



ELIGIBILITY SERVICES BY THE NUMBERS...

January 2022 (Data Month: December 2021)

PARTICIPANTS

- **CalFresh:** 354,272 recipients, up 9.94% from last year.
 - 123,589 child recipients (0-18), up 4.20% from last year.
 - 71,370 senior recipients (60+), up 17.42% from last year.
- **CalWORKs:** 39,151 recipients, up 3.03% from last year.
 - 30,073 child recipients (0-18), down 0.79% from last year.
 - Welfare-to-Work: 8,846 participants, up 22.33% from last year.
- **CMS:** 16 CMS recipients, down 30.43% from last year.
- **General Relief:** 3,579 recipients, up 49.94% from last year.
- **Medi-Cal:** 935,768 recipients, up 12.20% from last year.
 - 321,471 child recipients (0-18), up 6.45% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (December 2020-December 2021)
			Previous Month	Previous Year	
CalFresh	203,473	354,272	-0.07%	9.94%	492,219
CalWORKs	14,569	39,151	1.80%	3.03%	54,052
CMS	16	16	-15.79%	-30.43%	81
General Relief	3,567	3,579	10.02%	49.94%	7,688
Medi-Cal	506,569	935,768	0.92%	12.20%	975,894
Total	728,194	1,332,786	0.71%	11.37%	1,081,405**

*Recipients include 332,164 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	December 2021	FYTD
CalFresh	15,174	108,848
CalWORKs	1,944	12,579
CMS	50	377
General Relief	2,236	12,386
Medi-Cal	11,129	63,285
Total	30,533	197,475

Renewals Generated		
Program	December 2021	FYTD
CalFresh	9,359	55,917
CalWORKs	1,076	8,740
CMS	9	39
General Relief	101	624
Medi-Cal	48,556	247,706
Total	59,101	313,026

Periodic Reports Generated		
Program	December 2021	FYTD
CalFresh	16,095	92,787
CalWORKs	727	3,453
General Relief	0	7
Medi-Cal	18	109
Total	16,840	96,356

Documents Imaged	
December 2021	FYTD
372,487	2,331,282

Tasks Created	
December 2021	FYTD
374,335	2,294,127

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	December 2020	December 2021	Change	FYTD
Total Calls	169,265	141,028	-28,237	830,595
Abandoned	6,247	2,030	-4,217	7,541
Average Wait Time	3:25	0:58	-2:27	0:33

Community Based Organization (CBO)				
Month	December 2020	December 2021	Change	FYTD
Total Calls	4,492	4,248	-244	25,471
Abandoned	55	47	-8	281
Average Wait Time	1:05	1:14	0:09	1:00

Emails Received	
December 2021	FYTD
4,456	25,858

FAMILY RESOURCE CENTER VISITS

Month	December 2020	December 2021	Change	FYTD
Total Tickets Issued	28,925	28,757	-1%	202,658
Average Wait Time (min.)	(* -)	(* -)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for December 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 = 92.94%
- Annual Renewal Timeliness = 99.94%

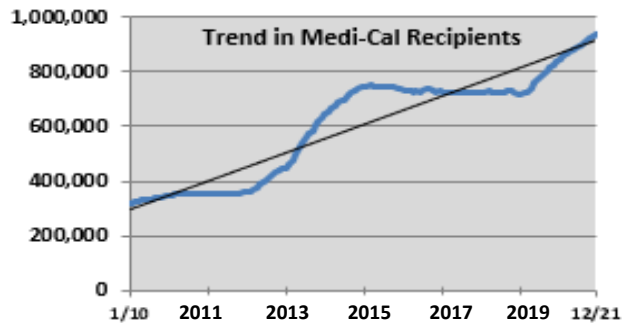
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 92.96%
- Annual Renewal Timeliness = 99.50%

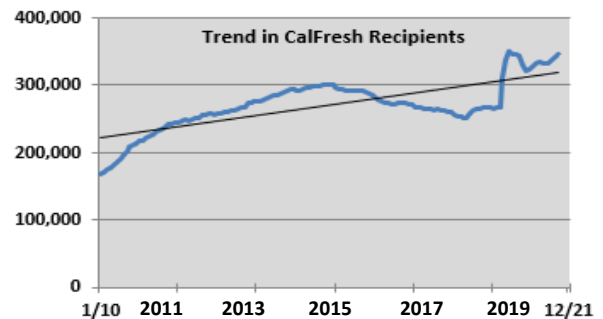
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 23 Days
- Annual Renewal Timeliness = 99.97%

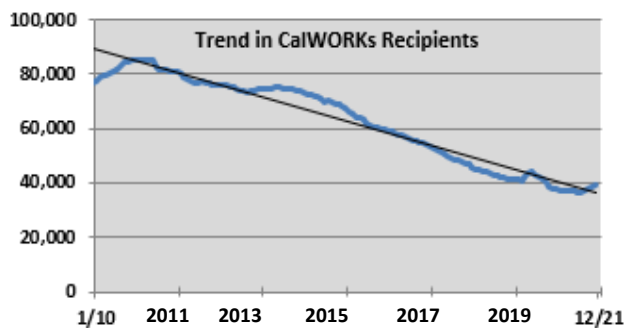
Medi-Cal Recipients		
FY Jan 10	FY Dec 21	196%
316,140	935,768	Increase



CalFresh Recipients		
FY Jan 10	FY Dec 21	111%
167,703	354,272	Increase



CalWORKs Recipients		
FY Jan 10	FY Dec 21	-49%
76,603	39,151	Decrease



General Relief Recipients		
FY Jan 10	FY Dec 21	239%
1,057	3,579	Increase

