



ELIGIBILITY SERVICES BY THE NUMBERS...

July 2021 (Data Month: June 2021)

PARTICIPANTS

- **CalFresh:** 331,975 recipients, down 5.53% from last year.
 - 120,197 child recipients (0-18), down 7.41% from last year.
 - 63,587 senior recipients (60+), up 10.13% from last year.
- **CalWORKs:** 37,173 recipients, down 16.58% from last year.
 - 29,467 child recipients (0-18), down 17.66% from last year.
 - Welfare-to-Work: 7,395 participants, down 3.66% from last year.
- **CMS:** 21 CMS recipients, up 5.00% from last year.
- **General Relief:** 2,400 recipients, down 53.23% from last year.
- **Medi-Cal:** 888,175 recipients, up 15.15% from last year.
 - 312,363 child recipients (0-18), up 8.54% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (June 2020-June 2021)
			Previous Month	Previous Year	
CalFresh	187,291	331,975	0.22%	-5.53%	489,932
CalWORKs	14,078	37,173	0.47%	-16.58%	56,232
CMS	21	21	10.53%	5.00%	85
General Relief	2,394	2,400	2.92%	-53.23%	8,606
Medi-Cal	481,774	888,175	0.95%	15.15%	932,702
Total	685,558	1,259,744	0.75%	7.45%	1,035,836

*Recipients include 311,846 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	June 2021	FYTD
CalFresh	18,612	173,341
CalWORKs	1,775	21,299
CMS	77	950
General Relief	1,632	18,899
Medi-Cal	10,273	146,537
Total	32,369	361,026

Renewals Generated		
Program	June 2021	FYTD
CalFresh	3,331	96,790
CalWORKs	851	16,378
CMS	2	69
General Relief	72	1,685
Medi-Cal	37,031	407,536
Total	41,287	522,458

Periodic Reports Generated		
Program	June 2021	FYTD
CalFresh	17,257	195,985
CalWORKs	623	8,214
General Relief	0	18,115
Medi-Cal	17	229
Total	17,897	222,543

Documents Imaged	
June 2021	FYTD
360,612	4,366,628

Tasks Created	
June 2021	FYTD
354,299	4,257,266

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	June 2020	June 2021	Change	FYTD
Total Calls	162,171	124,938	-37,233	1,813,666
Abandoned	2,754	790	-1,964	41,639
Average Wait Time	1:18	0:17	-1:01	1:48

Community Based Organization (CBO)				
Month	June 2020	June 2021	Change	FYTD
Total Calls	5,255	4,680	-575	56,042
Abandoned	60	44	-16	737
Average Wait Time	1:23	0:39	-0:44	1:12

Emails Received	
June 2021	FYTD
3,501	53,251

FAMILY RESOURCE CENTER VISITS

Month	June 2020	June 2021	Change	FYTD
Total Tickets Issued	30,439	32,345	6%	357,918
Average Wait Time (min.)	(*-)	(*-)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 11 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 97.52%
- Annual Renewal Timeliness = 99.96%

CalWORKs

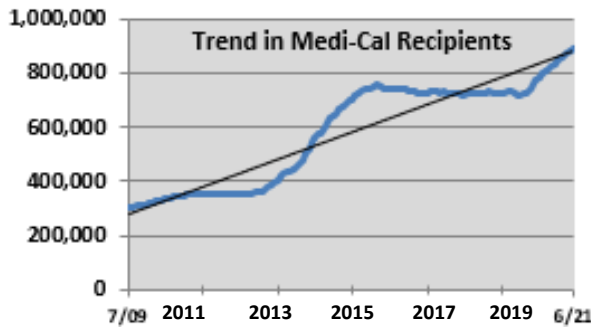
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 17 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 96.76%
- Annual Renewal Timeliness = 99.80%

Medi-Cal

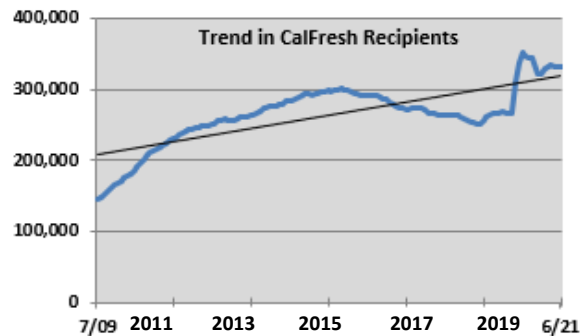
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Annual Renewal Timeliness = 99.84%

Program Recipients Trend

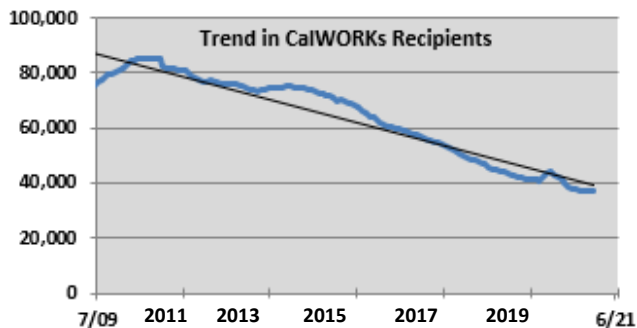
Medi-Cal Recipients		
FY Jul 09	FY Jun 21	190%
306,194	888,175	Increase



CalFresh Recipients		
FY Jul 09	FY Jun 21	129%
145,114	331,975	Increase



CalWORKs Recipients		
FY Jul 09	FY Jun 21	-49%
73,277	37,173	Decrease



General Relief Recipients		
FY Jul 09	FY Jun 21	144%
984	2,400	Increase

