



ELIGIBILITY SERVICES BY THE NUMBERS...

November 2020 (Data Month: October 2020)

PARTICIPANTS

- **CalFresh:** 330,024 recipients, up 23.85% from last year.
 - 122,082 child recipients (0-18), up 13.99% from last year.
 - 59,956 senior recipients (60+), up 34.71% from last year.
- **CalWORKs:** 40,330 recipients, down 4.02% from last year.
 - 32,162 child recipients (0-18), down 6.03% from last year.
 - Welfare-to-Work: 7,509 participants, up 36.88% from last year.
- **CMS:** 24 CMS recipients, down 46.67% from last year.
- **General Relief:** 2,645 recipients, down 22.43% from last year.
- **Medi-Cal:** 814,648 recipients, up 11.56% from last year.
 - 298,656 child recipients (0-18), up 12.76% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (October 2019-October 2020)
			Previous Month	Previous Year	
CalFresh	184,496	330,024	-4.09%	23.85%	449,745
CalWORKs	15,602	40,330	-3.06%	-4.02%	58,184
CMS	24	24	0.00%	-46.67%	119
General Relief	2,640	2,645	-12.33%	-22.43%	9,688
Medi-Cal	439,474	814,648	1.18%	11.56%	914,289
TOTAL	642,236	1,187,671	-0.52%	13.96%	1,002,537

*Recipients include 275,928 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	October 2020	FYTD
CalFresh	13,566	55,462
CalWORKs	1,964	7,154
CMS	80	418
General Relief	1,587	6,268
Medi-Cal	12,085	48,619
Total	29,282	117,921

Renewals Generated		
Program	October 2020	FYTD
CalFresh	11,603	35,997
CalWORKs	2,569	7,836
CMS	4	22
General Relief	147	756
Medi-Cal	32,276	133,946
Total	46,599	178,557

Periodic Reports Generated		
Program	October 2020	FYTD
CalFresh	11,931	65,426
CalWORKs	203	2,372
General Relief	1,854	11,699
Medi-Cal	27	78
Total	14,015	79,575

Documents Imaged	
October 2020	FYTD
406,620	1,564,425

Tasks Created	
October 2020	FYTD
400,768	1,538,739

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	October 2019	October 2020	Change	FYTD
Total Calls	114,751	163,843	49,092	673,934
Abandoned	3,893	4,302	409	20,768
Average Wait Time	3:00	2:07	-0:53	2:35

Community Based Organization (CBO)				
Month	October 2019	October 2020	Change	FYTD
Total Calls	6,873	4,975	-1,898	20,257
Abandoned	397	63	-334	334
Average Wait Time	5:08	1:24	-3:44	7:08

Emails Received	
October 2020	FYTD
4,941	19,947

FAMILY RESOURCE CENTER VISITS

Month	October 2019	October 2020	Change	FYTD
Total Tickets Issued	89,845	33,916	-165%	132,992
Average Wait Time (min.)	16.63	(*-)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 13 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 98.70%
- Annual Renewal Timeliness = 99.94%

CalWORKs

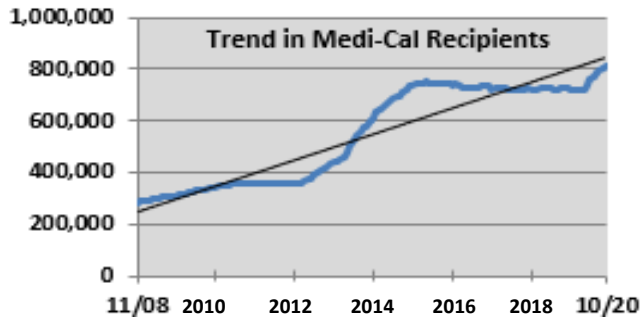
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 98.11%
- Annual Renewal Timeliness = 99.35%

Medi-Cal

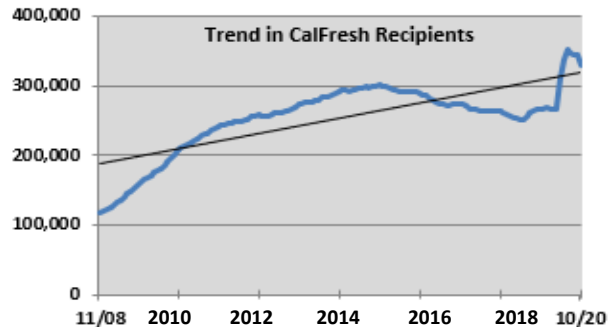
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Annual Renewal Timeliness = 99.40%

Program Recipients Trend

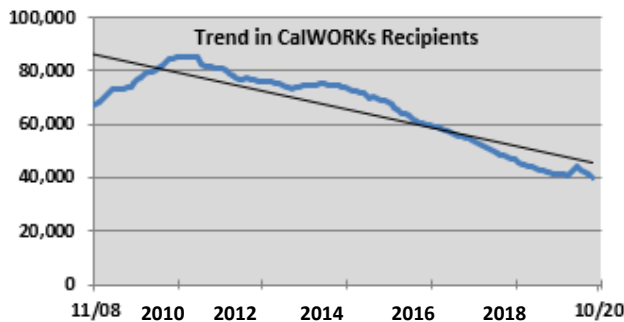
Medi-Cal Recipients		
FY Nov 08	FY Oct 20	186%
284,593	814,648	Increase



CalFresh Recipients		
FY Nov 08	FY Oct 20	181%
117,583	330,024	Increase



CalWORKs Recipients		
FY Nov 08	FY Oct 20	-38%
65,517	40,330	Decrease



General Relief Recipients		
FY Nov 08	FY Oct 20	242%
773	2,645	Increase

