
Total	56,794	682,352

Periodic Reports Generated		
Program	June 2023	FYTD
CalFresh	14,657	163,593
CalWORKs	973	12,200
General Relief	4	23
Medi-Cal	20	260
Total	15,654	176,076

Documents Imaged	
June 2023	FYTD
434,702	5,125,750

Tasks Created	
June 2023	FYTD
398,285	4,775,176

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	June 2022	June 2023	Change	FYTD
Total Calls	148,912	174,882	25,970	2,058,665
Abandoned	1,202	3,946	2,744	53,768
Average Wait Time	0:37	2:17	1:40	2:16

Community Based Organization (CBO)				
Month	June 2022	June 2023	Change	FYTD
Total Calls	5,272	5,728	456	59,966
Abandoned	135	203	68	2,332
Average Wait Time	1:48	3:59	2:11	3:47

Emails Received	
June 2023	FYTD
3,093	39,713

FAMILY RESOURCE CENTER VISITS

Month	June 2022	June 2023	Change	FYTD
Total Tickets Issued	32,490	36,955	12%	424,420
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 17 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 94.32%
- Annual Renewal Timeliness = 99.95%

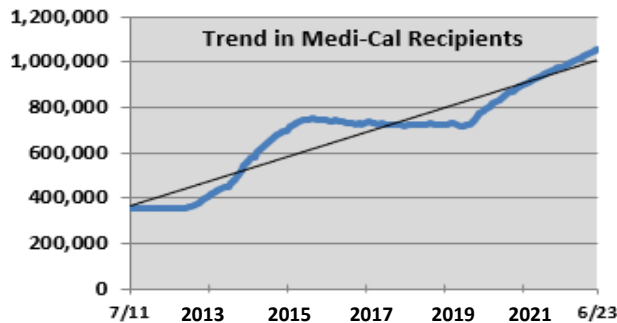
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 92.71%
- Annual Renewal Timeliness = 99.54%

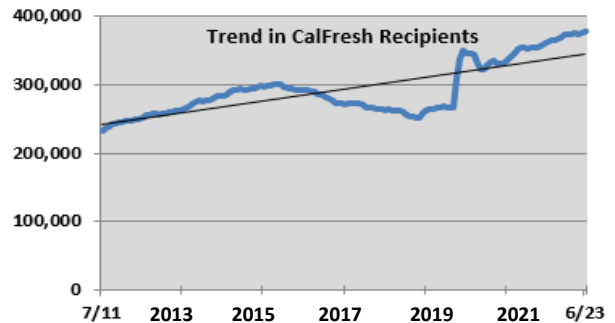
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Annual Renewal Timeliness = 97.85%

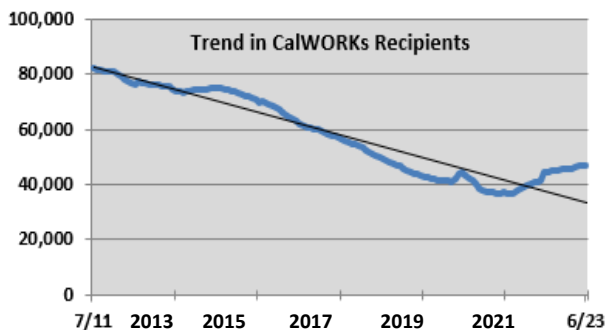
Medi-Cal Recipients		
FY Jul 11	FY Jun 23	197%
355,368	1,054,137	Increase



CalFresh Recipients		
FY Jul 11	FY Jun 23	63%
232,255	377,952	Increase



CalWORKs Recipients		
FY Jul 11	FY Jun 23	-43%
82,416	46,873	Decrease



General Relief Recipients		
FY Jul 11	FY Jun 23	323%
1,035	4,376	Increase

