



# ELIGIBILITY SERVICES BY THE NUMBERS...

February 2021 *(Data Month: January 2021)*

## PARTICIPANTS

- **CalFresh:** 328,177 recipients, up 23.42% from last year.
  - 119,742 child recipients (0-18), up 14.86% from last year.
  - 61,586 senior recipients (60+), up 30.29% from last year.
- **CalWORKs:** 37,612 recipients, down 9.27% from last year.
  - 30,007 child recipients (0-18), down 11.98% from last year.
  - Welfare-to-Work: 7,169 participants, up 32.66% from last year.
- **CMS:** 20 CMS recipients, down 28.57% from last year.
- **General Relief:** 2,297 recipients, down 38.68% from last year.
- **Medi-Cal:** 846,735 recipients, up 17.74% from last year.
  - 304,178 child recipients (0-18), up 17.17% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (January 2020-January 2021)
			Previous Month	Previous Year	
CalFresh	184,833	328,177	1.84%	23.42%	459,473
CalWORKs	14,376	37,612	-1.02%	-9.27%	56,103
CMS	20	20	-13.04%	-28.57%	102
General Relief	2,294	2,297	-3.77%	-38.68%	8,837
Medi-Cal	459,556	846,735	1.52%	17.74%	910,912
<b>Total</b>	<b>661,079</b>	<b>1,214,841</b>	<b>1.51%</b>	<b>17.91%</b>	<b>1,005,172</b>

\*Recipients include 293,617 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	January 2021	FYTD
CalFresh	15,572	102,575
CalWORKs	1,847	13,324
CMS	54	597
General Relief	1,711	11,325
Medi-Cal	12,792	92,238
<b>Total</b>	<b>31,976</b>	<b>220,059</b>

Renewals Generated		
Program	January 2021	FYTD
CalFresh	6,440	61,327
CalWORKs	1,137	12,643
CMS	7	45
General Relief	145	1,247
Medi-Cal	36,371	248,908
<b>Total</b>	<b>44,100</b>	<b>324,170</b>

Periodic Reports Generated		
Program	January 2021	FYTD
CalFresh	15,122	101,378
CalWORKs	709	3,919
General Relief	1,448	16,210
Medi-Cal	22	133
<b>Total</b>	<b>17,301</b>	<b>121,640</b>

Documents Imaged	
January 2021	FYTD
370,215	2,684,447

Tasks Created	
January 2021	FYTD
362,160	2,619,261

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	January 2020	January 2021	Change	FYTD
Total Calls	118,017	157,818	39,801	1,156,659
Abandoned	10,865	3,902	-6,963	37,069
Average Wait Time	8:43	2:04	-6:39	2:49

Community Based Organization (CBO)				
Month	January 2020	January 2021	Change	FYTD
Total Calls	8,255	4,456	-3,799	33,325
Abandoned	544	72	-472	517
Average Wait Time	6:33	1:12	-5:21	1:32

Emails Received	
January 2021	FYTD
4,526	34,056

## FAMILY RESOURCE CENTER VISITS

Month	January 2020	January 2021	Change	FYTD
Total Tickets Issued	95,365	26,488	-260%	215,903
Average Wait Time (min.)	18.41	(*)	N/A	

\* Due to COVID-19 Waivers, Avg time is not available for January 2021

## 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 = 97.36%
- Annual Renewal Timeliness = 99.94%

### CalWORKs

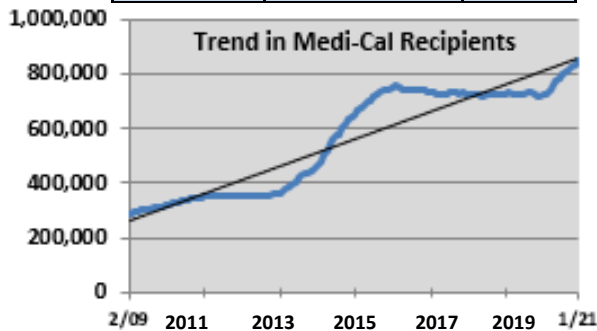
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 96.10%
- Annual Renewal Timeliness = 99.69%

### Medi-Cal

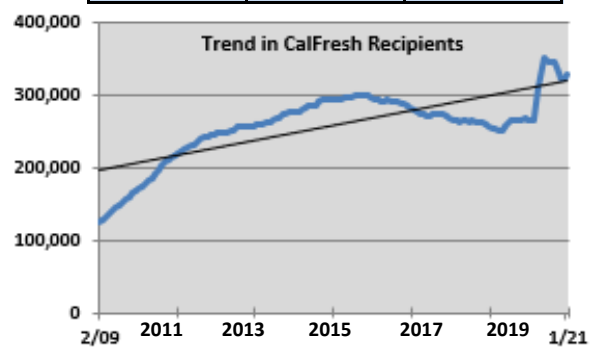
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 20 Days
- Annual Renewal Timeliness = 99.40%

## Program Recipients Trend

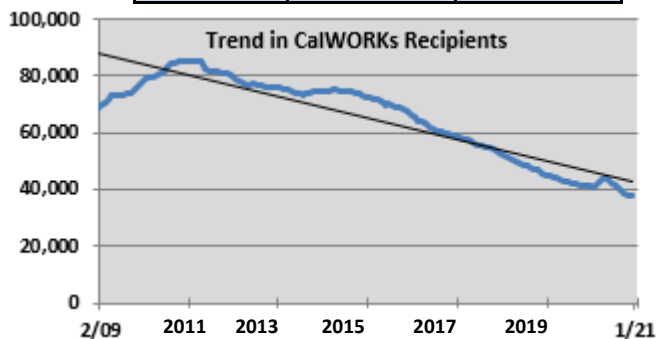
Medi-Cal Recipients		
FY Feb 09	FY Jan 21	<b>194%</b>
<b>288,178</b>	<b>846,735</b>	Increase



CalFresh Recipients		
FY Feb 09	FY Jan 21	<b>162%</b>
<b>125,467</b>	<b>328,177</b>	Increase



CalWORKs Recipients		
FY Feb 09	FY Jan 21	<b>-45%</b>
<b>68,427</b>	<b>37,612</b>	Decrease



General Relief Recipients		
FY Feb 09	FY Jan 21	<b>207%</b>
<b>748</b>	<b>2,297</b>	Increase

