



ELIGIBILITY SERVICES BY THE NUMBERS...

August 2023 (Data Month: July 2023)

PARTICIPANTS

- **CalFresh:** 383,546 recipients, up 5.85% from last year.
 - 128,926 child recipients (0-18), up 2.96% from last year.
 - 88,710 senior recipients (60+), up 13.62% from last year.
- **CalWORKs:** 47,372 recipients, up 6.37% from last year.
 - 33,982 child recipients (0-18), up 7.44% from last year.
 - Welfare-to-Work: 13,214 participants, up 8.29% from last year.
- **CMS:** 9 CMS recipients, down 59.09% from last year.
- **General Relief:** 4,643 recipients, up 22.99% from last year.
- **Medi-Cal:** 998,097 recipients, up 1.86% from last year.
 - 328,056 child recipients (0-18), down 0.09% from last year.
 - 17,019 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (July 2022–July 2023)
			Previous Month	Previous Year	
CalFresh	224,737	383,546	1.48%	5.85%	524,452
CalWORKs	16,367	47,372	1.06%	6.37%	65,387
CMS	9	9	28.57%	-59.09%	53
General Relief	4,630	4,643	6.10%	22.99%	12,371
Medi-Cal	569,999	998,097***	-5.32%	1.86%	1,076,449
Total	815,742	1,433,667	-3.35%	3.10%	1,187,642**

*Recipients include 387,614 under ACA Medicaid Coverage Expansion.

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

***CalWIN counted Cover California cases as part of Medi-Cal cases, CalSAWS does not.

PROCESSING

Applications Registered		
Program	July 2023	FYTD
CalFresh	19,531	19,531
CalWORKs	2,551	2,551
CMS	21	21
General Relief	3,122	3,122
Medi-Cal	9,547	9,547
Total	34,772	34,772

Renewals Generated		
Program	July 2023	FYTD
CalFresh	10,414	10,414
CalWORKs	1,266	1,266
CMS	1	1
General Relief	98	98
Medi-Cal	47,860	47,860
Total	59,639	59,639

Periodic Reports Generated		
Program	July 2023	FYTD
CalFresh	13,697	13,697
CalWORKs	1,330	1,330
General Relief	5	5
Medi-Cal	16	16
Total	15,048	15,048

Documents Imaged	
July 2023	FYTD
259,554	259,554

Tasks Created	
July 2023	FYTD
490,428	490,428

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	July 2022	July 2023	Change	FYTD
Total Calls	155,136	286,984	131,848	286,984
Abandoned	3,016	40,876	37,860	40,876
Average Wait Time	1:33	8:23	6:50	8:23

Community Based Organization (CBO)				
Month	July 2022	July 2023	Change	FYTD
Total Calls	4,806	6,110	1,304	6,110
Abandoned	198	434	236	434
Average Wait Time	3:39	8:51	5:12	8:51

Emails Received	
July 2023	FYTD
2,614	2,614

FAMILY RESOURCE CENTER VISITS

Month	July 2022	July 2023	Change	FYTD
Total Tickets Issued	32,987	40,576	19%	40,576
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 20 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 13 Days
- Semi-Annual Reporting Timeliness = 88.67%
- Annual Renewal Timeliness = 99.69%

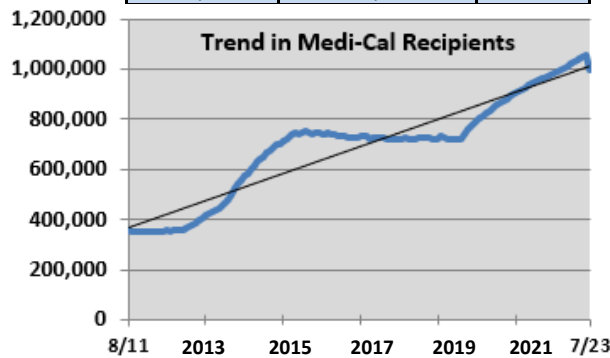
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 2.5 Day
- Semi-Annual Reporting Timeliness = 91.21%
- Annual Renewal Timeliness = 99.33%

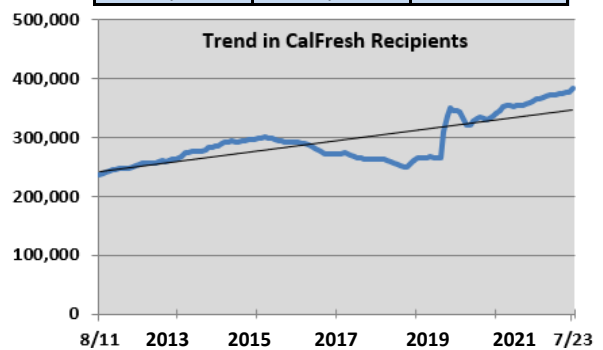
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 29 Days
- Annual Renewal Timeliness = 93.87%

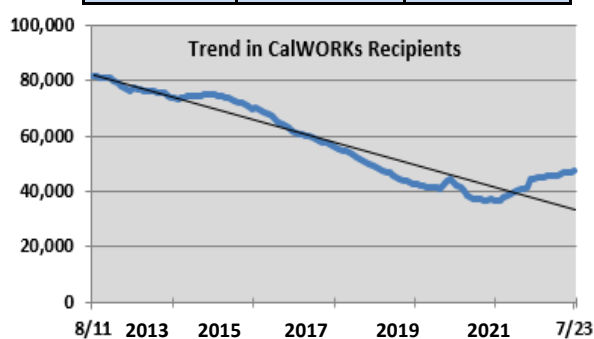
Medi-Cal Recipients		
FY Aug 11	FY Jul 23	180%
356,512	998,097	Increase



CalFresh Recipients		
FY Aug 11	FY Jul 23	62%
236,714	383,546	Increase



CalWORKs Recipients		
FY Aug 11	FY Jul 23	-42%
81,987	47,372	Decrease



General Relief Recipients		
FY Aug 11	FY Jul 23	321%
1,102	4,643	Increase

