



ELIGIBILITY SERVICES BY THE NUMBERS...

May 2022 (Data Month: April 2022)

PARTICIPANTS

- **CalFresh:** 354,204 recipients, up 6.84% from last year.
 - 122,172 child recipients (0-18), up 2.06% from last year.
 - 74,646 senior recipients (60+), up 17.42% from last year.
- **CalWORKs:** 41,028 recipients, up 11.23% from last year.
 - 31,113 child recipients (0-18), up 5.91% from last year.
 - Welfare-to-Work: 9,681 participants, up 35.44% from last year.
- **CMS:** 16 CMS recipients, up 23.08% from last year.
- **General Relief:** 3,789 recipients, up 60.41% from last year.
- **Medi-Cal:** 961,666 recipients, up 10.27% from last year.
 - 325,747 child recipients (0-18), up 5.44% from last year.
 - 10,201 over 50yrs, Regardless of Citizenship.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (April 2021–April 2022)
			Previous Month	Previous Year	
CalFresh	204,209	354,204	-0.24%	6.84%	500,661
CalWORKs	14,958	41,028	0.43%	11.23%	55,258
CMS	16	16	6.67%	23.08%	72
General Relief	3,773	3,789	1.07%	60.41%	9,217
Medi-Cal	520,681	961,666	0.59%	10.27%	1,001,203
Total	743,637	1,360,703	0.37%	9.48%	1,107,891

*Recipients include 345,528 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	April 2022	FYTD
CalFresh	16,588	176,442
CalWORKs	1,976	20,457
CMS	59	616
General Relief	2,262	21,336
Medi-Cal	9,082	100,575
Total	29,967	319,426

Renewals Generated		
Program	April 2022	FYTD
CalFresh	7,848	92,661
CalWORKs	544	12,492
CMS	1	55
General Relief	86	984
Medi-Cal	41,733	421,321
Total	50,212	527,513

Periodic Reports Generated		
Program	April 2022	FYTD
CalFresh	14,871	161,543
CalWORKs	1,031	7,209
General Relief	3	12
Medi-Cal	14	171
Total	15,919	168,935

Documents Imaged	
April 2022	FYTD
386,127	3,917,429

Tasks Created	
April 2022	FYTD
353,832	3,776,564

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	April 2021	April 2022	Change	FYTD
Total Calls	132,096	159,228	27,132	1,471,414
Abandoned	763	3,411	2,648	21,794
Average Wait Time	0:15	1:31	1:16	1:00

Community Based Organization (CBO)				
Month	April 2021	April 2022	Change	FYTD
Total Calls	4,481	4,949	468	45,379
Abandoned	42	107	65	601
Average Wait Time	0:46	1:27	0:41	1:11

Emails Received	
April 2022	FYTD
4,138	43,495

FAMILY RESOURCE CENTER VISITS

Month	April 2021	April 2022	Change	FYTD
Total Tickets Issued	27,471	33,428	18%	323,644
Average Wait Time (min.)	(* -)	(* -)	N/A	

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

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 = 96.90%
- Annual Renewal Timeliness = 99.95%

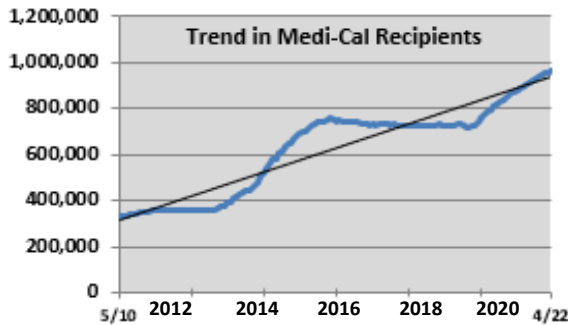
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 16 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 95.29%
- Annual Renewal Timeliness = 99.79%

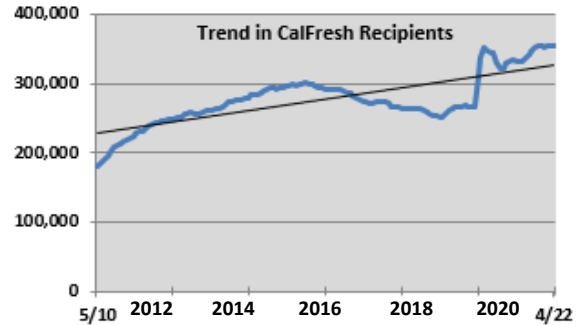
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 19 Days
- Annual Renewal Timeliness = 99.98%

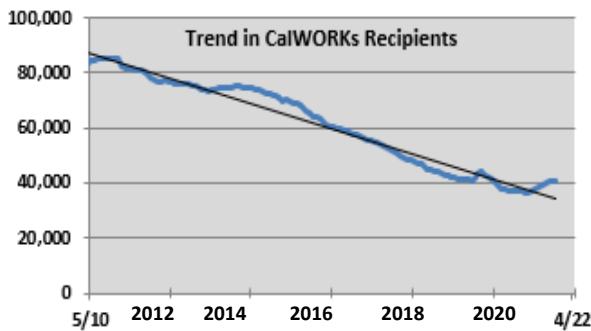
Medi-Cal Recipients		
FY May 10	FY Apr 22	191%
331,026	961,666	Increase



CalFresh Recipients		
FY May 10	FY Apr 22	96%
181,117	354,204	Increase



CalWORKs Recipients		
FY May 10	FY Apr 22	-49%
79,932	41,028	Decrease



General Relief Recipients		
FY May 10	FY Apr 22	267%
1,033	3,789	Increase

