



ELIGIBILITY SERVICES BY THE NUMBERS...

March 2022 (Data Month: February 2022)

PARTICIPANTS

- **CalFresh:** 354,409 recipients, up 6.56% from last year.
 - 122,488 child recipients (0-18), up 1.50% from last year.
 - 72,909 senior recipients (60+), up 16.59% from last year.
- **CalWORKs:** 40,453 recipients, up 8.00% from last year.
 - 30,808 child recipients (0-18), up 3.21% from last year.
 - Welfare-to-Work: 9,422 participants, up 31.23% from last year.
- **CMS:** 15 CMS recipients, down 16.67% from last year.
- **General Relief:** 3,725 recipients, up 58.58% from last year.
- **Medi-Cal:** 950,039 recipients, up 11.02% from last year.
 - 323,426 child recipients (0-18), up 5.79% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (February 2021–February 2022)
			Previous Month	Previous Year	
CalFresh	204,011	354,409	0.42%	6.56%	498,479
CalWORKs	14,829	40,453	1.41%	8.00%	54,887
CMS	15	15	50.00%	-16.67%	74
General Relief	3,715	3,725	0.54%	58.58%	8,492
Medi-Cal	514,382	950,039	0.63%	11.02%	990,680
Total	736,952	1,348,641	0.60%	9.81%	1,097,154

*Recipients include 339,679 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	February 2022	FYTD
CalFresh	16,106	142,721
CalWORKs	1,794	16,552
CMS	53	491
General Relief	2,076	16,848
Medi-Cal	8,644	82,368
Total	28,673	258,980

Renewals Generated		
Program	February 2022	FYTD
CalFresh	9,573	74,396
CalWORKs	1,164	10,940
CMS	3	50
General Relief	98	810
Medi-Cal	43,937	331,884
Total	54,775	418,080

Periodic Reports Generated		
Program	February 2022	FYTD
CalFresh	18,901	129,483
CalWORKs	883	5,133
General Relief	2	9
Medi-Cal	21	143
Total	19,807	134,768

Documents Imaged	
February 2022	FYTD
385,581	3,109,892

Tasks Created	
February 2022	FYTD
358,515	3,006,233

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	February 2021	February 2022	Change	FYTD
Total Calls	143,782	157,450	13,668	1,150,687
Abandoned	1,548	4,611	3,063	16,075
Average Wait Time	0:47	2:18	1:31	0:56

Community Based Organization (CBO)				
Month	February 2021	February 2022	Change	FYTD
Total Calls	4,706	4,981	275	34,997
Abandoned	61	74	13	402
Average Wait Time	1:01	1:29	0:28	1:06

Emails Received	
February 2022	FYTD
4,170	34,683

FAMILY RESOURCE CENTER VISITS

Month	February 2021	February 2022	Change	FYTD
Total Tickets Issued	27,306	27,950	2%	259,585
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

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 = 89.92%
- Annual Renewal Timeliness = 99.95%

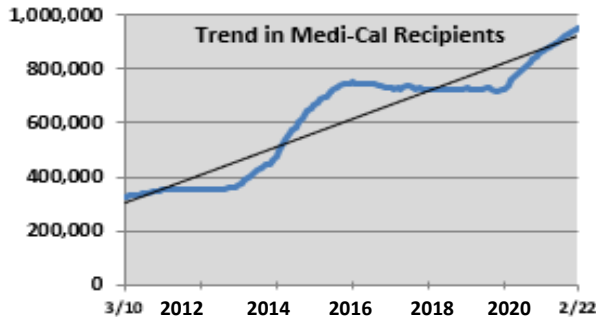
CalWORKs

- 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 = 86.33%
- Annual Renewal Timeliness = 99.56%

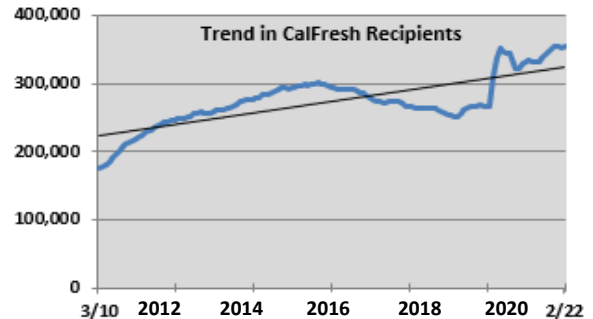
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Annual Renewal Timeliness = 99.97%

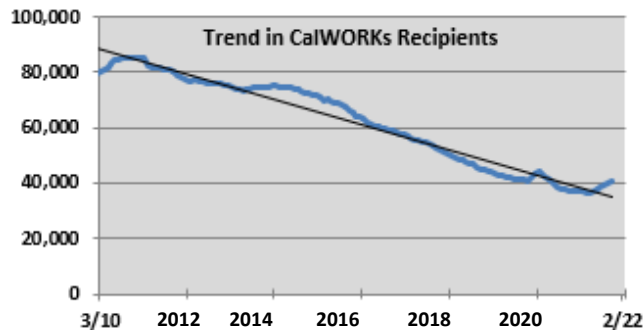
Medi-Cal Recipients		
FY Mar 10	FY Feb 22	194%
323,644	950,039	Increase



CalFresh Recipients		
FY Mar 10	FY Feb 22	103%
174,637	354,409	Increase



CalWORKs Recipients		
FY Mar 10	FY Feb 22	-49%
78,600	40,453	Decrease



General Relief Recipients		
FY Mar 10	FY Feb 22	249%
1,068	3,725	Increase

