



# ELIGIBILITY SERVICES BY THE NUMBERS...

September 2021 (Data Month: August 2021)

## PARTICIPANTS

- **CalFresh:** 340,888 recipients, down 1.36% from last year.
  - 122,567 child recipients (0-18), down 3.52% from last year.
  - 65,958 senior recipients (60+), up 11.78% from last year.
- **CalWORKs:** 36,801 recipients, down 12.98% from last year.
  - 28,872 child recipients (0-18), down 14.51% from last year.
  - Welfare-to-Work: 7,641 participants, up 0.59% from last year.
- **CMS:** 24 CMS recipients, up 4.35% from last year.
- **General Relief:** 2,541 recipients, down 44.53% from last year.
- **Medi-Cal:** 904,581 recipients, up 13.66% from last year.
  - 315,883 child recipients (0-18), up 7.33% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (August 2020-August 2021)
			Previous Month	Previous Year	
CalFresh	193,007	340,888	1.19%	-1.36%	494,527
CalWORKs	13,901	36,801	-0.12%	-12.98%	54,944
CMS	24	24	-4.00%	4.35%	86
General Relief	2,536	2,541	3.76%	-44.53%	8,131
Medi-Cal	489,673	904,581	0.85%	13.66%	947,425
<b>Total</b>	<b>699,141</b>	<b>1,284,835</b>	<b>0.92%</b>	<b>8.12%</b>	<b>1,052,644</b>

\*Recipients include 318,119 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	August 2021	FYTD
CalFresh	18,697	35,791
CalWORKs	1,902	3,698
CMS	75	136
General Relief	1,621	3,285
Medi-Cal	10,397	20,203
<b>Total</b>	<b>32,692</b>	<b>63,113</b>

Renewals Generated		
Program	August 2021	FYTD
CalFresh	7,879	16,330
CalWORKs	1,178	2,417
CMS	8	12
General Relief	115	204
Medi-Cal	36,936	75,483
<b>Total</b>	<b>46,116</b>	<b>94,446</b>

Periodic Reports Generated		
Program	August 2021	FYTD
CalFresh	15,821	31,054
CalWORKs	723	1,363
General Relief	2	3
Medi-Cal	18	38
<b>Total</b>	<b>16,564</b>	<b>32,458</b>

Documents Imaged	
August 2021	FYTD
377,962	731,387

Tasks Created	
August 2021	FYTD
355,050	708,003

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	August 2020	August 2021	Change	FYTD
Total Calls	169,760	130,958	-38,802	258,944
Abandoned	6,586	824	-5,762	1,631
Average Wait Time	3:25	0:17	-3:08	0:18

Community Based Organization (CBO)				
Month	August 2020	August 2021	Change	FYTD
Total Calls	4,996	4,199	-797	8,347
Abandoned	94	51	-43	74
Average Wait Time	2:05	0:57	-1:08	0:48

Emails Received	
August 2021	FYTD
3,840	7,376

## FAMILY RESOURCE CENTER VISITS

Month	August 2020	August 2021	Change	FYTD
Total Tickets Issued	31,403	36,551	14%	71,575
Average Wait Time (min.)	(* -)	(* -)	N/A	

\* Due to COVID-19 Waivers, Avg time is not available for August 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 = 97.41%
- Annual Renewal Timeliness = 99.95%

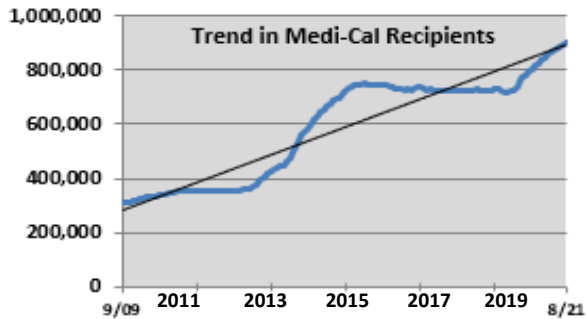
### CalWORKs

- 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 = 96.80%
- Annual Renewal Timeliness = 99.71%

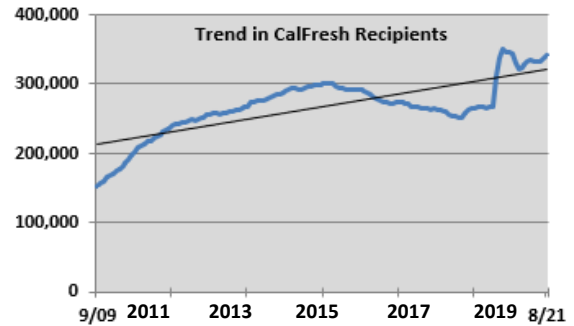
### Medi-Cal

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

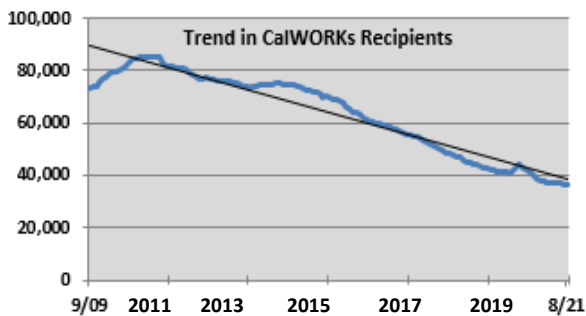
Medi-Cal Recipients		
FY Sep 09	FY Aug 21	<b>193%</b>
<b>308,775</b>	<b>904,581</b>	Increase



CalFresh Recipients		
FY Sep 09	FY Aug 21	<b>124%</b>
<b>152,193</b>	<b>340,888</b>	Increase



CalWORKs Recipients		
FY Sep 09	FY Aug 21	<b>-50%</b>
<b>73,126</b>	<b>36,801</b>	Decrease



General Relief Recipients		
FY Sep 09	FY Aug 21	<b>139%</b>
<b>1,062</b>	<b>2,541</b>	Increase

