



ELIGIBILITY SERVICES BY THE NUMBERS...

April 2022 (Data Month: March 2022)

PARTICIPANTS

- **CalFresh:** 355,039 recipients, up 6.05% from last year.
 - 122,861 child recipients (0-18), up 1.53% from last year.
 - 73,476 senior recipients (60+), up 15.74% from last year.
- **CalWORKs:** 40,853 recipients, up 9.29% from last year.
 - 31,028 child recipients (0-18), up 4.16% from last year.
 - Welfare-to-Work: 9,649 participants, up 34.89% from last year.
- **CMS:** 15 CMS recipients, up 15.38% from last year.
- **General Relief:** 3,749 recipients, up 56.21% from last year.
- **Medi-Cal:** 956,034 recipients, up 10.46% from last year.
 - 324,802 child recipients (0-18), up 5.52% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (March 2021–March 2022)
			Previous Month	Previous Year	
CalFresh	204,198	355,039	0.18%	6.05%	501,279
CalWORKs	14,942	40,853	0.99%	9.29%	55,243
CMS	15	15	0.00%	15.38%	68
General Relief	3,738	3,749	0.64%	56.21%	8,865
Medi-Cal	517,613	956,034	0.63%	10.46%	996,940
Total	740,506	1,355,690	0.52%	9.32%	1,103,992

*Recipients include 342,640 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	March 2022	FYTD
CalFresh	17,133	159,854
CalWORKs	1,929	18,481
CMS	66	557
General Relief	2,226	19,074
Medi-Cal	9,125	91,493
Total	30,479	289,459

Renewals Generated		
Program	March 2022	FYTD
CalFresh	10,417	84,813
CalWORKs	1,008	11,948
CMS	4	54
General Relief	88	898
Medi-Cal	47,704	379,588
Total	59,221	477,301

Periodic Reports Generated		
Program	March 2022	FYTD
CalFresh	17,189	146,672
CalWORKs	1,045	6,178
General Relief	0	9
Medi-Cal	14	157
Total	18,248	153,016

Documents Imaged	
March 2022	FYTD
421,410	3,531,302

Tasks Created	
March 2022	FYTD
416,499	3,422,732

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	March 2021	March 2022	Change	FYTD
Total Calls	141,150	161,499	20,349	1,312,186
Abandoned	777	2,308	1,531	18,383
Average Wait Time	0:17	1:02	0:45	0:57

Community Based Organization (CBO)				
Month	March 2021	March 2022	Change	FYTD
Total Calls	4,881	5,433	552	40,430
Abandoned	45	92	47	494
Average Wait Time	0:44	1:33	0:49	1:09

Emails Received	
March 2022	FYTD
4,674	39,357

FAMILY RESOURCE CENTER VISITS

Month	March 2021	March 2022	Change	FYTD
Total Tickets Issued	28,456	30,631	7%	290,216
Average Wait Time (min.)	(*-)	(*-)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for March 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 = 92.99%
- Annual Renewal Timeliness = 99.94%

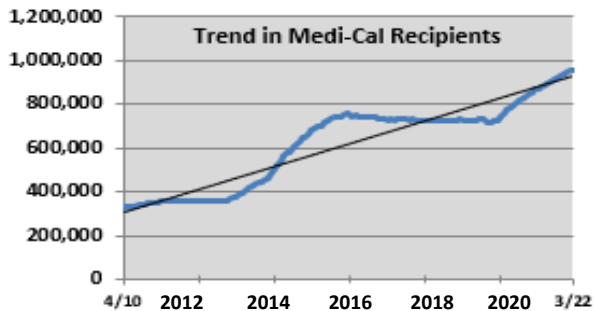
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 89.02%
- Annual Renewal Timeliness = 99.59%

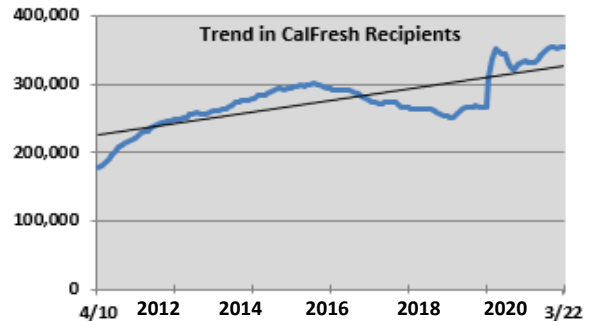
Medi-Cal

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

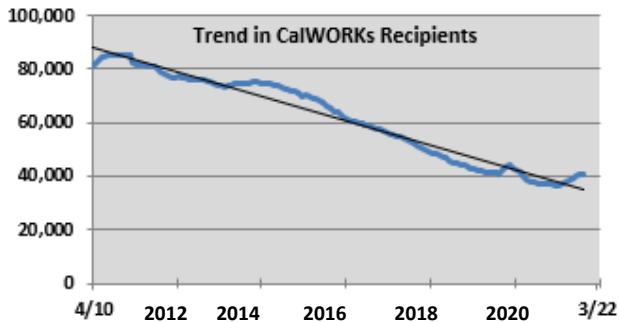
Medi-Cal Recipients		
FY Apr 10	FY Mar 22	192%
327,466	956,034	Increase



CalFresh Recipients		
FY Apr 10	FY Mar 22	99%
178,133	355,039	Increase



CalWORKs Recipients		
FY Apr 10	FY Mar 22	-48%
79,262	40,853	Decrease



General Relief Recipients		
FY Apr 10	FY Mar 22	256%
1,054	3,749	Increase

