



ELIGIBILITY SERVICES BY THE NUMBERS...

December 2023 (Data Month: November 2023)

PARTICIPANTS

- **CalFresh:** 386,084 recipients, up 4.18% from last year.
 - 128,249 child recipients (0-18), up 0.62% from last year.
 - 92,039 senior recipients (60+), up 11.11% from last year.
- **CalWORKs:** 49,318 recipients, up 8.29% from last year.
 - 35,283 child recipients (0-18), up 9.43% from last year.
 - Welfare-to-Work: 14,854 participants, up 14.38% from last year.
- **CMS:** 8 CMS recipients, no change from last year.
- **General Relief:** 4,707 recipients, up 27.11% from last year.
- **Medi-Cal:** 974,461 recipients, down 3.04% from last year.
 - 323,747 child recipients (0-18), down 2.16% from last year.
 - 16,524 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (November 2022–November 2023)
			Previous Month	Previous Year	
CalFresh	227,445	386,084	0.53%	4.18%	527,494
CalWORKs	17,116	49,318	0.87%	8.29%	67,010
CMS	8	8	-33.33%	0.00%	38
General Relief	4,693	4,707	1.27%	27.11%	12,711
Medi-Cal	553,251	974,461	-0.68%	-3.04%	1,092,586
Total	802,513	1,414,578	-0.30%	-0.72%	1,204,271**

*Recipients include 373,736 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	November 2023	FYTD
CalFresh	19,642	109,634
CalWORKs	2,603	14,051
CMS	35	160
General Relief	3,370	17,306
Medi-Cal	12,223	57,461
Total	37,873	198,612

Renewals Generated		
Program	November 2023	FYTD
CalFresh	11,049	55,619
CalWORKs	1,629	7,462
CMS	5	13
General Relief	103	542
Medi-Cal	51,890	245,787
Total	64,676	309,423

Periodic Reports Generated		
Program	November 2023	FYTD
CalFresh	12,450	68,143
CalWORKs	1,126	6,400
General Relief	0	5
Medi-Cal	12	86
Total	13,588	74,634

Documents Imaged	
November 2023	FYTD
484,668	1,850,335

Tasks Created	
November 2023	FYTD
562,658	2,980,512

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	November 2022	November 2023	Change	FYTD
Total Calls	175,295	258,846	83,551	1,382,742
Abandoned	5,579	14,046	8,467	141,460
Average Wait Time	2:48	2:57	0:09	6:05

Community Based Organization (CBO)				
Month	November 2022	November 2023	Change	FYTD
Total Calls	4,534	6,428	1,894	33,070
Abandoned	337	210	-127	1,366
Average Wait Time	7:07	4:10	-2:57	5:22

Emails Received	
November 2023	FYTD
2,026	12,712

FAMILY RESOURCE CENTER VISITS

Month	November 2022	November 2023	Change	FYTD
Total Tickets Issued	34,456	47,309	27%	235,823
Average Wait Time (min.)	(*-)	(*-)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

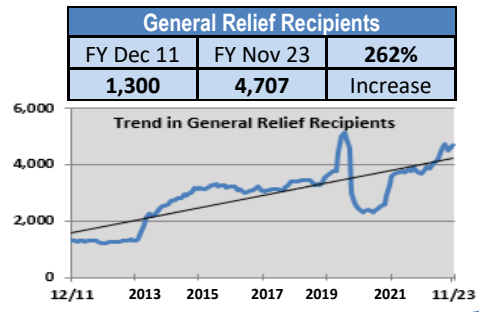
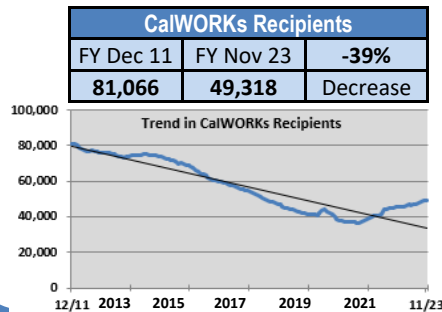
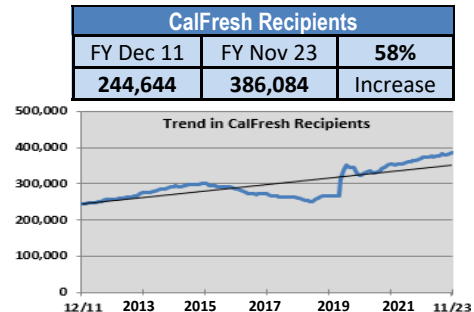
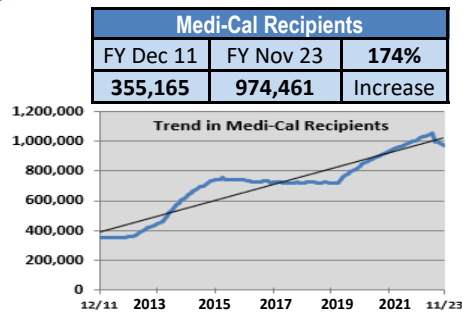
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 21 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 94.99%
- Annual Renewal Timeliness = 86.23%

CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 96.67%
- Annual Renewal Timeliness = 87.04%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 27 Days
- Annual Renewal Timeliness = 68.91%



Office of Military and Veterans Affairs (OMVA) Data Tracker *

OMVA Service Delivery	Monthly Total	FYTD
Calls Received	2,984	10,601
Calls Received- Average Wait Times	0:00:56	0:00:57
In-Person Customer Visits	1,622	5,304
Driver's License Applications	59	698
License Plate Applications	691	1406
College Fee Waiver Applications	119	1005
VA Claim Appointments Made	171	315
VA Claim Appointments Wait Time (Days)	13	24
Community Events	19	44
Contacts Made at Community Events	516	2,808

* New data metrics as of 10/2023