



ELIGIBILITY SERVICES BY THE NUMBERS...

December 2020 (Data Month: November 2020)

PARTICIPANTS

- **CalFresh:** 321,868 recipients, up 20.75% from last year.
 - 118,899 child recipients (0-18), up 11.95% from last year.
 - 60,194 senior recipients (60+), up 32.01% from last year.
- **CalWORKs:** 38,762 recipients, down 7.05% from last year.
 - 30,909 child recipients (0-18), down 9.39% from last year.
 - Welfare-to-Work: 7,288 participants, up 37.41% from last year.
- **CMS:** 24 CMS recipients, down 52.94% from last year.
- **General Relief:** 2,457 recipients, down 30.50% from last year.
- **Medi-Cal:** 822,732 recipients, up 13.81% from last year.
 - 299,779 child recipients (0-18), up 14.29% from last year.

| Program | Cases | Recipients | % Change in Recipients | | Unduplicated Number of Recipients (November 2019-November 2020) |
|----------------|----------------|------------------|------------------------|---------------|---|
| | | | Previous Month | Previous Year | |
| CalFresh | 180,182 | 321,868 | -2.47% | 20.75% | 451,041 |
| CalWORKs | 14,974 | 38,762 | -3.89% | -7.05% | 57,337 |
| CMS | 24 | 24 | 0.00% | -52.94% | 119 |
| General Relief | 2,452 | 2,457 | -7.11% | -30.50% | 9,431 |
| Medi-Cal | 444,948 | 822,732 | 0.99% | 13.81% | 911,288 |
| Total | 642,580 | 1,185,843 | -0.15% | 14.60% | 1,000,783 |

*Recipients include 280,948 under ACA Medicaid Coverage Expansion.

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

PROCESSING

| Applications Registered | | |
|-------------------------|---------------|----------------|
| Program | November 2020 | FYTD |
| CalFresh | 13,048 | 68,510 |
| CalWORKs | 2,090 | 9,244 |
| CMS | 64 | 482 |
| General Relief | 1,532 | 7,800 |
| Medi-Cal | 14,838 | 63,457 |
| Total | 31,572 | 149,493 |

| Renewals Generated | | |
|--------------------|---------------|----------------|
| Program | November 2020 | FYTD |
| CalFresh | 11,608 | 47,605 |
| CalWORKs | 2,423 | 10,259 |
| CMS | 9 | 31 |
| General Relief | 179 | 935 |
| Medi-Cal | 34,436 | 168,382 |
| Total | 48,655 | 227,212 |

| Periodic Reports Generated | | |
|----------------------------|---------------|---------------|
| Program | November 2020 | FYTD |
| CalFresh | 8,781 | 74,207 |
| CalWORKs | 189 | 2,561 |
| General Relief | 1,590 | 13,289 |
| Medi-Cal | 21 | 99 |
| Total | 10,581 | 90,156 |

| Documents Imaged | |
|------------------|-----------|
| November 2020 | FYTD |
| 343,104 | 1,907,529 |

| Tasks Created | |
|---------------|-----------|
| November 2020 | FYTD |
| 318,581 | 1,857,320 |

ACCESS CUSTOMER SERVICE CENTER

| Customer Service | | | | |
|-------------------|---------------|---------------|--------|---------|
| Month | November 2019 | November 2020 | Change | FYTD |
| Total Calls | 97,442 | 155,642 | 58,200 | 829,576 |
| Abandoned | 3,158 | 6,152 | 2,994 | 26,920 |
| Average Wait Time | 4:47 | 3:53 | -0:54 | 2:51 |

| Community Based Organization (CBO) | | | | |
|------------------------------------|---------------|---------------|--------|--------|
| Month | November 2019 | November 2020 | Change | FYTD |
| Total Calls | 5,964 | 4,120 | -1,844 | 24,377 |
| Abandoned | 319 | 56 | -263 | 390 |
| Average Wait Time | 4:34 | 1:16 | -3:18 | 8:24 |

| Emails Received | |
|-----------------|--------|
| November 2020 | FYTD |
| 4,413 | 24,360 |

FAMILY RESOURCE CENTER VISITS

| Month | November 2019 | November 2020 | Change | FYTD |
|--------------------------|---------------|---------------|--------|---------|
| Total Tickets Issued | 76,631 | 27,498 | -179% | 160,490 |
| Average Wait Time (min.) | 18.12 | (*-) | N/A | |

* Due to COVID-19 Waivers, Avg time is not available for November 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 = 88.66%
- Annual Renewal Timeliness = 99.92%

CalWORKs

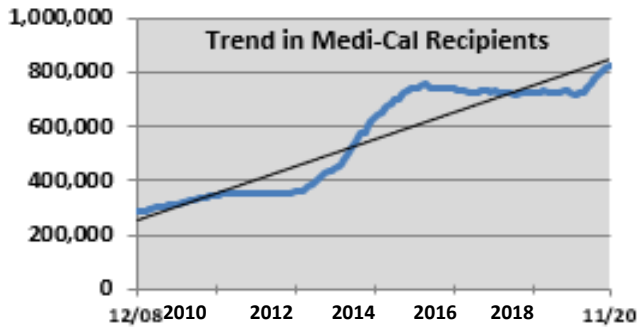
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 79.56%
- Annual Renewal Timeliness = 99.19%

Medi-Cal

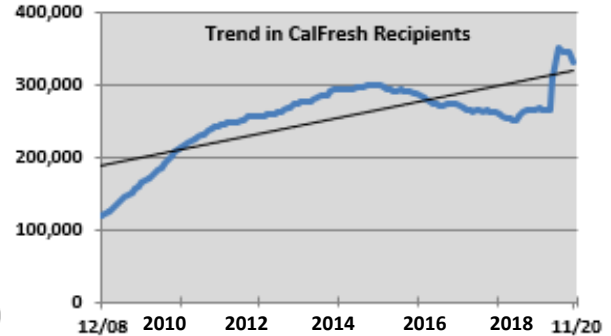
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Annual Renewal Timeliness = 99.36%

Program Recipients Trend

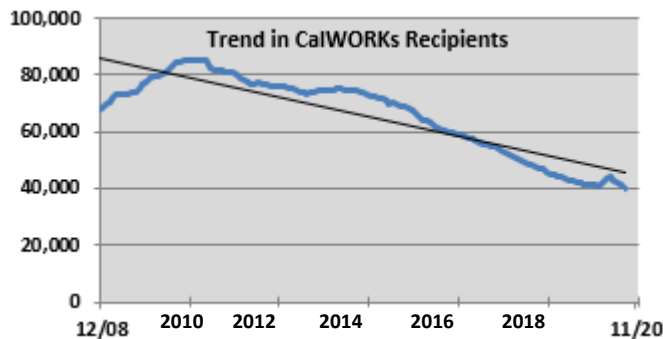
| Medi-Cal Recipients | | |
|---------------------|-----------|-------------|
| FY Dec 08 | FY Nov 20 | 187% |
| 286,437 | 822,732 | Increase |



| CalFresh Recipients | | |
|---------------------|-----------|-------------|
| FY Dec 08 | FY Nov 20 | 167% |
| 120,669 | 321,868 | Increase |



| CalWORKs Recipients | | |
|---------------------|-----------|-------------|
| FY Dec 08 | FY Nov 20 | -42% |
| 66,753 | 38,762 | Decrease |



| General Relief Recipients | | |
|---------------------------|-----------|-------------|
| FY Dec 08 | FY Nov 20 | 216% |
| 778 | 2,457 | Increase |

