



# ELIGIBILITY SERVICES BY THE NUMBERS...

June 2021 (Data Month: May 2021)

## PARTICIPANTS

- **CalFresh:** 331,232 recipients, down 1.80% from last year.
  - 119,533 child recipients (0-18), down 4.69% from last year.
  - 63,644 senior recipients (60+), up 14.71% from last year.
- **CalWORKs:** 36,999 recipients, down 15.58% from last year.
  - 29,399 child recipients (0-18), down 17.16% from last year.
  - Welfare-to-Work: 7,200 participants, down 0.24% from last year.
- **CMS:** 19 CMS recipients, down 24.00% from last year.
- **General Relief:** 2,332 recipients, down 53.44% from last year.
- **Medi-Cal:** 879,778 recipients, up 15.92% from last year.
  - 310,467 child recipients (0-18), up 9.64% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (May 2020-May 2021)
			Previous Month	Previous Year	
CalFresh	187,467	331,232	-0.09%	-1.80%	481,757
CalWORKs	14,027	36,999	0.31%	-15.58%	55,823
CMS	19	19	46.15%	-24.00%	84
General Relief	2,327	2,332	-1.27%	-53.44%	8,576
Medi-Cal	477,783	879,778	0.88%	15.92%	925,396
<b>Total</b>	<b>681,623</b>	<b>1,250,360</b>	<b>0.60%</b>	<b>9.19%</b>	<b>1,026,658</b>

\*Recipients include 308,595 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	May 2021	FYTD
CalFresh	11,380	154,729
CalWORKs	1,485	19,524
CMS	74	873
General Relief	1,360	17,267
Medi-Cal	9,614	136,264
<b>Total</b>	<b>23,913</b>	<b>328,657</b>

Renewals Generated		
Program	May 2021	FYTD
CalFresh	4,896	93,459
CalWORKs	283	15,527
CMS	4	67
General Relief	68	1,613
Medi-Cal	24,179	370,505
<b>Total</b>	<b>29,430</b>	<b>481,171</b>

Periodic Reports Generated		
Program	May 2021	FYTD
CalFresh	24,983	178,728
CalWORKs	1,029	7,591
General Relief	3	18,115
Medi-Cal	18	212
<b>Total</b>	<b>26,033</b>	<b>204,646</b>

Documents Imaged	
May 2021	FYTD
293,305	4,006,016

Tasks Created	
May 2021	FYTD
292,485	3,902,967

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	May 2020	May 2021	Change	FYTD
Total Calls	158,069	115,041	-43,028	1,688,728
Abandoned	1,747	692	-1,055	40,849
Average Wait Time	0:52	0:16	-0:36	1:56

Community Based Organization (CBO)				
Month	May 2020	May 2021	Change	FYTD
Total Calls	4,962	3,969	-993	51,362
Abandoned	78	28	-50	693
Average Wait Time	1:43	0:39	-1:04	1:16

Emails Received	
May 2021	FYTD
3,120	49,750

## FAMILY RESOURCE CENTER VISITS

Month	May 2020	May 2021	Change	FYTD
Total Tickets Issued	18,146	26,437	31%	325,573
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 12 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 97.85%
- Annual Renewal Timeliness = 99.97%

### CalWORKs

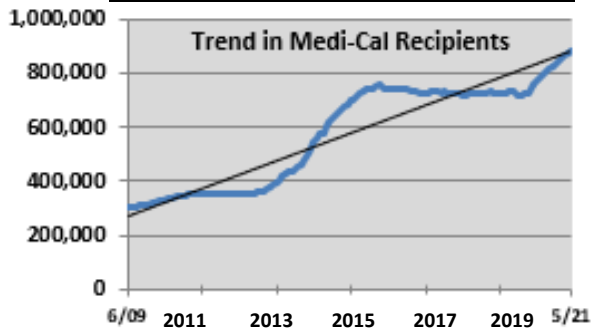
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 17 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 95.55%
- Annual Renewal Timeliness = 99.88%

### Medi-Cal

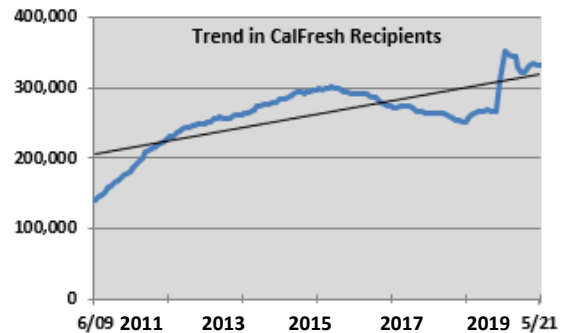
- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 17 Days
- Annual Renewal Timeliness = 99.84%

## Program Recipients Trend

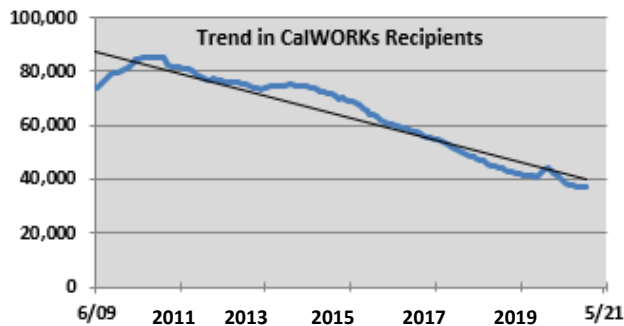
Medi-Cal Recipients		
FY Jun 09	FY May 21	191%
302,743	879,778	Increase



CalFresh Recipients		
FY Jun 09	FY May 21	135%
140,900	331,232	Increase



CalWORKs Recipients		
FY Jun 09	FY May 21	-49%
73,147	36,999	Decrease



General Relief Recipients		
FY Jun 09	FY May 21	145%
950	2,332	Increase

