



ELIGIBILITY SERVICES BY THE NUMBERS...

May 2021 (Data Month: April 2021)

PARTICIPANTS

- **CalFresh:** 331,539 recipients, up 7.20% from last year.
 - 119,704 child recipients (0-18), up 2.81% from last year.
 - 63,571 senior recipients (60+), up 21.99% from last year.
- **CalWORKs:** 36,886 recipients, down 12.33% from last year.
 - 29,377 child recipients (0-18), down 14.85% from last year.
 - Welfare-to-Work: 7,148 participants, up 6.18% from last year.
- **CMS:** 13 CMS recipients, down 45.83% from last year.
- **General Relief:** 2,362 recipients, down 46.27% from last year.
- **Medi-Cal:** 872,108 recipients, up 17.97% from last year.
 - 308,953 child recipients (0-18), up 16.92% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (April 2020-April 2021)
			Previous Month	Previous Year	
CalFresh	187,893	331,539	-0.97%	7.20%	474,297
CalWORKs	14,012	36,886	-1.32%	-12.33%	55,303
CMS	13	13	0.00%	-45.83%	85
General Relief	2,358	2,362	-1.58%	-46.27%	8,364
Medi-Cal	473,846	872,108	0.76%	17.97%	917,013
Total	678,122	1,242,908	0.23%	13.50%	1,016,989

*Recipients include 305,218 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	April 2021	FYTD
CalFresh	12,886	143,349
CalWORKs	1,558	18,039
CMS	79	799
General Relief	1,377	15,907
Medi-Cal	12,261	126,650
Total	28,161	304,744

Renewals Generated		
Program	April 2021	FYTD
CalFresh	5,062	88,563
CalWORKs	312	15,244
CMS	6	63
General Relief	82	1,545
Medi-Cal	24,103	346,326
Total	29,565	451,741

Periodic Reports Generated		
Program	April 2021	FYTD
CalFresh	19,130	153,745
CalWORKs	1,076	6,562
General Relief	2	18,112
Medi-Cal	26	194
Total	20,234	178,613

Documents Imaged	
April 2021	FYTD
314,126	3,712,711

Tasks Created	
April 2021	FYTD
291,169	3,610,482

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	April 2020	April 2021	Change	FYTD
Total Calls	189,688	132,096	-57,592	1,573,687
Abandoned	15,910	763	-15,147	40,157
Average Wait Time	7:09	0:15	-6:54	2:06

Community Based Organization (CBO)				
Month	April 2020	April 2021	Change	FYTD
Total Calls	6,584	4,481	-2,103	47,393
Abandoned	172	42	-130	665
Average Wait Time	2:22	0:46	-1:36	1:19

Emails Received	
April 2021	FYTD
3,997	46,630

FAMILY RESOURCE CENTER VISITS

Month	April 2020	April 2021	Change	FYTD
Total Tickets Issued	170	27,471	99%	299,136
Average Wait Time (min.)	0.38	(* -)	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 = 13 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 98.75%
- Annual Renewal Timeliness = 99.98%

CalWORKs

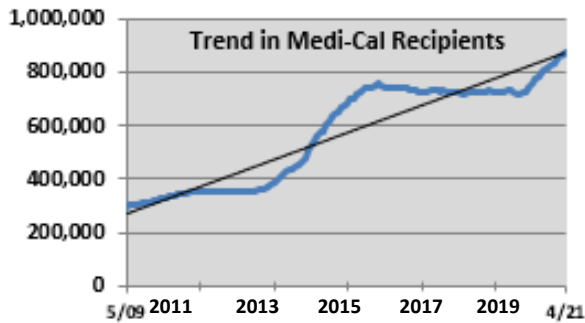
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 16 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 96.74%
- Annual Renewal Timeliness = 99.91%

Medi-Cal

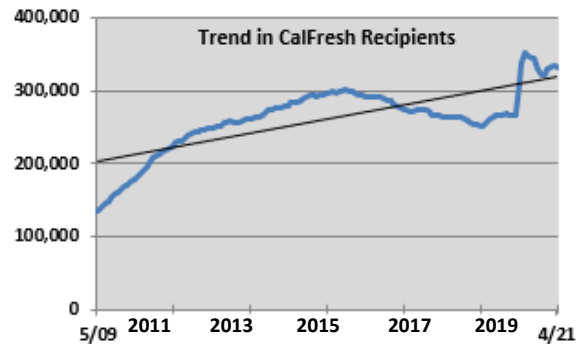
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 17 Days
- Annual Renewal Timeliness = 99.45%

Program Recipients Trend

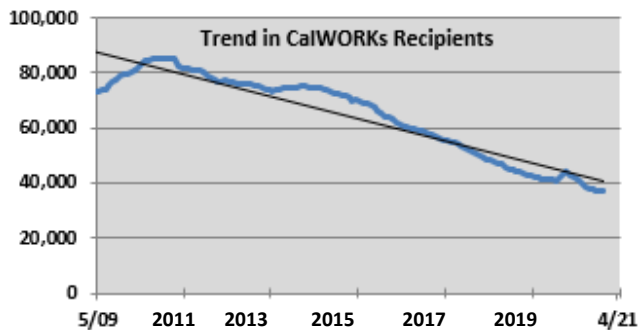
Medi-Cal Recipients		
FY May 09	FY Apr 21	192%
299,090	872,108	Increase



CalFresh Recipients		
FY May 09	FY Apr 21	143%
136,436	331,539	Increase



CalWORKs Recipients		
FY May 09	FY Apr 21	-48%
71,617	36,886	Decrease



General Relief Recipients		
FY May 09	FY Apr 21	152%
937	2,362	Increase

