



ELIGIBILITY SERVICES BY THE NUMBERS...

December 2021 *(Data Month: November 2021)*

PARTICIPANTS

- **CalFresh:** 354,507 recipients, up 10.14% from last year.
 - 124,282 child recipients (0-18), up 4.53% from last year.
 - 70,328 senior recipients (60+), up 16.84% from last year.
- **CalWORKs:** 38,457 recipients, down 0.79% from last year.
 - 29,694 child recipients (0-18), down 3.93% from last year.
 - Welfare-to-Work: 8,473 participants, up 16.26% from last year.
- **CMS:** 19 CMS recipients, down 20.83% from last year.
- **General Relief:** 3,253 recipients, up 32.40% from last year.
- **Medi-Cal:** 927,216 recipients, up 12.70% from last year.
 - 320,009 child recipients (0-18), up 6.75% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (November 2020-November 2021)
			Previous Month	Previous Year	
CalFresh	203,374	354,507	0.53%	10.14%	491,259
CalWORKs	14,423	38,457	1.39%	-0.79%	54,078
CMS	19	19	-13.64%	-20.83%	81
General Relief	3,240	3,253	12.37%	32.40%	7,382
Medi-Cal	501,446	927,216	0.68%	12.70%	967,994
Total	722,502	1,323,452	0.68%	11.60%	1,073,267**

*Recipients include 327,987 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	November 2021	FYTD
CalFresh	16,984	93,674
CalWORKs	2,056	10,635
CMS	64	327
General Relief	2,297	10,150
Medi-Cal	11,530	52,156
Total	32,931	166,942

Renewals Generated		
Program	November 2021	FYTD
CalFresh	11,297	46,558
CalWORKs	1,808	7,664
CMS	5	30
General Relief	110	523
Medi-Cal	42,229	199,150
Total	55,449	253,925

Periodic Reports Generated		
Program	November 2021	FYTD
CalFresh	15,396	76,692
CalWORKs	425	2,726
General Relief	0	7
Medi-Cal	21	91
Total	15,842	79,516

Documents Imaged	
November 2021	FYTD
384,088	1,958,795

Tasks Created	
November 2021	FYTD
359,932	1,919,792

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	November 2020	November 2021	Change	FYTD
Total Calls	155,642	140,807	-14,835	689,567
Abandoned	6,152	1,517	-4,635	5,511
Average Wait Time	3:53	0:47	-3:06	0:28

Community Based Organization (CBO)				
Month	November 2020	November 2021	Change	FYTD
Total Calls	4,120	4,189	69	21,223
Abandoned	56	50	-6	234
Average Wait Time	1:16	1:17	0:01	0:58

Emails Received	
November 2021	FYTD
4,394	21,402

FAMILY RESOURCE CENTER VISITS

Month	November 2020	November 2021	Change	FYTD
Total Tickets Issued	27,498	29,312	6%	173,901
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 16 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 91.96%
- Annual Renewal Timeliness = 99.94%

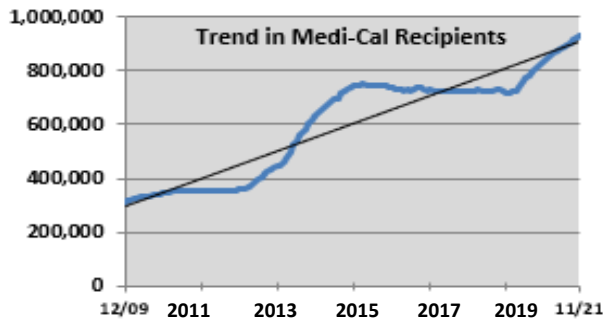
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 23 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 84.80%
- Annual Renewal Timeliness = 99.51%

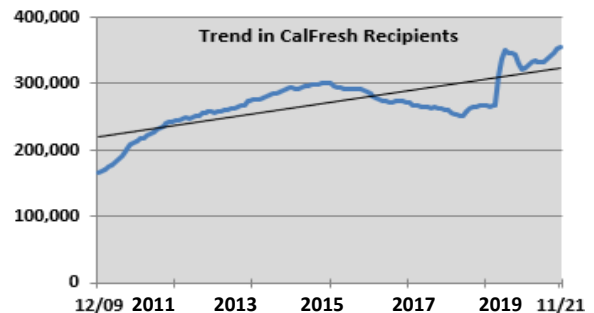
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 22 Days
- Annual Renewal Timeliness = 99.97%

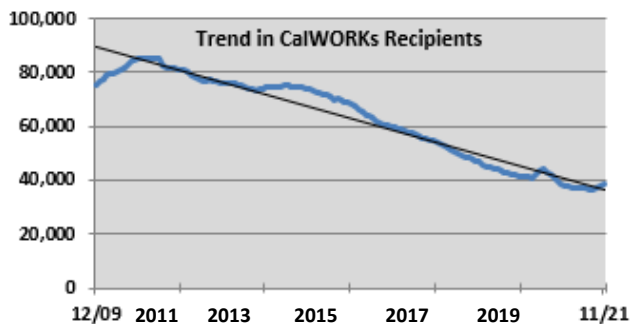
Medi-Cal Recipients		
FY Dec 09	FY Nov 21	195%
314,473	927,216	Increase



CalFresh Recipients		
FY Dec 09	FY Nov 21	115%
164,970	354,507	Increase



CalWORKs Recipients		
FY Dec 09	FY Nov 21	-49%
75,482	38,457	Decrease



General Relief Recipients		
FY Dec 09	FY Nov 21	211%
1,046	3,253	Increase

