



# ELIGIBILITY SERVICES BY THE NUMBERS...

January 2021 (Data Month: December 2020)

## PARTICIPANTS

- **CalFresh:** 322,252 recipients, up 20.33% from last year.
  - 118,610 child recipients (0-18), up 12.08% from last year.
  - 60,780 senior recipients (60+), up 30.28% from last year.
- **CalWORKs:** 38,001 recipients, down 8.71% from last year.
  - 30,313 child recipients (0-18), down 11.38% from last year.
  - Welfare-to-Work: 7,231 participants, up 35.95% from last year.
- **CMS:** 23 CMS recipients, down 45.24% from last year.
- **General Relief:** 2,387 recipients, down 34.01% from last year.
- **Medi-Cal:** 834,054 recipients, up 15.91% from last year.
  - 301,993 child recipients (0-18), up 15.89% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (December 2019-December 2020)
			Previous Month	Previous Year	
CalFresh	180,718	322,252	0.12%	20.33%	455,146
CalWORKs	14,569	38,001	-1.96%	-8.71%	56,736
CMS	23	23	-4.17%	-45.24%	112
General Relief	2,385	2,387	-2.85%	-34.01%	9,180
Medi-Cal	452,412	834,054	1.38%	15.91%	911,597
<b>Total</b>	<b>650,107</b>	<b>1,196,717</b>	<b>0.92%</b>	<b>15.88%</b>	<b>1,003,257</b>

\*Recipients include 287,360 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	December 2020	FYTD
CalFresh	18,493	87,003
CalWORKs	2,233	11,477
CMS	61	543
General Relief	1,814	9,614
Medi-Cal	15,989	79,446
<b>Total</b>	<b>38,590</b>	<b>188,083</b>

Renewals Generated		
Program	December 2020	FYTD
CalFresh	7,282	54,887
CalWORKs	1,247	11,506
CMS	7	38
General Relief	167	1,102
Medi-Cal	44,155	212,537
<b>Total</b>	<b>52,858</b>	<b>280,070</b>

Periodic Reports Generated		
Program	December 2020	FYTD
CalFresh	12,049	86,256
CalWORKs	649	3,210
General Relief	1,473	14,762
Medi-Cal	12	111
<b>Total</b>	<b>14,183</b>	<b>104,339</b>

Documents Imaged	
December 2020	FYTD
406,703	2,314,232

Tasks Created	
December 2020	FYTD
399,781	2,257,101

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	December 2019	December 2020	Change	FYTD
Total Calls	100,021	169,265	69,244	998,841
Abandoned	9,712	6,247	-3,465	33,167
Average Wait Time	13:08	3:25	-9:43	2:56

Community Based Organization (CBO)				
Month	December 2019	December 2020	Change	FYTD
Total Calls	6,210	4,492	-1,718	28,869
Abandoned	442	55	-387	445
Average Wait Time	6:00	1:05	-4:55	9:29

Emails Received	
December 2020	FYTD
5,170	29,530

## FAMILY RESOURCE CENTER VISITS

Month	December 2019	December 2020	Change	FYTD
Total Tickets Issued	86,144	28,925	-198%	189,415
Average Wait Time (min.)	18.56	(*-)	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 = 13 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 96.30%
- Annual Renewal Timeliness = 99.94%

### CalWORKs

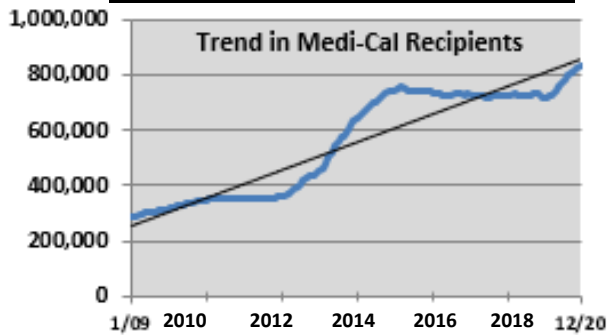
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 93.66%
- Annual Renewal Timeliness = 99.63%

### Medi-Cal

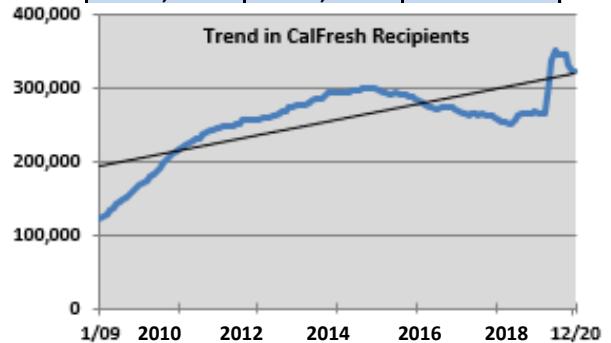
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 21 Days
- Annual Renewal Timeliness = 99.39%

## Program Recipients Trend

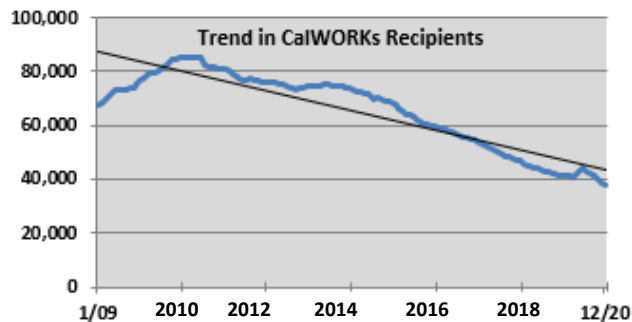
Medi-Cal Recipients		
FY Jan 09	FY Dec 20	<b>190%</b>
287,330	834,054	Increase



CalFresh Recipients		
FY Jan 09	FY Dec 20	<b>162%</b>
122,878	322,252	Increase



CalWORKs Recipients		
FY Jan 09	FY Dec 20	<b>-44%</b>
67,694	38,001	Decrease



General Relief Recipients		
FY Jan 09	FY Dec 20	<b>215%</b>
757	2,387	Increase

