



ELIGIBILITY SERVICES BY THE NUMBERS...

October 2020 (Data Month: September 2020)

PARTICIPANTS

- **CalFresh:** 344,100 recipients, up 29.71% from last year.
 - 126,535 child recipients (0-18), up 17.71% from last year.
 - 59,675 senior recipients (60+), up 38.11% from last year.
- **CalWORKs:** 41,604 recipients, down 1.27% from last year.
 - 33,234 child recipients (0-18), down 3.20% from last year.
 - Welfare-to-Work: 7,572 participants, up 35.82% from last year.
- **CMS:** 24 CMS recipients, down 41.46% from last year.
- **General Relief:** 3,017 recipients, down 8.24% from last year.
- **Medi-Cal:** 805,110 recipients, up 10.10% from last year.
 - 296,482 child recipients (0-18), up 11.78% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (September 2019-September 2020)
			Previous Month	Previous Year	
CalFresh	192,856	344,100	-0.43%	29.71%	446,945
CalWORKs	16,231	41,604	-1.62%	-1.27%	58,929
CMS	24	24	4.35%	-41.46%	20
General Relief	3,011	3,017	-34.14%	-8.24%	9,940
Medi-Cal	433,734	805,110	1.16%	10.10%	915,229
TOTAL	645,856	1,193,855	0.46%	14.57%	1,001,483

*Recipients include 270,891 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	September 2020	FYTD
CalFresh	13,535	41,896
CalWORKs	1,788	5,190
CMS	83	338
General Relief	1,546	4,681
Medi-Cal	11,430	36,534
Total	28,382	88,639

Renewals Generated		
Program	September 2020	FYTD
CalFresh	11,141	24,394
CalWORKs	2,213	5,267
CMS	6	18
General Relief	194	609
Medi-Cal	34,107	101,670
Total	47,661	131,958

Periodic Reports Generated		
Program	September 2020	FYTD
CalFresh	24,136	53,495
CalWORKs	628	2,169
General Relief	3,320	9,845
Medi-Cal	11	51
Total	28,095	65,560

Documents Imaged	
September 2020	FYTD
404,078	1,157,805

Tasks Created	
September 2020	FYTD
294,234	1,028,333

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	September 2019	September 2020	Change	FYTD
Total Calls	106,477	167,470	60,993	510,091
Abandoned	5,465	5,939	474	16,466
Average Wait Time	6:27	2:57	-3:30	2:44

Community Based Organization (CBO)				
Month	September 2019	September 2020	Change	FYTD
Total Calls	6,025	5,028	-997	15,282
Abandoned	622	94	-528	271
Average Wait Time	9:18	1:52	-7:26	5:44

Emails Received	
September 2020	FYTD
5,206	15,006

FAMILY RESOURCE CENTER VISITS

Month	September 2019	September 2020	Change	FYTD
Total Tickets Issued	82,033	33,470	-145%	99,076
Average Wait Time (min.)	17.70	(*-)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 14 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 95.31%
- Annual Renewal Timeliness = 99.94%

CalWORKs

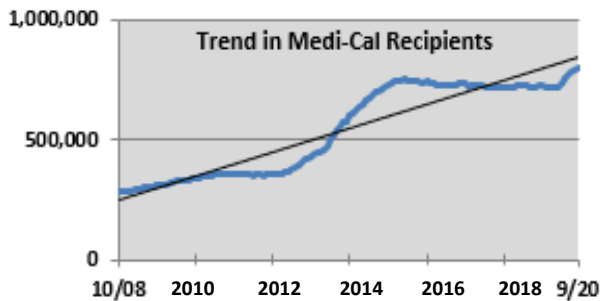
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 95.03%
- Annual Renewal Timeliness = 99.38%

Medi-Cal

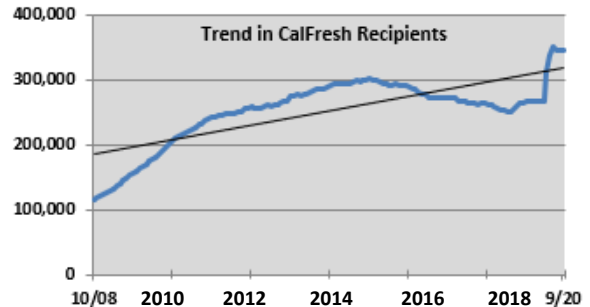
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Annual Renewal Timeliness = 99.32%

Program Recipients Trend

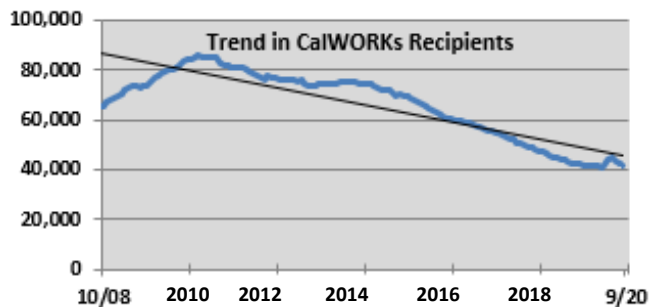
Medi-Cal Recipients		
FY Oct 08	FY Sep 20	182%
285,141	805,110	Increase



CalFresh Recipients		
FY Oct 08	FY Sep 20	196%
116,093	344,100	Increase



CalWORKs Recipients		
FY Oct 08	FY Sep 20	-36%
65,274	41,604	Decrease



General Relief Recipients		
FY Oct 08	FY Sep 20	296%
761	3,017	Increase

