



# ELIGIBILITY SERVICES BY THE NUMBERS...

April 2021 (Data Month: March 2021)

## PARTICIPANTS

- **CalFresh:** 334,771 recipients, up 25.62% from last year.
  - 121,008 child recipients (0-18), up 18.08% from last year.
  - 63,484 senior recipients (60+), up 30.59% from last year.
- **CalWORKs:** 37,379 recipients, down 8.58% from last year.
  - 29,789 child recipients (0-18), down 11.57% from last year.
  - Welfare-to-Work: 7,153 participants, up 18.37% from last year.
- **CMS:** 13 CMS recipients, down 48.00% from last year.
- **General Relief:** 2,400 recipients, down 36.25% from last year.
- **Medi-Cal:** 865,494 recipients, up 19.99% from last year.
  - 307,797 child recipients (0-18), up 18.43% from last year.

| Program        | Cases          | Recipients       | % Change in Recipients |               | Unduplicated Number of Recipients (March 2020-March 2021) |
|----------------|----------------|------------------|------------------------|---------------|---|
|                |                |                  | Previous Month         | Previous Year |   |
| CalFresh       | 189,642        | 334,771          | 0.65%                  | 25.62%        | 467,072   |
| CalWORKs       | 14,223         | 37,379           | -0.21%                 | -8.58%        | 55,141  |
| CMS            | 13             | 13               | -27.78%                | -48.00%       | 84  |
| General Relief | 2,398          | 2,400            | 2.17%                  | -36.25%       | 8,270   |
| Medi-Cal       | 470,412        | 865,494          | 1.14%                  | 19.99%        | 910,884   |
| <b>Total</b>   | <b>676,688</b> | <b>1,240,057</b> | <b>0.97%</b>           | <b>20.10%</b> | <b>1,009,075</b>  |

\*Recipients include 301,985 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

| Applications Registered |               |                |
|-------------------------|---------------|----------------|
| Program                 | March 2021    | FYTD           |
| CalFresh                | 13,757        | 130,463        |
| CalWORKs                | 1,505         | 16,481         |
| CMS                     | 66            | 720            |
| General Relief          | 1,584         | 14,530         |
| Medi-Cal                | 11,384        | 114,389        |
| <b>Total</b>            | <b>28,296</b> | <b>276,583</b> |

| Renewals Generated |               |                |
|--------------------|---------------|----------------|
| Program            | March 2021    | FYTD           |
| CalFresh           | 13,114        | 83,501         |
| CalWORKs           | 1,005         | 14,932         |
| CMS                | 6             | 57             |
| General Relief     | 91            | 1,463          |
| Medi-Cal           | 34,961        | 322,223        |
| <b>Total</b>       | <b>49,177</b> | <b>422,176</b> |

| Periodic Reports Generated |               |                |
|----------------------------|---------------|----------------|
| Program                    | March 2021    | FYTD           |
| CalFresh                   | 18,465        | 134,615        |
| CalWORKs                   | 905           | 5,486          |
| General Relief             | 418           | 18,110         |
| Medi-Cal                   | 18            | 168            |
| <b>Total</b>               | <b>19,806</b> | <b>158,379</b> |

| Documents Imaged |           |
|------------------|-----------|
| March 2021       | FYTD      |
| 359,343          | 3,398,585 |

| Tasks Created |           |
|---------------|-----------|
| March 2021    | FYTD      |
| 368,406       | 3,319,313 |

## ACCESS CUSTOMER SERVICE CENTER

| Customer Service  |            |            |         |           |
|-------------------|------------|------------|---------|-----------|
| Month             | March 2020 | March 2021 | Change  | FYTD      |
| Total Calls       | 189,688    | 141,150    | -48,538 | 1,441,591 |
| Abandoned         | 15,910     | 777        | -15,133 | 39,394    |
| Average Wait Time | 7:09       | 0:17       | -6:52   | 2:18      |

| Community Based Organization (CBO) |            |            |        |        |
|------------------------------------|------------|------------|--------|--------|
| Month                              | March 2020 | March 2021 | Change | FYTD   |
| Total Calls                        | 6,584      | 4,881      | -1,703 | 42,912 |
| Abandoned                          | 172        | 45         | -127   | 623    |
| Average Wait Time                  | 2:22       | 0:44       | -1:38  | 1:23   |

| Emails Received |        |
|-----------------|--------|
| March 2021      | FYTD   |
| 4,307           | 42,633 |

## FAMILY RESOURCE CENTER VISITS

| Month                    | March 2020 | March 2021 | Change | FYTD    |
|--------------------------|------------|------------|--------|---------|
| Total Tickets Issued     | 43,236     | 28,456     | -52%   | 271,665 |
| Average Wait Time (min.) | 14.96      | (*-)       | 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 = 98.06%
- Annual Renewal Timeliness = 99.96%

### CalWORKs

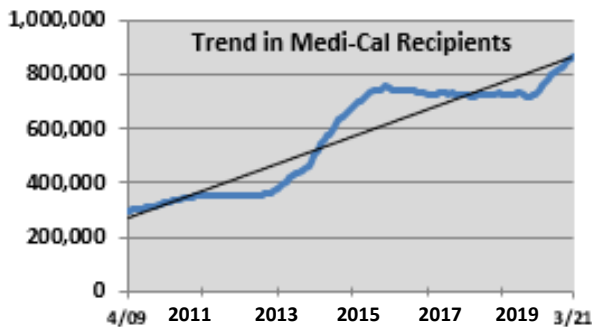
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 96.56%
- Annual Renewal Timeliness = 99.73%

### Medi-Cal

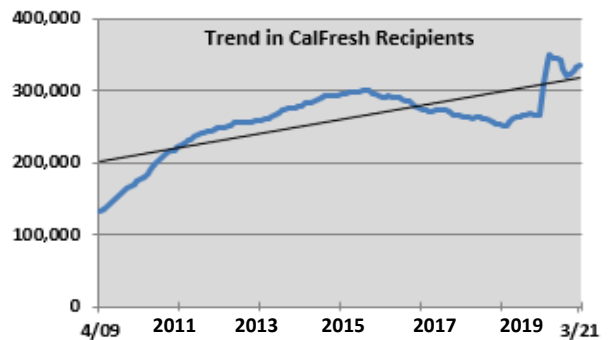
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 18 Days
- Annual Renewal Timeliness = 99.44%

## Program Recipients Trend

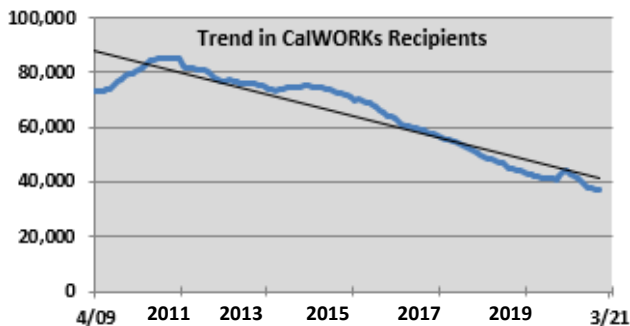
| Medi-Cal Recipients |           |             |
|---------------------|-----------|-------------|
| FY Apr 09           | FY Mar 21 | <b>193%</b> |
| 294,963             | 865,494   | Increase    |



| CalFresh Recipients |           |             |
|---------------------|-----------|-------------|
| FY Apr 09           | FY Mar 21 | <b>152%</b> |
| 132,654             | 334,771   | Increase    |



| CalWORKs Recipients |           |             |
|---------------------|-----------|-------------|
| FY Apr 09           | FY Mar 21 | <b>-47%</b> |
| 70,496              | 37,379    | Decrease    |



| General Relief Recipients |           |             |
|---------------------------|-----------|-------------|
| FY Apr 09                 | FY Mar 21 | <b>168%</b> |
| 897                       | 2,400     | Increase    |

