



# ELIGIBILITY SERVICES BY THE NUMBERS...

February 2024 *(Data Month: January 2024)*

## PARTICIPANTS

- **CalFresh:** 389,454 recipients, up 4.41% from last year.
  - 128,763 child recipients (0-18), up 1.31% from last year.
  - 93,105 senior recipients (60+), up 9.70% from last year.
- **CalWORKs:** 50,194 recipients, up 9.56% from last year.
  - 35,932 child recipients (0-18), up 11.07% from last year.
  - Welfare-to-Work: 15,051 participants, up 14.62% from last year.
- **CMS:** 8 CMS recipients, no change from last year.
- **General Relief:** 4,853 recipients, up 24.34% from last year.
- **Medi-Cal:** 973,274 recipients, down 4.82% from last year.
  - 323,870 child recipients (0-18), down 2.85% from last year.
  - 17,267 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (January 2023–January 2024)
			Previous Month	Previous Year	
CalFresh	230,204	389,454	0.50%	4.41%	531,511
CalWORKs	17,401	50,194	0.93%	9.56%	68,555
CMS	8	8	60.00%	0.00%	41
General Relief	4,841	4,853	3.15%	24.34%	13,205
Medi-Cal	551,262	973,274	0.35%	-4.82%	1,107,895
<b>Total</b>	<b>803,716</b>	<b>1,417,783</b>	<b>0.42%</b>	<b>-1.91%</b>	<b>1,219,491**</b>

\*Recipients include 371,649 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	January 2024	FYTD
CalFresh	23,073	149,881
CalWORKs	2,812	19,205
CMS	42	238
General Relief	4,104	24,637
Medi-Cal	16,535	87,345
<b>Total</b>	<b>46,566</b>	<b>281,306</b>

Renewals Generated		
Program	January 2024	FYTD
CalFresh	9,536	75,394
CalWORKs	1,245	10,014
CMS	1	17
General Relief	111	773
Medi-Cal	47,936	352,036
<b>Total</b>	<b>58,829</b>	<b>438,234</b>

Periodic Reports Generated		
Program	January 2024	FYTD
CalFresh	15,343	97,252
CalWORKs	1,556	9,435
General Relief	0	5
Medi-Cal	11	105
<b>Total</b>	<b>16,910</b>	<b>106,797</b>

Documents Imaged	
January 2024	FYTD
340,534	2,505,218

Tasks Created	
January 2024	FYTD
581,381	4,075,845

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	January 2023	January 2024	Change	FYTD
Total Calls	191,993	243,089	51,096	1,874,094
Abandoned	6,545	9,717	3,172	158,084
Average Wait Time	2:57	2:00	-0:57	4:50

Community Based Organization (CBO)				
Month	January 2023	January 2024	Change	FYTD
Total Calls	4,782	6,958	2,176	45,911
Abandoned	143	306	163	1,837
Average Wait Time	3:06	3:36	0:30	4:51

Emails Received	
January 2024	FYTD
2,330	17,188

## FAMILY RESOURCE CENTER VISITS

Month	January 2023	January 2024	Change	FYTD
Total Tickets Issued	35,490	51,291	31%	330,435
Average Wait Time (min.)	(* -)	(* -)	N/A	

\* Due to COVID-19 Waivers, Avg time is not available for January 2024

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

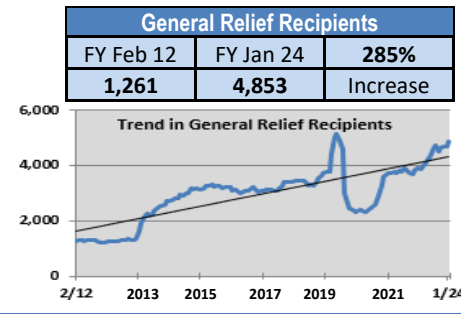
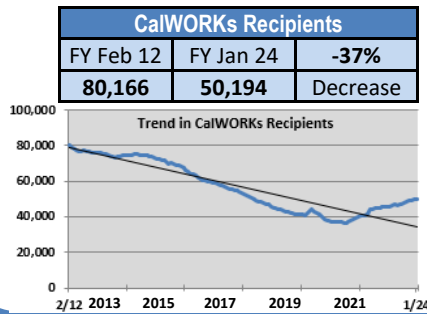
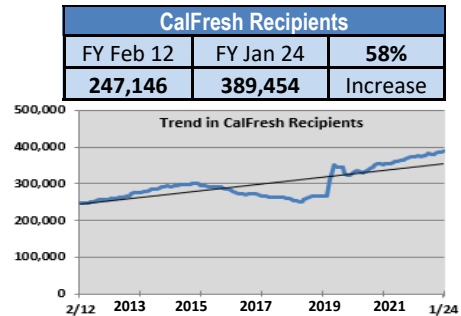
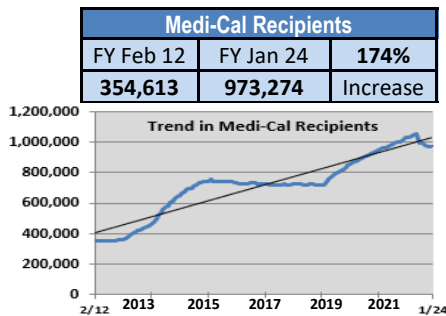
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 18 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 93%
- Annual Renewal Timeliness = 86%

### 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 = 2 Days
- Semi-Annual Reporting Timeliness = 96%
- Annual Renewal Timeliness = 88%

### Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 28 Days
- Annual Renewal Timeliness = 86%



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

OMVA Service Delivery	Monthly Total	FYTD
Calls Received	3,213	16,147
Calls Received- Average Wait Times	0:01:30	0:01:13
In-Person Customer Visits	1,862	8,550
Driver's License Applications	85	831
License Plate Applications	661	2729
College Fee Waiver Applications	141	1259
VA Claim Appointments Made	156	1072
VA Claim Appointments Wait Time (Days)	13	49
Community Events	3	58
Contacts Made at Community Events	54	3,033

\* New data metrics as of 10/2023