



ELIGIBILITY SERVICES BY THE NUMBERS...

November 2021 (Data Month: October 2021)

PARTICIPANTS

- **CalFresh:** 352,643 recipients, up 6.85% from last year.
 - 124,904 child recipients (0-18), up 2.31% from last year.
 - 69,214 senior recipients (60+), up 15.44% from last year.
- **CalWORKs:** 37,930 recipients, down 5.95% from last year.
 - 29,439 child recipients (0-18), down 8.47% from last year.
 - Welfare-to-Work: 8,191 participants, up 9.08% from last year.
- **CMS:** 22 CMS recipients, down 8.33% from last year.
- **General Relief:** 2,895 recipients, up 9.45% from last year.
- **Medi-Cal:** 920,975 recipients, up 13.05% from last year.
 - 319,293 child recipients (0-18), up 6.91% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (October 2020-October 2021)
			Previous Month	Previous Year	
CalFresh	201,173	352,643	1.88%	6.85%	492,129
CalWORKs	14,283	37,930	2.81%	-5.95%	54,423
CMS	22	22	0.00%	-8.33%	87
General Relief	2,890	2,895	12.82%	9.45%	7,057
Medi-Cal	497,766	920,975	0.94%	13.05%	961,817
Total	716,134	1,314,465	1.27%	10.68%	1,066,740**

*Recipients include 324,867 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	October 2021	FYTD
CalFresh	19,813	76,690
CalWORKs	2,386	8,579
CMS	65	263
General Relief	2,406	7,853
Medi-Cal	10,518	40,626
Total	35,188	134,011

Renewals Generated		
Program	October 2021	FYTD
CalFresh	9,648	35,261
CalWORKs	1,856	5,856
CMS	5	25
General Relief	97	413
Medi-Cal	40,284	156,921
Total	51,890	198,476

Periodic Reports Generated		
Program	October 2021	FYTD
CalFresh	12,889	61,296
CalWORKs	357	2,301
General Relief	3	7
Medi-Cal	22	70
Total	13,271	63,674

Documents Imaged	
October 2021	FYTD
424,642	1,574,707

Tasks Created	
October 2021	FYTD
429,824	1,559,860

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	October 2020	October 2021	Change	FYTD
Total Calls	163,843	152,005	-11,838	548,760
Abandoned	4,302	1,196	-3,106	3,994
Average Wait Time	2:07	0:27	-1:40	0:23

Community Based Organization (CBO)				
Month	October 2020	October 2021	Change	FYTD
Total Calls	4,975	4,373	-602	17,034
Abandoned	63	52	-11	184
Average Wait Time	1:24	1:05	-0:19	0:53

Emails Received	
October 2021	FYTD
4,656	17,008

FAMILY RESOURCE CENTER VISITS

Month	October 2020	October 2021	Change	FYTD
Total Tickets Issued	33,916	34,317	1%	144,589
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 15 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 96.69%
- Annual Renewal Timeliness = 99.94%

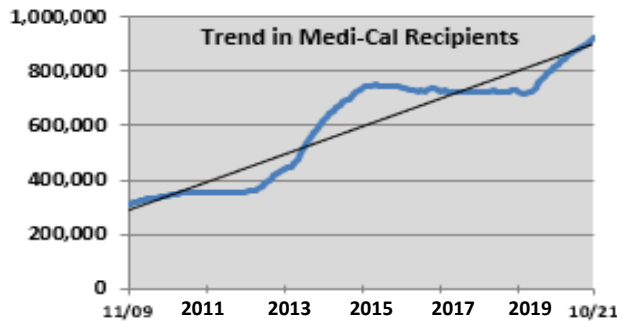
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 93.85%
- Annual Renewal Timeliness = 99.54%

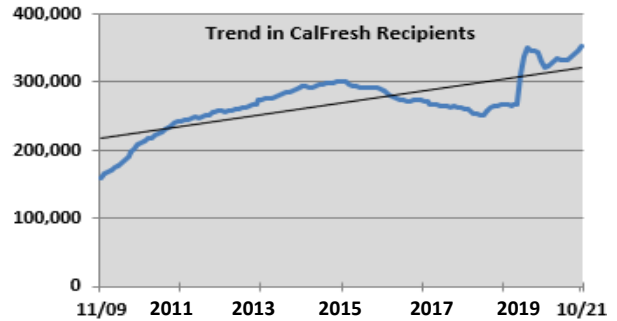
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Annual Renewal Timeliness = 99.97%

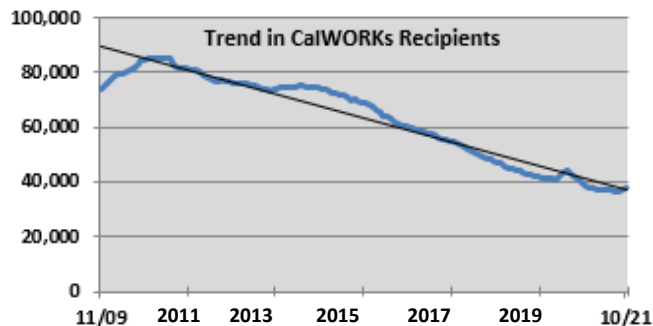
Medi-Cal Recipients		
FY Nov 09	FY Oct 21	196%
310,636	920,975	Increase



CalFresh Recipients		
FY Nov 09	FY Oct 21	120%
159,942	352,643	Increase



CalWORKs Recipients		
FY Nov 09	FY Oct 21	-49%
73,814	37,930	Decrease



General Relief Recipients		
FY Nov 09	FY Oct 21	176%
1,048	2,895	Increase

