



ELIGIBILITY SERVICES BY THE NUMBERS...

August 2020 (Data Month: July 2020)

PARTICIPANTS

- **CalFresh:** 346,267 recipients, up 32.18% from last year.
 - 127,443 child recipients (0-18), up 17.22% from last year.
 - 58,413 senior recipients (60+), up 47.05% from last year.
- **CalWORKs:** 43,120 recipients, up 1.01% from last year.
 - 34,497 child recipients (0-18), down 0.89% from last year.
 - Welfare-to-Work: 7,634 participants, up 32.14% from last year.
- **CMS:** 23 CMS recipients, down 41.03% from last year.
- **General Relief:** 4,912 recipients, up 50.35% from last year.
- **Medi-Cal:** 782,333 recipients, up 8.23% from last year.
 - 290,855 child recipients (0-18), up 4.63% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (July 2019-July 2020)
			Previous Month	Previous Year	
CalFresh	193,569	346,267	-1.46%	32.18%	439,039
CalWORKs	16,981	43,120	-3.23%	1.01%	60,610
CMS	23	23	15.00%	-41.03%	122
General Relief	4,891	4,912	-4.29%	50.35%	10,480
Medi-Cal	420,581	782,333	1.43%	8.23%	917,213
TOTAL	636,045	1,176,655	7.45%	14.15%	998,043

*Recipients include 259,464 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	July 2020	FYTD
CalFresh	13,581	13,581
CalWORKs	1,665	1,665
CMS	159	159
General Relief	1,622	1,622
Medi-Cal	13,092	13,092
Total	30,119	30,119

Renewals Generated		
Program	July 2020	FYTD
CalFresh	6,794	6,794
CalWORKs	1,573	1,573
CMS	7	7
General Relief	232	232
Medi-Cal	34,734	34,734
Total	43,340	43,340

Periodic Reports Generated		
Program	July 2020	FYTD
CalFresh	12,814	12,814
CalWORKs	756	756
General Relief	3,120	3,120
Medi-Cal	22	22
Total	16,712	16,712

Documents Imaged	
July 2020	FYTD
376,787	376,787

Tasks Created	
July 2020	FYTD
367,638	367,638

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	July 2019	July 2020	Change	FYTD
Total Calls	134,562	172,861	38,299	172,861
Abandoned	12,283	3,941	-8,342	3,941
Average Wait Time	11:22	1:51	-9:31	1:51

Community Based Organization (CBO)				
Month	July 2019	July 2020	Change	FYTD
Total Calls	6,724	5,258	-1,466	5,258
Abandoned	518	83	-435	83
Average Wait Time	6:54	1:47	5:07	1:47

Emails Received	
July 2020	FYTD
4,728	4,728

FAMILY RESOURCE CENTER VISITS

Month	July 2019	July 2020	Change	FYTD
Total Tickets Issued	94,487	34,203	-176%	34,203
Average Wait Time (min.)	18.28	(* -)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for July 2020

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 15 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 98.41%
- Annual Renewal Timeliness = 99.96%

CalWORKs

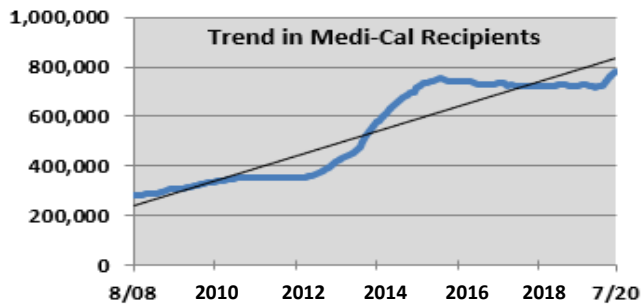
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 96.54%
- Annual Renewal Timeliness = 99.67%

Medi-Cal

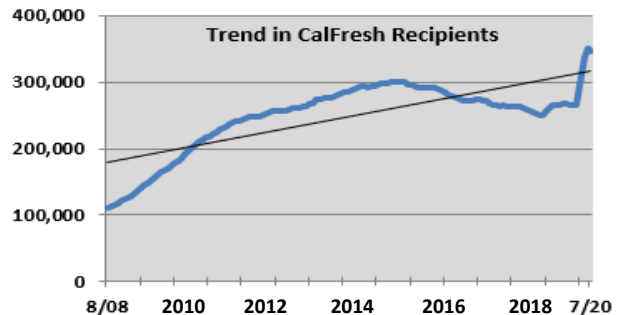
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Annual Renewal Timeliness = 99.28%

Program Recipients Trend

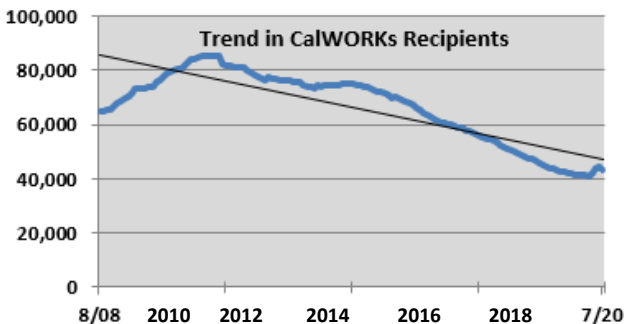
Medi-Cal Recipients		
FY Aug 08	FY Jul 20	177%
282,430	782,333	Increase



CalFresh Recipients		
FY Aug 08	FY Jul 20	210%
111,744	346,267	Increase



CalWORKs Recipients		
FY Aug 08	FY Jul 20	-33%
64,823	43,120	Decrease



General Relief Recipients		
FY Aug 08	FY Jul 20	567%
736	4,912	Increase

