



ELIGIBILITY SERVICES BY THE NUMBERS...

February 2022 *(Data Month: January 2022)*

PARTICIPANTS

- **CalFresh:** 352,916 recipients, up 7.54% from last year.
 - 122,312 child recipients (0-18), up 2.15% from last year.
 - 72,115 senior recipients (60+), up 17.10% from last year.
- **CalWORKs:** 39,889 recipients, up 6.05% from last year.
 - 30,494 child recipients (0-18), up 1.62% from last year.
 - Welfare-to-Work: 9,043 participants, up 26.14% from last year.
- **CMS:** 10 CMS recipients, down 50.00% from last year.
- **General Relief:** 3,705 recipients, up 61.30% from last year.
- **Medi-Cal:** 944,117 recipients, up 11.50% from last year.
 - 322,563 child recipients (0-18), up 6.04% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (January 2021–January 2022)
			Previous Month	Previous Year	
CalFresh	203,022	352,916	-0.38%	7.54%	495,219
CalWORKs	14,707	39,889	1.89%	6.05%	54,409
CMS	10	10	-37.50%	-50.00%	77
General Relief	3,690	3,705	3.52%	61.30%	8,100
Medi-Cal	511,363	944,117	0.89%	11.50%	984,501
Total	732,792	1,340,637	0.59%	10.35%	1,090,269**

*Recipients include 336,842 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	January 2022	FYTD
CalFresh	17,767	126,615
CalWORKs	2,179	14,758
CMS	61	438
General Relief	2,386	14,772
Medi-Cal	10,439	73,724
Total	32,832	230,307

Renewals Generated		
Program	January 2022	FYTD
CalFresh	8,906	64,823
CalWORKs	1,036	9,776
CMS	8	47
General Relief	88	712
Medi-Cal	40,241	287,947
Total	50,279	363,305

Periodic Reports Generated		
Program	January 2022	FYTD
CalFresh	17,795	110,582
CalWORKs	797	4,250
General Relief	0	7
Medi-Cal	13	122
Total	18,605	114,961

Documents Imaged	
January 2022	FYTD
393,029	2,724,311

Tasks Created	
January 2022	FYTD
353,591	2,647,718

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	January 2021	January 2022	Change	FYTD
Total Calls	157,818	162,642	4,824	993,237
Abandoned	3,902	3,923	21	11,464
Average Wait Time	2:04	1:52	-0:12	0:44

Community Based Organization (CBO)				
Month	January 2021	January 2022	Change	FYTD
Total Calls	4,456	4,545	89	30,016
Abandoned	72	47	-25	328
Average Wait Time	1:12	1:16	0:04	1:03

Emails Received	
January 2022	FYTD
4,655	30,513

FAMILY RESOURCE CENTER VISITS

Month	January 2021	January 2022	Change	FYTD
Total Tickets Issued	26,488	28,977	9%	231,635
Average Wait Time (min.)	(* -)	(* -)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for January 2022

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 = 89.87%
- Annual Renewal Timeliness = 99.95%

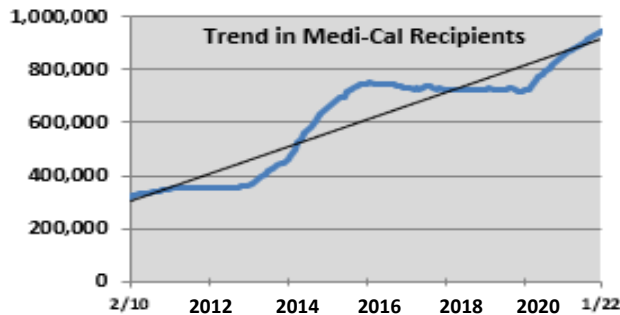
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 90.23%
- Annual Renewal Timeliness = 99.66%

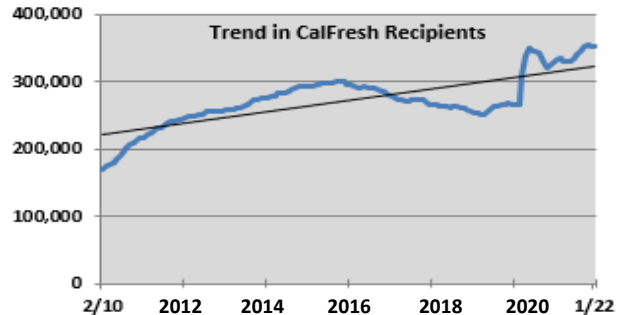
Medi-Cal

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

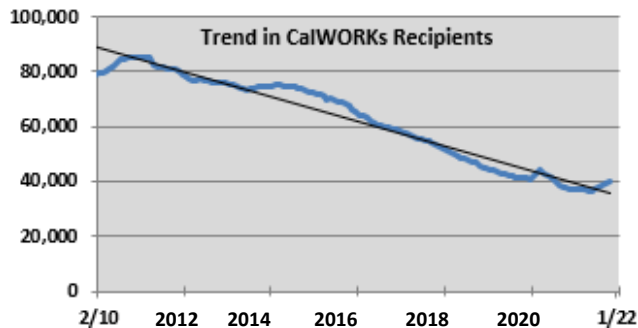
Medi-Cal Recipients		
FY Feb 10	FY Jan 22	196%
318,680	944,117	Increase



CalFresh Recipients		
FY Feb 10	FY Jan 22	107%
170,398	352,916	Increase



CalWORKs Recipients		
FY Feb 10	FY Jan 22	-49%
77,520	39,889	Decrease



General Relief Recipients		
FY Feb 10	FY Jan 22	256%
1,040	3,705	Increase

