



ELIGIBILITY SERVICES BY THE NUMBERS...

June 2022 (Data Month: May 2022)

PARTICIPANTS

- **CalFresh:** 357,198 recipients, up 7.84% from last year.
 - 123,128 child recipients (0-18), up 3.01% from last year.
 - 75,848 senior recipients (60+), up 19.18% from last year.
- **CalWORKs:** 41,594 recipients, up 12.42% from last year.
 - 31,456 child recipients (0-18), up 7.00% from last year.
 - Welfare-to-Work: 10,621 participants, up 47.51% from last year.
- **CMS:** 21 CMS recipients, up 10.53% from last year.
- **General Relief:** 3,716 recipients, up 59.35% from last year.
- **Medi-Cal:** 967,042 recipients, up 9.92% from last year.
 - 326,536 child recipients (0-18), up 5.18% from last year.
 - 11,202 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (May 2021–May 2022)
			Previous Month	Previous Year	
CalFresh	205,977	357,198	0.85%	7.84%	501,826
CalWORKs	15,099	41,594	1.38%	12.42%	55,889
CMS	21	21	31.25%	10.53%	75
General Relief	3,697	3,716	-1.93%	59.35%	9,576
Medi-Cal	523,809	967,042	0.56%	9.92%	1,006,548
Total	748,603	1,369,571	0.65%	9.53%	1,113,264

*Recipients include 348,173 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	May 2022	FYTD
CalFresh	16,134	192,576
CalWORKs	2,112	22,569
CMS	55	671
General Relief	2,286	23,622
Medi-Cal	9,193	109,768
Total	29,780	349,206

Renewals Generated		
Program	May 2022	FYTD
CalFresh	12,079	104,740
CalWORKs	611	13,103
CMS	1	56
General Relief	97	1,081
Medi-Cal	38,895	460,216
Total	51,683	579,196

Periodic Reports Generated		
Program	May 2022	FYTD
CalFresh	14,530	176,073
CalWORKs	1,078	8,287
General Relief	0	12
Medi-Cal	15	186
Total	15,623	184,558

Documents Imaged	
May 2022	FYTD
396,774	4,314,203

Tasks Created	
May 2022	FYTD
352,692	4,129,256

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	May 2021	May 2022	Change	FYTD
Total Calls	115,041	150,878	35,837	1,622,292
Abandoned	692	2,183	1,491	23,977
Average Wait Time	0:16	1:03	0:47	1:00

Community Based Organization (CBO)				
Month	May 2021	May 2022	Change	FYTD
Total Calls	3,969	5,049	1,080	50,428
Abandoned	28	91	63	692
Average Wait Time	0:39	1:25	0:46	1:12

Emails Received	
May 2022	FYTD
4,192	47,687

FAMILY RESOURCE CENTER VISITS

Month	May 2021	May 2022	Change	FYTD
Total Tickets Issued	26,437	30,763	14%	354,407
Average Wait Time (min.)	(*-)	(*-)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for May 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 = 93.11%
- Annual Renewal Timeliness = 99.96%

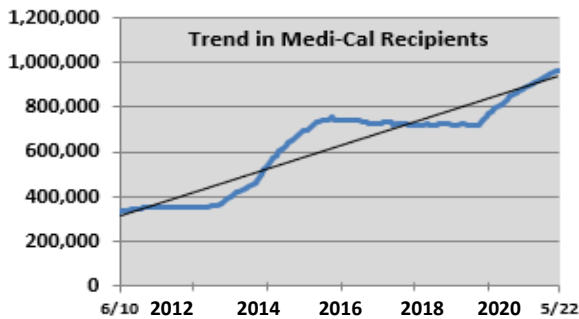
CalWORKs

- 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 = 92.16%
- Annual Renewal Timeliness = 99.79%

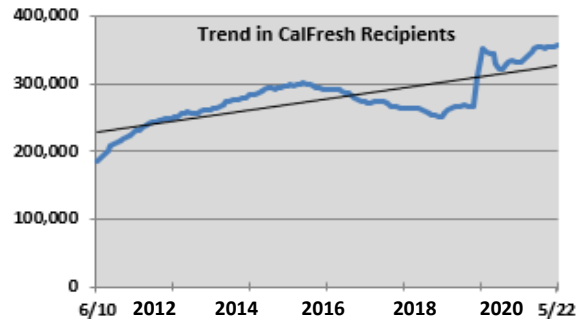
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Annual Renewal Timeliness = 99.97%

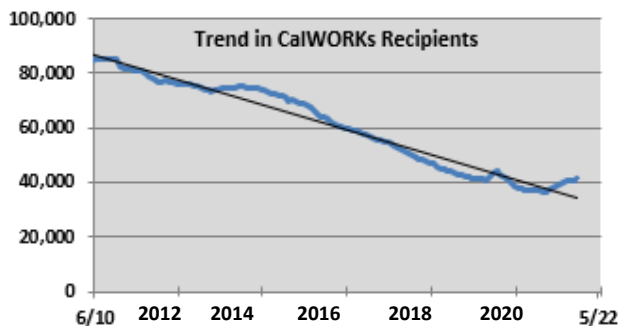
Medi-Cal Recipients		
FY Jun 10	FY May 22	190%
333,467	967,042	Increase



CalFresh Recipients		
FY Jun 10	FY May 22	92%
185,595	357,198	Increase



CalWORKs Recipients		
FY Jun 10	FY May 22	-48%
80,434	41,594	Decrease



General Relief Recipients		
FY Jun 10	FY May 22	260%
1,033	3,716	Increase

