



ELIGIBILITY SERVICES BY THE NUMBERS...

March 2021 (Data Month: February 2021)

PARTICIPANTS

- **CalFresh:** 332,597 recipients, up 24.91% from last year.
 - 120,673 child recipients (0-18), up 16.64% from last year.
 - 62,535 senior recipients (60+), up 30.42% from last year.
- **CalWORKs:** 37,458 recipients, down 9.41% from last year.
 - 29,851 child recipients (0-18), down 12.28% from last year.
 - Welfare-to-Work: 7,180 participants, up 30.95% from last year.
- **CMS:** 18 CMS recipients, down 37.93% from last year.
- **General Relief:** 2,349 recipients, down 37.82% from last year.
- **Medi-Cal:** 855,752 recipients, up 18.59% from last year.
 - 305,713 child recipients (0-18), up 17.66% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (February 2020-February 2021)
			Previous Month	Previous Year	
CalFresh	187,986	332,597	1.35%	24.91%	463,650
CalWORKs	14,286	37,458	-0.41%	-9.41%	55,645
CMS	18	18	-10.00%	-37.93%	94
General Relief	2,347	2,349	2.26%	-37.82%	8,585
Medi-Cal	464,736	855,752	1.06%	18.59%	910,404
Total	669,373	1,228,174	1.10%	18.89%	1,006,887

*Recipients include 297,794 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	February 2021	FYTD
CalFresh	14,131	116,706
CalWORKs	1,652	14,976
CMS	57	654
General Relief	1,621	12,946
Medi-Cal	10,767	103,005
Total	28,228	248,287

Renewals Generated		
Program	February 2021	FYTD
CalFresh	9,060	70,387
CalWORKs	1,284	13,927
CMS	6	51
General Relief	125	1,372
Medi-Cal	38,354	287,262
Total	48,829	372,999

Periodic Reports Generated		
Program	February 2021	FYTD
CalFresh	14,772	116,150
CalWORKs	662	4,581
General Relief	1,482	17,692
Medi-Cal	17	150
Total	16,933	138,573

Documents Imaged	
February 2021	FYTD
354,795	3,039,242

Tasks Created	
February 2021	FYTD
331,646	2,950,907

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	February 2020	February 2021	Change	FYTD
Total Calls	140,037	143,782	3,745	1,300,441
Abandoned	13,430	1,548	-11,882	38,617
Average Wait Time	8:04	0:47	-7:17	2:34

Community Based Organization (CBO)				
Month	February 2020	February 2021	Change	FYTD
Total Calls	6,773	4,706	-2,067	38,031
Abandoned	477	61	-416	578
Average Wait Time	7:22	1:01	-6:21	1:28

Emails Received	
February 2021	FYTD
4,270	38,326

FAMILY RESOURCE CENTER VISITS

Month	February 2020	February 2021	Change	FYTD
Total Tickets Issued	78,492	27,306	-187%	243,209
Average Wait Time (min.)	15.83	(*-)	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 = 14 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 96.71%
- Annual Renewal Timeliness = 99.96%

CalWORKs

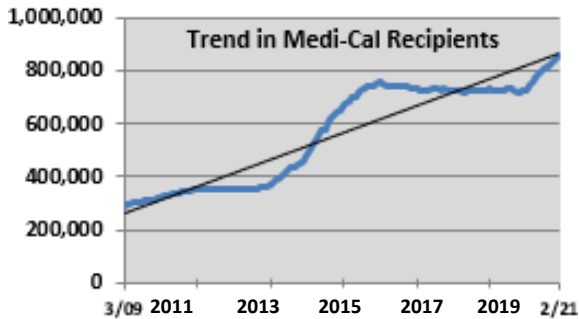
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 94.69%
- Annual Renewal Timeliness = 99.71%

Medi-Cal

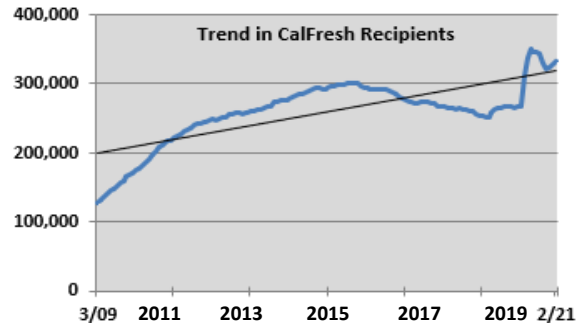
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Annual Renewal Timeliness = 99.43%

Program Recipients Trend

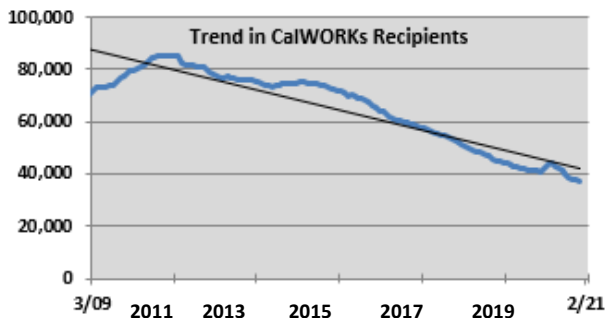
Medi-Cal Recipients		
FY Mar 09	FY Feb 21	194%
291,366	855,752	Increase



CalFresh Recipients		
FY Mar 09	FY Feb 21	159%
128,616	332,597	Increase



CalWORKs Recipients		
FY Mar 09	FY Feb 21	-46%
69,489	37,458	Decrease



General Relief Recipients		
FY Mar 09	FY Feb 21	180%
838	2,349	Increase

