



ELIGIBILITY SERVICES BY THE NUMBERS...

August 2021 (Data Month: July 2021)

PARTICIPANTS

- **CalFresh:** 336,864 recipients, down 2.72% from last year.
 - 121,610 child recipients (0-18), down 4.58% from last year.
 - 64,838 senior recipients (60+), up 11.00% from last year.
- **CalWORKs:** 36,844 recipients, down 14.55% from last year.
 - 29,086 child recipients (0-18), down 15.69% from last year.
 - Welfare-to-Work: 7,508 participants, down 1.65% from last year.
- **CMS:** 25 CMS recipients, up 8.70% from last year.
- **General Relief:** 2,449 recipients, down 50.14% from last year.
- **Medi-Cal:** 896,926 recipients, up 14.65% from last year.
 - 314,200 child recipients (0-18), up 8.03% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (July 2020-July 2021)
			Previous Month	Previous Year	
CalFresh	190,284	336,864	1.47%	-2.72%	492,019
CalWORKs	13,952	36,844	-0.89%	-14.55%	55,391
CMS	25	25	19.05%	8.70%	89
General Relief	2,442	2,449	2.04%	-50.14%	8,425
Medi-Cal	486,118	896,926	0.99%	14.65%	939,970
Total	692,821	1,273,108	1.06%	8.20%	1,044,122

*Recipients include 315,231 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	July 2021	FYTD
CalFresh	17,094	17,094
CalWORKs	1,796	1,796
CMS	61	61
General Relief	1,664	1,664
Medi-Cal	9,806	9,806
Total	30,421	30,421

Renewals Generated		
Program	July 2021	FYTD
CalFresh	8,451	8,451
CalWORKs	1,239	1,239
CMS	4	4
General Relief	89	89
Medi-Cal	38,547	38,547
Total	48,330	48,330

Periodic Reports Generated		
Program	July 2021	FYTD
CalFresh	15,233	15,233
CalWORKs	640	640
General Relief	1	1
Medi-Cal	20	20
Total	15,894	15,894

Documents Imaged	
July 2021	FYTD
353,425	353,425

Tasks Created	
July 2021	FYTD
352,953	352,953

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	July 2020	July 2021	Change	FYTD
Total Calls	172,861	127,986	-44,875	127,986
Abandoned	3,941	807	-3,134	807
Average Wait Time	1:51	0:18	-1:33	0:18

Community Based Organization (CBO)				
Month	July 2020	July 2021	Change	FYTD
Total Calls	5,258	4,148	-1,110	4,148
Abandoned	83	23	-60	23
Average Wait Time	1:47	0:39	-1:08	0:39

Emails Received	
July 2021	FYTD
3,536	3,536

FAMILY RESOURCE CENTER VISITS

Month	July 2020	July 2021	Change	FYTD
Total Tickets Issued	34,203	35,024	2%	35,024
Average Wait Time (min.)	(* -)	(* -)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for July 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 = 97.69%
- Annual Renewal Timeliness = 99.95%

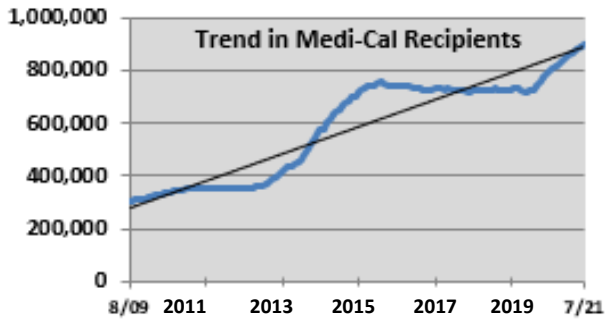
CalWORKs

- 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 = 98.04%
- Annual Renewal Timeliness = 99.71%

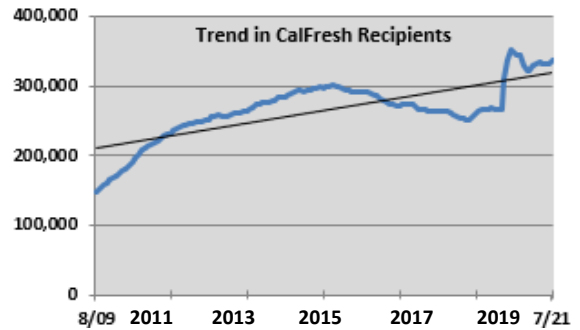
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 17 Days
- Annual Renewal Timeliness = 99.63%

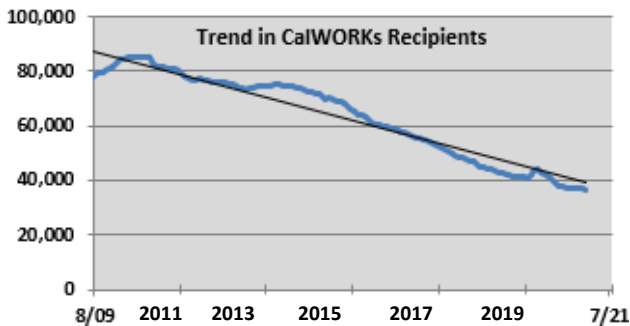
Medi-Cal Recipients		
FY Aug 09	FY Jul 21	191%
308,015	896,926	Increase



CalFresh Recipients		
FY Aug 09	FY Jul 21	127%
148,493	336,864	Increase



CalWORKs Recipients		
FY Aug 09	FY Jul 21	-50%
73,228	36,844	Decrease



General Relief Recipients		
FY Aug 09	FY Jul 21	135%
1,042	2,449	Increase

