

**COUNTY OF SAN DIEGO  
HEALTH AND HUMAN SERVICES AGENCY  
SOCIAL SERVICES ADVISORY BOARD (SSAB)**

**MEETING NOTICE: In Person**

**North Central Live Well Center  
5055 Ruffin Road, 2<sup>nd</sup> Floor Conference Room, San Diego CA 92123  
Phone (619) 338-2932**

**Public Video Viewing/Comment Option:**  
<https://sdcounty-ca-gov.zoom.us/j/88360814295>

**March 12, 2025  
9:30 a.m. to 11:30 a.m.**

<b>AGENDA</b>
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- |             |  |
|-------------|--|
| 9:30 - 9:31 | 1. Call to Order   |
| 9:31 - 9:33 | 2. <b>Action Item:</b> Approval of January 8, 2025 Meeting Minutes and acknowledgement of no meeting minutes available for the February 12, 2025 meeting, due to the lack of quorum. |

<b>PUBLIC COMMENTS</b>
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- |             |   |
|-------------|---|
| 9:33 - 9:40 | 3. <u>Guidelines for Public Comment on Items not listed on the agenda:</u> <ul style="list-style-type: none"><li>➤ Members of the public may request to speak about any issue within the purview of the Board</li><li>➤ Each speaker will be limited to three (3) minutes</li><li>➤ Board members may not discuss or take action on issues raised during public comment unless the issue is listed in this Agenda</li></ul> |
|-------------|---|

<b>PRESENTATIONS/DISCUSSION ITEMS</b>
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- |               |   |
|---------------|---|
| 9:40 – 10:00  | 4. <b>Discussion Item:</b> SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members  |
| 10:00 – 10:30 | 5. <b>Presentation Item:</b> Departmental Overview, Office of Immigrant and Refugee Affairs (OIRA): Justine Kozo and Ghina Perez-Hall, Chiefs, Self-Sufficiency Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:30 – 11:00 | 6. <b>Information Item:</b> Review of Forecast of Federal Legislation and Proposed Rule Changes: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)                          |

- 11:00 – 11:30      7.    **Information Item:** Update on Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

<b>ADJOURNMENT/ NEXT MEETING</b>
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Next regular meeting will be held on April 9, 2025 at 5055 Ruffin Road, 2<sup>nd</sup> Floor Conference Room, San Diego, CA 92123.

**ASSISTANCE FOR THE DISABLED:**

Agendas and records are available in alternative formats upon request. Contact the Social Services Advisory Board staff contact at 619-338-2932 with questions or to request a disability-related accommodation. To the extent reasonably possible, requests for accommodation or assistance should be submitted at least 24 hours in advance of the meeting so that arrangements may be made. Additional information can be found on the Social Services Advisory board website:

[https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/social\\_services\\_advisory\\_board.html](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/social_services_advisory_board.html)

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**Held In Person  
North Central Live Well Center  
5055 Ruffin Road, 2nd Floor Conference Room, San Diego CA 92123  
Phone (619) 338-2932 \* \* Fax (619) 338-2972**

**Public Video Viewing/Comment Option:**  
<https://sdcountry-ca-gov.zoom.us/j/89696196900>

**SSAB Meeting Minutes  
January 8, 2025**

**Members Present**

Vino Pajanor  
Jan Spencley  
Robin Maxson  
Daniela Murphy  
Lori Brown  
Andrea Gonzalez  
Rachel Morineau  
Greg Anglea  
Phil Thalheimer

**Members Absent**

**Staff Present**

Alberto Banuelos, HHSA  
Assmaa Elayyat, HHSA  
Adriana Ramirez, HHSA  
Allison Boyer, HHSA  
Jeannie Hufford, HHSA  
Janelle Jones-Phillips, HHSA  
Yenissa Salgado, HHSA  
Alberto Garcia, HHSA  
Claudia Gurrola, HHSA  
Yessenia Ojeda, HHSA  
Ismael Lopez, HHSA  
Michael Schmidt, HHSA  
Patty Baker, HHSA  
Nina Olivas, HHSA

**Guests**

Lindsey Wade, Hospital Assoc. of SD & Imperial Counties  
Stephanie Phann, Hospital Assoc. of SD & Imperial Counties  
Jack Dailey, Legal Aid Society of San Diego  
Adrian Carstens, 2-1-1 San Diego  
Jessica Peter, 2-1-1 San Diego  
Anae Evangelista, San Diego Hunger Coalition  
Virginia Casey, San Diego Hunger Coalition  
Dan Castillo, SEIU  
Kimberly Smith, HHSA Staff

1. Meeting called to order at 9:33 by Chair, Vino Pajanor.
2. The December 11, 2024 Meeting Minutes were approved, with 8 Board Members voting yes and 1 abstention.
3. Public Comments:
  - No public comment
4. **Action Item:** Nomination and Selection of the 2025 SSAB Chair and Vice-Chair. Vino Pajanor was re-elected as 2025 Chair (9 yes, 0 no, 0 abstain). Jan Spencley was re-elected as 2025 Vice Chair (9 yes, 0 no, 0 abstain).

5. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members. Vice Chair Jan Spencley suggested discussing the Governor's budget at the next meeting. Robin Maxson raised concerns about new County park parking fees and suggested a pass to encourage healthy activity. Phil Thalheimer and Greg Anglea emphasized promoting healthier eating for CalFresh recipients and exploring best practices for future discussions.
6. **Presentation Item:** Introduction and Updates, Health & Human Services Agency: Dr. Kimberly Giardina, Deputy Chief Administrative Officer, Health & Human Services Agency (HHSA). Dr. Giardina shared an introduction on her background as a San Diego native and her 24 years at the County, including her previous position as the Director of the Child and Family Wellbeing department. She shared her main priorities for the Health & Human Services Agency, which includes: a strong focus on equity and inclusion by addressing systemic disparities in child welfare, housing, and health services. Efforts to reduce poverty are underway through guaranteed income programs aimed at supporting at-risk families, with ongoing evaluations to improve their effectiveness. She also shared that mental health remains a priority, with initiatives to support workforce well-being and the promotion of the HOPE framework. In the areas of housing and homelessness, Dr. Giardina mentioned that strategies will be data-driven, emphasizing prevention and expanding affordable housing. Lastly, strengthening emergency preparedness and response efforts is a key focus to enhance crisis coordination and readiness.
7. **Information Item:** Review of Forecast of Federal Legislation and Proposed Rule Changes: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat shared that the California State Legislature has begun a new two-year legislative cycle in 2025, with a deadline of February 24 to introduce new bills, and temporary federal appropriations for programs such as SNAP and TANF are in place through March. She shared an update regarding the incoming federal administration, with the potential regulatory changes, executive orders, and the use of legislative tools like the Congressional Review Act may impact existing policies. Ms. Elayyat shared that the potential impacts include reduced humanitarian protections, cuts to SNAP and Medicaid, withheld disaster aid, civil service vacancies, hiring freezes, \$2 trillion in federal spending cuts, as well as a policy eliminating 10 regulations for every new one may also be implemented.
8. **Information Item:** Update on Medi-Cal Renewals, PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat shared data from the new monthly Medi-Cal failure-to-provide report: in December, 44% of applications were denied, with 265 due to missing information. For ongoing cases, 18,000 were discontinued (3.4% of total), with 60% for the same reason. She stated that higher volumes were due to open enrollment and Covered California transitions and processing efforts increased to utilize temporary federal waivers, though their future is uncertain.
9. **Action Item:** Proposed Meeting Location for the February 12, 2025 SSAB Meeting: Chula Vista Live Well Center, 690 Oxford Street Chula Vista, CA 91911: All Social Services Advisory Board Members. Mr. Rick Wanne shared with the Members that the Chula Vista Live Well Center, one of the Self-Sufficiency Services' locations, had recently undergone a significant renovation and proposed to host the next meeting there along with a tour of the building. All Board Members present voted yes, to hold the February 12, 2025, SSAB Meeting at Chula Vista Live Well Center.

**ADJOURNMENT/SET NEXT MEETING:**

The meeting was adjourned at 11:28 a.m. Next regular meeting will be held on February 12, 2025.

# **ITEM #4: SSAB MEMBER SHARING, COMMENTS, AND TOPICS OF INTEREST**

*All Social Services Advisory Board Members*



# ITEM #5: DEPARTMENTAL OVERVIEW, OFFICE OF IMMIGRANT AND REFUGEE AFFAIRS (OIRA)

*Justine Kozo, Chief, Office of Immigrant and Refugee Affairs*  
*Ghina Perez-Hall, Chief, Office of Immigrant and Refugee Affairs*  
*Health and Human Services Agency (HHSA)*



# Office of Immigrant and Refugee Affairs (OIRA)

## Self-Sufficiency Services

### Health and Human Services Agency, County of San Diego

Ghina Perez-Hall, MBA, Chief  
Office of Immigrant and Refugee Affairs, Self Sufficiency Services

Justine Kozo, MPH, Chief  
Office of Immigrant and Refugee Affairs, Self Sufficiency Services



# Office of Immigrant & Refugee Affairs (OIRA)



## Background

- Formerly the Office of the Refugee Coordinator until 2021.
- Became part of the Dept. of Homeless Solutions & Equitable Communities (2021).
- Joined Self-Sufficiency Services (SSS) in Dec. 2024, streamlining services for the immigrant and refugee community County-wide across all Family Resource Centers.

## Mission

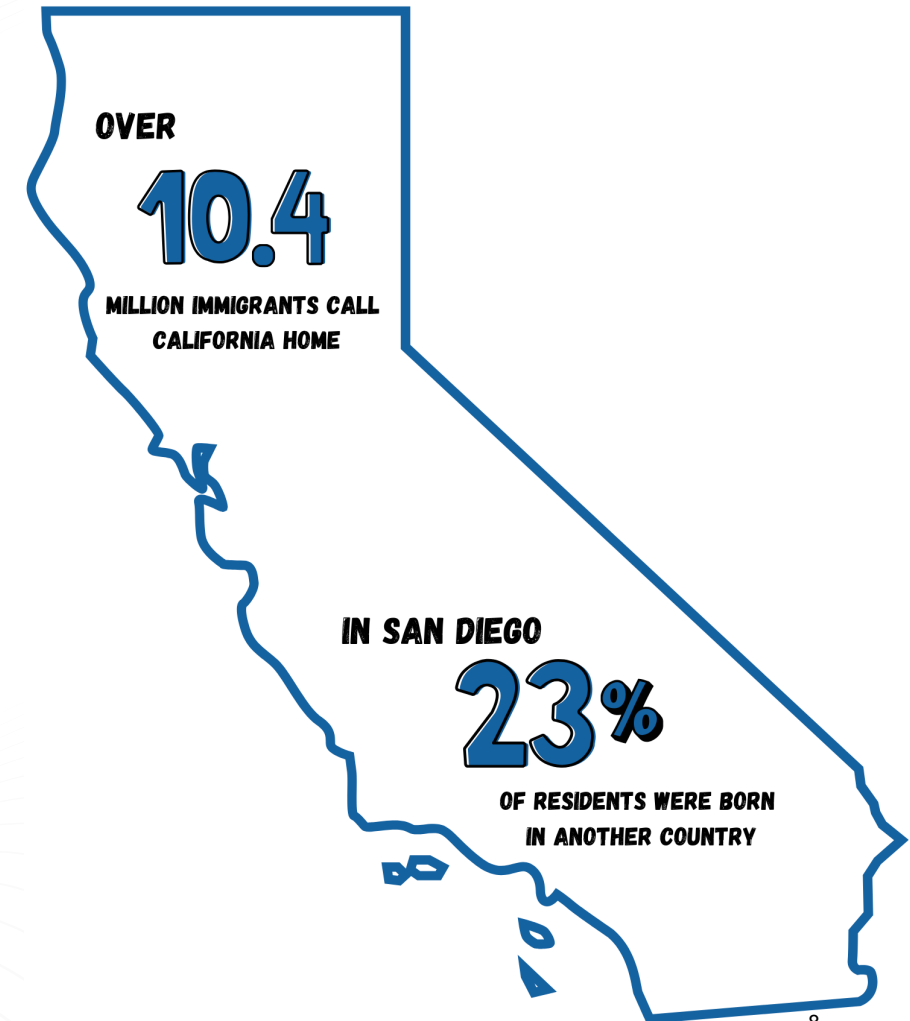
- Connects immigrants & refugees to resources, benefits, & services to support individuals and families.
- Administers state-funded refugee programs:
  - Housing support
  - Vocational English as a Second Language (VESL)
  - Employment services
- Oversees Immigrant and Refugee Welcome Centers in National City and Escondido.
- One-on-one support from staff & community partners.

## Immigrants

- An immigrant is someone who moves to a new country, with the intention of living their long-term or permanently, usually for better economic, educational, or living opportunities.

## Refugees

- Refugees are individuals displaced by conflict/persecution, are unable to return home safely and often seek asylum in other countries, protected under U.S. & international law.





# Refugee Support Services (RSS) Programs



## Refugee Support Services



### Refugee Employment Services Programs

- Employment case management, childcare, and transportation.



### Work Readiness Exchange Program

- Conflict management strategies, communication & job-related training.



### Afghan Support Services

- Emotional wellness, landlord education, community health workers, and Immigrant and Refugee Welcome Centers.



### Ukrainian Support Services

- Supports Ukrainian refugees and those displaced in securing long-term housing and achieving self-sufficiency.

# Immigrant and Refugee Welcome Centers (IRWC)



OIRA-FRC integration: goal is to establish a **countywide framework to ensure all FRCs have a standardized, informed approach to effectively serving immigrants and refugees** and connecting them to essential services in the County and community.

## IRWC at the South Region Live Well Center at National City

- Opened March 2023
- Co-located with FRC
- Top requested services: food, housing, and legal aid

Individuals Assisted

4,657

## IRWC at the North Inland Live Well Center at Escondido

- Opened May 2024
- Co-located with FRC
- Top requested services: food, childcare, and housing

Individuals Assisted

1,614



# Community Health Workers (CHWs)



- Serve as culturally sensitive liaisons between immigrant and refugee communities and County services.
- Ensure services are accessible and responsive to community needs.
- Foster trust and provide culturally tailored support.
- Engage in outreach, events, and disaster response to offer vital support.

Events

500

Individuals  
Reached

26,000





# Current Landscape



# Migrant Support Funding Updates



## FEMA Shelter and Services Program (SSP)

- **Funding Accepted:** \$19M (May 2024) for Migrant Transition Day Center (MTDC).
- **Procurement Delays:** No contract awarded; process paused due to federal administration activity, highlighting funding vulnerability.
- **Funding Concerns:** Media and partners (other SSP recipients - local NGOs and counties in CA, TX, and AZ) highlight delays in reimbursement and concerns over funding uncertainty.
- **FEMA Communication:** No updates from FEMA; program representative remains unresponsive.

## CA Department of Social Services (CDSS) SB 109

- **Funding Received:** \$2M (November 2024) to support asylum seeking migrants with onward travel and other services.
  - \$1M to Catholic Charities
  - \$1M to Catalyst
- Working with both agencies and CDSS to navigate funds utilization due to current landscape.

# Local, State, and Federal Level Coordination Activities



## Local Coordination

- Partner with four San Diego Refugee Resettlement Agencies and Non-Government Organizations to support refugees, immigrants, and asylum-seekers.
- Facilitate access and enrollment into public benefits programs housed within SSS and partners.

## State Partnerships

- Collaborate with the California Department of Social Services Refugee Programs Bureau and the Governor's Office of Business and Economic Development for guidance, grants, and program coordination.

## Federal Activities

- Coordinate with the Department of Homeland Security, Federal Emergency Management Agency, Health and Human Services, and other agencies to address immigrant and refugee needs.



# Thank You!



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LIVE WELL  
SAN DIEGO

# ITEM #6: REVIEW OF FORECAST OF FEDERAL LEGISLATION AND PROPOSED RULE CHANGES

*Assmaa Elayyat, Deputy Director, Self-Sufficiency Services  
Health and Human Services Agency (HHSA)*







**TO: CWDA Board of Directors**

**FROM: Rachel Mackey, Senior Associate, CWDA Washington, D.C. Office**  
**Tom Joseph, Director**

**DATE: March 6, 2025**

**RE: Federal Update**

House Republicans have narrowly approved their budget plan that calls for \$4.5 trillion in tax cuts and potentially \$2 trillion in spending cuts that will heavily target safety net programs such as Medicaid (Medi-Cal), TANF (CalWORKs) and SNAP (CalFresh). However, internal opposition delayed the floor vote and left House leadership scrambling to garner support, ultimately passing the resolution by a vote of 217 to 215. While this procedural hurdle has been cleared, significant obstacles remain, as many members of the party want deeper spending cuts, while other GOP lawmakers in swing-districts are worried about impacts on social programs. As passed, the resolution contains the following instructions:

- **Ways and Means Committee: Add up to \$4.5 trillion in spending** over 10 years, which is roughly how much it would cost to extend the 2017 Tax Cuts and Jobs Act. However, GOP lawmakers and the President have expressed interest in additional tax proposals that would likely cost even more. As a result, we may see the Ways and Means Committee look to programs such as Temporary Assistance for Needy Families (TANF/CalWORKs), the Social Services Block Grant (SSBG) and Supplemental Security Income (SSI) for additional cuts to ensure they stay on target.
- **Energy and Commerce Committee: Cut at least \$880 billion** in spending over 10 years. It is almost certain that this target would result in deep cuts to Medicaid (Medi-Cal) through various policy levers.
- **Agriculture Committee: Cut at least \$230 billion** in spending over 10 years. Because the focus of this resolution is on reductions in mandatory spending, the bulk of these cuts will most likely come from changes to the Supplemental Nutrition Assistance Program (SNAP/CalFresh). Notably, it is impossible to achieve cuts to SNAP of this magnitude without reducing benefits or imposing new costs on state budgets.

**FEDERAL UPDATE**

- **Education and Workforce Committee:** Cut at least \$330 billion in spending over 10 years. Because the focus of this resolution is reductions in mandatory spending, the committee will likely look to the National School Lunch/Breakfast and Summer Meals programs, Pell grants, and/or pension funds for the required cuts.
- **Armed Services/Judiciary/Homeland Security: Combined,** add \$300 billion in spending over 10 years. This portion of the blueprint would account for defense and border spending priorities.

While House adoption of the resolution marks a significant achievement for Speaker Mike Johnson (R-LA), Republicans are still facing several major obstacles before a final “budget reconciliation” package can become law. First, both the House and Senate must adopt identical budget resolutions to unlock the next steps in the reconciliation process. Some Republican senators, however, have already indicated that the House blueprint is a non-starter, with several expressing opposition to the proposed deep cuts to Medicaid.

While Senate Republicans have been working on a two-bill reconciliation strategy (with the chamber recently approving a budget blueprint that calls for increased spending on border security and defense), Senate GOP leaders have signaled a willingness to adopt a one-bill approach, as favored by the House and President Trump. Accordingly, Senate Republicans are expected to first move to modify provisions of the House budget resolution that provides a framework for cutting programs in the reconciliation bill, potentially setting up a protracted debate over how to advance the president’s domestic priorities.

With government funding taking center stage ahead of the March 14 deadline, and both chambers set to be on recess the week of March 17, it is unlikely that the Republicans in the House and Senate will make significant progress on an agreement until late March or early April. That said, Republicans on the House Energy and Commerce Committee and House Ways and Means Committee are beginning to meet privately to discuss how to draft their respective portions of the legislative package.

### **Republican Lawmakers Pushing for Full-Year Continuing Resolution**

After failing to pass a fiscal year appropriations package this past fall, Congress

**FEDERAL UPDATE**

now faces a funding deadline on March 14, when the current Continuing Resolution (CR) expires. With little time to pass a FY 25 spending bill to fund the federal government and minimal progress on an omnibus spending package, Congress is increasingly likely to pass another stop-gap funding bill. President Trump is personally lobbying House Republicans to support a full year stopgap funding measure to keep the military and non-defense agencies running on static budgets through September.

Democrats, meanwhile, are urging a shorter-term stopgap to allow negotiations on a full appropriations package for FY 25 to go through. As a result, GOP leaders in the House are likely to need nearly unanimous support on their side of the aisle for a clean CR through September.

**Federal Judges Continue to Block Funding Freezes**

A federal judge on Feb. 21 [largely blocked](#) sweeping executive orders from President Donald Trump that seek to end government support for programs promoting diversity, equity and inclusion. The preliminary injunction blocks the administration from terminating or changing federal contracts they consider equity-related, finding that the orders likely carry constitutional violations, including against free-speech rights.

Meanwhile, on Feb. 25, a federal judge [granted a preliminary injunction](#) barring the Trump administration from reinstating the blanket funding freeze initiated—and then rescinded—by the Office of Management and Budget in the early days of the Presidency. On March 3, a [judge in a parallel case](#) extended his own preliminary injunction indefinitely blocking the blanket funding freeze. That order directs the administration to demonstrate compliance by March 14.

**Rollins and RFK Jr. Confirmed to Lead USDA and HHS**

The Senate has confirmed Robert F. Kennedy Jr. to lead the Department of Health and Human Services, voting largely along party lines. Kennedy's nomination succeeded despite bipartisan concerns about his record opposing vaccines and other questions about past stances. The vote was 52-48, with just one Republican — former GOP leader Mitch McConnell (R-Ky.) joining all of the chamber's Democrats in opposition. Shortly after Kennedy's confirmation, President Trump signed an Executive Order establishing a [Make America Healthy Again Commission](#).

**FEDERAL UPDATE**

The Senate also voted, 72-28, to confirm Brooke Rollins' nomination to serve as U.S. Secretary of Agriculture. All Republicans and some Democrats agreed to pass Rollins. After being sworn in as Agriculture secretary, Rollins quickly moved to support President Donald Trump's visions of overhauling the federal workforce and rolling back diversity initiatives. Rollins also [sent a letter to state governors](#) and [state leaders](#) outlining her vision for nutrition programs under the agency, encouraging them to serve as laboratories for democracy. She suggested she would support pilot programs and waivers to reform the Supplemental Nutrition Assistance Program (SNAP/CalFresh), emphasizing her goal to align "access to SNAP benefits with clear expectations that those who can work, do" and "improve federal dietary policy to align with science, not politics."

**USDA Letter Reinforcing Nutrition Program Eligibility Rule for Immigrants**

On Feb. 25, Secretary of Agriculture Brooke Rollins [sent a letter](#) instructing the Food and Nutrition Service (FNS) at the U.S. Department of Agriculture to immediately clarify and enforce all rules restricting its beneficiaries to U.S. citizens and legal residents only. According to the letter, FNS will implement necessary changes so its programs are consistent with Federal law, revise public messaging so that information about program eligibility is accurate and does not encourage "illegal aliens" to use public benefit programs, and take measures to improve eligibility verification and deter fraud. The letter also threatens to block FNS funding from jurisdictions with sanctuary policies, however, there are numerous legal challenges to [the Executive Order](#) cited as the impetus for this policy.

**HHS Reverses Longstanding Policy on Public Comments**

Department of Health and Human Services (HHS) Secretary Robert F. Kennedy Jr. [has announced](#) that the department is no longer required to undergo a public comment period it typically observes following the publication of proposed rulemaking in "matters relating to agency management or personnel or to public property, loans, grants, benefits or contracts." While HHS agencies and offices may follow the notice and comment status quo at their discretion, they are not required to do so, except as otherwise required by law.

The department is also, in appropriate circumstances, encouraged its agencies to avoid public comment through a "good cause" exception in the Administrative Procedure Act (APA)—the law that authorizes federal agencies to promulgate rules

**FEDERAL UPDATE**

and outlines when notice and comment periods are required for certain legislative or substantive rulemaking.

Critics of the move point out that Supreme Court's 2019 ruling *Azar v. Allina Health Services* held that, in certain situations, HHS [must follow](#) notice-and-comment rulemaking procedures even where the APA does not mandate them explicitly.

# ITEM #7: UPDATE ON PHE LIFT FOR PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

*Assmaa Elayyat, Deputy Director, Self-Sufficiency Services  
Health and Human Services Agency (HHSA)*



# Electronic Benefit Transfer (EBT)

## New chip-tap card updates

- The California Department of Social Services (CDSS) along with California's EBT vendor Fidelity Information Services (FIS) has rolled out new EBT chip-tap cards and functionality statewide
- Counties have received new EBT printers and cards
- Vendors have updated Point of Sale (POS) devices
  - Pilot tests occurred in Los Angeles and Yolo Counties
- New cards were issued to EBT holders and must be activated within 180 days
- A technical issue impacting card printing and pinning was experienced statewide shortly after rollout but has since been fixed



# CalFresh Overview

## Program Updates

- Self-Sufficiency Services continues to see rampant EBT skimming and scamming theft occurring and is working closely with the California State Department of Social Services and the Bureau of Public Assistance Investigations
- Update on the following waivers granted by the Food and Nutrition Services (FNS):
  - Able Bodied Adults Without Dependents – CA waiver extended through **October 31, 2025**
  - Reinstatement waiver extended from July 1, 2022 through June 30, 2027





# Medi-Cal Overview

## PHE Unwinding Waivers Ending Effective **June 30, 2025**

- Zero income waiver
- 100 percent federal poverty level (FPL) waiver
- Stable income waiver
- Reasonable compatibility of 20 percent
- Renew Medicaid for individuals for whom information from the Asset Verification System (AVS) is not returned or is not returned within a reasonable timeframe
- Renew Medicaid eligibility without regard to the asset test for Non-MAGI beneficiaries who are subject to an asset test



# Medi-Cal Overview

## Public Health Emergency Renewal Unwinding

- The California State Department of Health Care Services (DHCS) and the Center for Medicare and Medicaid Services (CMS) are closely monitoring all renewal unwinding activities statewide
- Counties with outstanding renewals after March will be placed on a Corrective Action Plan (CAP)
- San Diego County has successfully completed all overdue renewals and received confirmation from DHCS that the County will not be on a CAP



# Medi-Cal Overview

## **PHE Unwinding Waivers Ending Effective June 30, 2025**

- Suspend the requirement to cooperate with the agency in establishing the identity of a child's parents and in obtaining medical support
- Permitting an applicant or Medi-Cal member to provide a reasonable explanation on why their self-attested information did not align with electronic verification sources in order to complete the Medi-Cal eligibility determination without requiring an income verification
- Extend timeframe for Medicaid beneficiaries to request a State Fair Hearing from 90 to 120 days
- Extended Timeframe to Take Final Administrative Action on Fair Hearing Requests from 90 to 120 days



# Medi-Cal Overview

## **PHE Unwinding Waivers Ending Effective June 30, 2025**

- Reinstate eligibility effective on the individual's prior termination date for individuals who were disenrolled based on a procedural reason and are subsequently redetermined eligible for Medicaid During a 90-day Reconsideration Period
- Renew Medi-Cal members through ex-parte even after a renewal packet is sent to a Medi-Cal member
- Renew eligibility if able to do so based on available information and establish a new eligibility period whenever contact is made with hard-to-reach populations



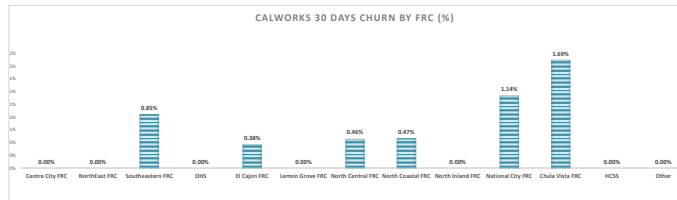
# MONTHLY UPDATES



<div> <div>Legend</div> <div>Approved/Chaptered</div> <div>Advocacy Support</div> <div>Support</div> <div>Support, if Amended or Watch</div> </div>	Self-Sufficiency Services Legislative Tracking Log				
	Revised: 03/01/2025				
Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch/Concerns	Status
AB 320 Public Social Services: Eligibility Income Exclusions	1/24/2025	Current law allows students who serve on school boards to receive school credit or specified payments for their service. This bill would require that those payments be exempt from property or income consideration in means tested programs, including but not limited to CalWORKs, CalFresh, General Relief, Medi-Cal, and Cash Assistance for Immigrants (CAPI).	All Programs	Support	02/10/2025: Active Bill - In Committee Process - Referred to Com. on Human Services.
AB 553 CalFresh: Food Access	2/14/2025	This bill mandate the California Department of Social Services (CDSS) to back all efforts to seek permanent federal reforms for expanding food access.	CalFresh	Support	02/24/2025: Active Bill - In Committee Process. Referred to Com. on Human Services.
AB 588: CalWORKs Unrelated Adult Male	2/12/2025	The bill provisions would help streamline and simplify the process for applicants/recipients, by having less verification they would need to provide. The bill would benefit applicants/recipients as they would not be subject to reporting the financial contribution of unrelated adults in the home as a condition of eligibility. This bill would introduce changes to existing county policies. Guidance would need to be provided to staff. Existing Statewide Automated Welfare Systems (SAWS) are not designed to evaluate the provisions of this bill. Therefore, automated system updates would be needed	CalWORKs	Support	02/24/2025: Active Bill - In Committee Process. Referred to Com. on Human Services.
AB 607: CalWORKs Home Visit Program	2/13/2025	This bill would extend the time in the Home Visiting Program to at least 24 months, not to exceed the duration of the applicable home visiting program model, and would extend the maximum age of the child at the time of enrollment to less than 36 months of age. This bill would benefit applicants/recipients as eligibility to Home Visiting services would be extended. his bill would introduce changes to existing county policies. Guidance would need to be provided to staff.	CalWORKs	Support	02/24/2025: Active Bill - In Committee Process. Referred to Com. on Human Services.
AB 1074: CalWORKs Family Reunification - Immunization	2/20/2025	This bill would extend the time frames for families enrolled in Family Reunification services and would allow cash benefits be paid for a longer period of time. In addition it adds language that the cash benefits would be allowed for the child(ren) who have been removed from the home even if other children remain in the home. Both would be extremely beneficial to families who are working towards reunifying their families. The bill would also remove the immunization penalty which would benefit CalWORKs recipients with children under the age of 6 who choose not to immunize their children as they would no longer incur a reduction in their grant amount.	CalWORKs	support	02/21/2025: Active Bill - Pending Referral. From printer. May be heard in committee March 23.
AB 42 CalWORKs and CalFresh: Eligibility Income and Resource Exclusions	2/3/2025	This bill would exempt any grant, award, scholarship, loan, or fellowship benefit that is provided to any assistance unit member for educational purposes and that is not administered by the United States Department of Education from consideration as income for purposes of determining CalWORKs and CalFresh eligibility or grant amounts, and would also exempt those funds as resources for purposes of determining CalWORKs eligibility or grant amounts. The bill would also require, to the extent permitted by federal law or regulation, the State Department of Social Services to exercise a federal option to exclude, for purposes of calculating a household’s income under CalFresh, any type of income that the department excludes when determining eligibility or benefits for CalWORKs.	CalWORKs and CalFresh	Support	02/27/2025: Active Bill - Committee Process. Re-referred to Com. On Human Services pursuant to Assembly Rule 96.
AB 1324: CalWORKs	2/21/2025	Customers would benefit from the below provisions of this bill as they all could potentially increase access to CalWORKs benefits: Exempting in-kind gift income or income paid to a noncustodial parent (treated as exempt income in the CalFresh program), not incurring a reduction in grant due to elimination the exclusion of strikers from the assistance unit, and eliminating the requirement that a parent work less than 100 hours in the preceding 4 weeks (of application).	CalWORKs	Support	02/24/2025: Active Bill - Pending Referral. Read first time.

### February 2025 CalWORKS Churn Report

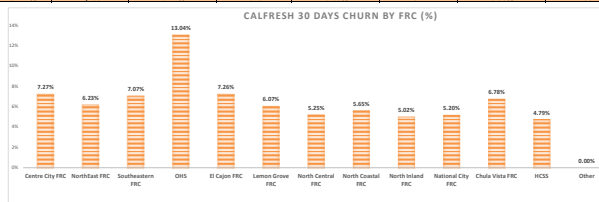
	Total CW App Received	Total CW App Received(%)	Initial App	Initial App(%)	Application Received benefits-previous 30 days	Application Received benefits-previous 30 days(%)	Application Received benefits-previous 60 days	Application Received benefits-previous 60 days(%)	Application Received benefits-previous 90 days	Application Received benefits-previous 90 days(%)	Application Received benefits-previous 120 days	Application Received benefits-previous 120 days(%)	Application Received benefits-previous over 120 days	Application Received benefits-previous over 120 days(%)
Centre City FRC	4	100.00%	4	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
NorthEast FRC	36	100.00%	36	73.86%	0	0.00%	2	2.27%	0	0.00%	1	1.14%	26	22.72%
Southeastern FRC	266	100.00%	266	88.41%	0	0.00%	4	0.40%	1	0.40%	0	0.00%	60	28.98%
OHS	1	100.00%	1	33.33%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	66.67%
El Cajon FRC	265	100.00%	265	78.42%	1	0.38%	2	0.75%	1	0.38%	1	0.38%	73	27.63%
Lemon Grove FRC	195	100.00%	192	75.90%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	33	16.46%
North Central FRC	218	100.00%	181	70.87%	1	0.47%	2	0.92%	2	0.92%	0	0.00%	33	15.14%
North Coastal FRC	213	100.00%	151	70.89%	1	0.47%	2	0.94%	0	0.00%	1	0.47%	68	32.37%
North Island FRC	195	100.00%	186	79.54%	0	0.00%	2	0.80%	0	0.00%	1	0.42%	46	23.62%
National City FRC	195	100.00%	195	73.86%	2	1.03%	3	1.54%	3	1.54%	2	1.03%	38	19.49%
Chula Vista FRC	236	100.00%	178	75.42%	4	1.69%	0	0.00%	2	0.85%	3	1.27%	49	20.76%
HCSS	0	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	3	10.00%
Other	0	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
<b>SD County</b>	<b>1,818</b>	<b>100.00%</b>	<b>1,363</b>	<b>74.42%</b>	<b>11</b>	<b>0.61%</b>	<b>16</b>	<b>0.88%</b>	<b>9</b>	<b>0.50%</b>	<b>11</b>	<b>0.61%</b>	<b>418</b>	<b>22.99%</b>



### February 2025 CalFresh Churn Report

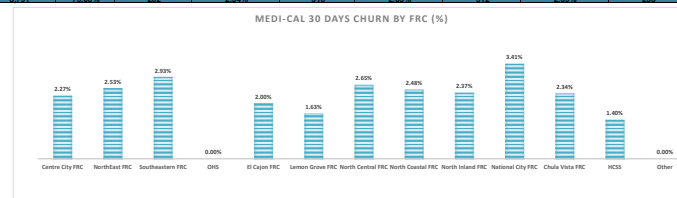
	Total CF App Received	Total CF App Received(%)	Initial App	Initial App(%)	Application Received benefits-previous 30 days	Application Received benefits-previous 30 days(%)	Application Received benefits-previous 60 days	Application Received benefits-previous 60 days(%)	Application Received benefits-previous 90 days	Application Received benefits-previous 90 days(%)	Application Received benefits-previous 120 days	Application Received benefits-previous 120 days(%)	Application Received benefits-previous over 120 days	Application Received benefits-previous over 120 days(%)
Centre City FRC	1,955	100.00%	759	38.86%	113	7.32%	77	4.96%	62	3.18%	34	2.19%	479	24.46%
NorthEast FRC	1,489	100.00%	859	61.81%	91	6.13%	60	4.03%	39	2.63%	40	2.74%	343	23.09%
Southeastern FRC	1,313	100.00%	643	48.97%	93	7.08%	59	4.47%	34	2.62%	30	2.29%	426	32.43%
OHS	32	100.00%	32	38.66%	12	18.64%	6	9.42%	3	3.26%	4	6.25%	33	58.87%
El Cajon FRC	1,816	100.00%	865	47.63%	152	7.28%	76	4.18%	57	3.14%	55	3.03%	616	33.93%
Lemon Grove FRC	1,769	100.00%	859	48.56%	117	6.62%	40	2.26%	31	1.75%	40	2.26%	37	2.09%
North Central FRC	2,358	100.00%	1,336	56.70%	192	8.15%	77	3.26%	68	2.93%	72	3.05%	667	28.32%
North Coastal FRC	1,926	100.00%	1,026	53.30%	159	8.26%	54	2.80%	58	3.01%	40	2.08%	694	36.07%
North Island FRC	2,271	100.00%	1,267	55.79%	114	5.02%	62	2.73%	77	3.39%	67	2.95%	604	26.60%
National City FRC	1,981	100.00%	918	46.34%	151	7.62%	32	1.61%	25	1.26%	28	1.41%	337	16.97%
Chula Vista FRC	2,460	100.00%	1,317	53.54%	183	7.48%	80	3.25%	74	3.01%	66	2.68%	766	31.14%
HCSS	165	100.00%	705	42.73%	17	4.73%	2	0.55%	4	1.10%	6	0.85%	91	26.62%
Other	5	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	5	100.00%
<b>SD County</b>	<b>19,060</b>	<b>100.00%</b>	<b>9,892</b>	<b>51.91%</b>	<b>1,168</b>	<b>6.13%</b>	<b>613</b>	<b>3.19%</b>	<b>541</b>	<b>2.84%</b>	<b>488</b>	<b>2.54%</b>	<b>5,448</b>	<b>28.57%</b>

Month	Total CF App Received	Cases Received Benefits-previous 30 days
Feb-25	1,781	1,499



### February 2025 Medi-Cal Churn Report

	Total MC App Received	Total MC App Received(%)	Initial App	Initial App(%)	Application Received benefits-previous 30 days	Application Received benefits-previous 30 days(%)	Application Received benefits-previous 60 days	Application Received benefits-previous 60 days(%)	Application Received benefits-previous 90 days	Application Received benefits-previous 90 days(%)	Application Received benefits-previous 120 days	Application Received benefits-previous 120 days(%)	Application Received benefits-previous over 120 days	Application Received benefits-previous over 120 days(%)
Centre City FRC	755	100.00%	533	70.46%	16	2.12%	8	1.06%	6	0.80%	16	2.12%	128	16.95%
NorthEast FRC	751	100.00%	538	71.64%	19	2.53%	35	4.66%	19	2.53%	14	1.86%	130	17.31%
Southeastern FRC	793	100.00%	592	74.65%	23	2.90%	20	2.53%	30	3.78%	23	2.90%	167	21.06%
OHS	32	100.00%	32	87.86%	0	0.00%	0	0.00%	1	3.13%	1	3.13%	2	6.25%
El Cajon FRC	1,109	100.00%	793	71.49%	62	5.59%	31	2.79%	30	2.71%	12	1.08%	227	20.47%
Lemon Grove FRC	292	100.00%	272	93.15%	13	4.45%	22	7.53%	19	6.54%	12	4.11%	106	36.30%
North Central FRC	1,438	100.00%	1,119	77.89%	36	2.49%	31	2.16%	32	2.23%	16	1.12%	206	14.33%
North Coastal FRC	1,493	100.00%	1,114	74.62%	37	2.48%	31	2.07%	46	3.08%	24	1.61%	220	14.73%
North Island FRC	1,648	100.00%	1,226	74.39%	39	2.37%	41	2.49%	46	2.79%	41	2.49%	277	16.81%
National City FRC	763	100.00%	503	65.92%	26	3.41%	22	2.88%	30	3.93%	12	1.57%	109	14.29%
Chula Vista FRC	1,549	100.00%	1,198	77.34%	36	2.32%	36	2.32%	36	2.32%	30	1.94%	302	19.51%
HCSS	85	100.00%	759	89.31%	13	1.52%	1	0.12%	21	2.45%	15	1.75%	128	15.07%
Other	98	100.00%	51	51.02%	0	0.00%	0	0.00%	0	0.00%	2	3.77%	2	3.77%
<b>SD County</b>	<b>12,036</b>	<b>100.00%</b>	<b>8,791</b>	<b>73.04%</b>	<b>262</b>	<b>2.18%</b>	<b>316</b>	<b>2.63%</b>	<b>352</b>	<b>2.92%</b>	<b>203</b>	<b>1.68%</b>	<b>2,006</b>	<b>16.66%</b>





# ELIGIBILITY SERVICES BY THE NUMBERS...

March 2025 (Data Month: February 2025)

## PARTICIPANTS

- **CalFresh:** 405,515 recipients, up 2.92% from last year.
  - 130,984 child recipients (0-18), up 0.60% from last year.
  - 98,955 senior recipients (60+), up 5.08% from last year.
- **CalWORKs:** 52,805 recipients, up 4.02% from last year.
  - 38,534 child recipients (0-18), up 5.86% from last year.
  - Welfare-to-Work: 13,282 participants, down 9.95% from last year.
- **CMS:** 8 CMS recipients, down 20.00% from last year.
- **General Relief:** 5,665 recipients, up 15.00% from last year.
- **Medi-Cal:** 885,704 recipients, down 9.56% from last year.
  - 298,339 child recipients (0-18), down 8.33% from last year.
  - 19,953 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (February 2024–February 2025)
			Previous Month	Previous Year	
CalFresh	242,417	405,515	-0.04%	2.92%	551,461
CalWORKs	18,482	52,805	0.04%	4.02%	73,873
CMS	8	8	0.00%	-20.00%	42
General Relief	5,647	5,665	-5.39%	15.00%	16,535
Medi-Cal	514,619	885,704	0.30%	-9.56%	1,131,991
<b>Total</b>	<b>781,173</b>	<b>1,349,697</b>	<b>0.16%</b>	<b>-5.55%</b>	<b>1,243,259**</b>

\*Recipients include 353,520 under ACA Medicaid Coverage Expansion.

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



## PROCESSING

Applications Registered		
Program	February 2025	FYTD
CalFresh	18,105	168,230
CalWORKs	2,084	21,234
CMS	33	237
General Relief	3,633	30,994
Medi-Cal	14,740	124,456
<b>Total</b>	<b>38,595</b>	<b>345,151</b>

Renewals Generated		
Program	February 2025	FYTD
CalFresh	12,831	103,420
CalWORKs	1,488	12,433
CMS	3	22
General Relief	168	1,158
Medi-Cal	47,657	336,385
<b>Total</b>	<b>62,147</b>	<b>453,418</b>

Periodic Reports Generated		
Program	February 2025	FYTD
CalFresh	17,132	119,974
CalWORKs	1,625	11,882
General Relief	0	0
Medi-Cal	77	515
<b>Total</b>	<b>18,834</b>	<b>132,371</b>

Documents Imaged	
February 2025	FYTD
382,058	3,285,701

Tasks Created	
February 2025	FYTD
316,588	3,741,631

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	February 2024	February 2025	Change	FYTD
Total Calls	237,344	211,227	-26,117	1,733,959
Abandoned	10,122	2,353	-7,769	32,206
Average Wait Time	2:15	0:29	-1:46	0:49

Community Based Organization (CBO)				
Month	February 2024	February 2025	Change	FYTD
Total Calls	6,383	6,173	-210	53,133
Abandoned	145	68	-77	698
Average Wait Time	2:29	0:56	-1:33	1:19

Emails Received	
February 2025	FYTD
2,342	20,896

## FAMILY RESOURCE CENTER VISITS

Month	February 2024	February 2025	Change	FYTD
Total Tickets Issued	49,260	43,818	-12%	398,168
Average Wait Time (min.)	(*)	(*)	N/A	

\* Due to COVID-19 Waivers, Avg time is not available for February 2025

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

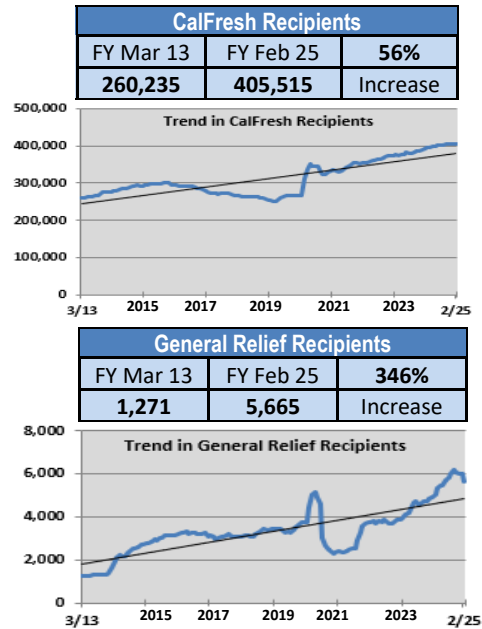
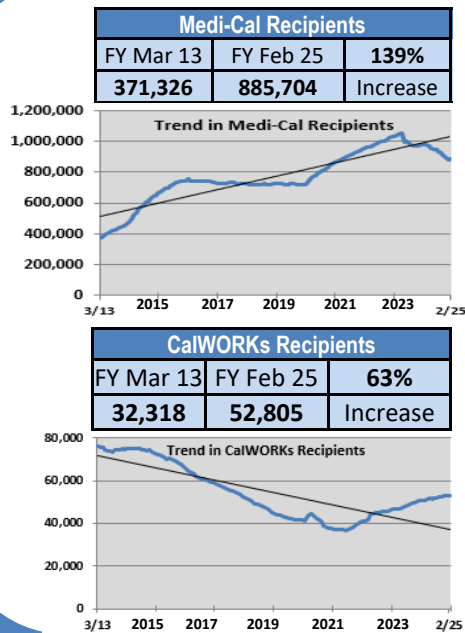
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 20 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 97%
- Annual Renewal Timeliness = 90%

### 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 = 99%
- Annual Renewal Timeliness = 89%

### Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 26 Days
- Annual Renewal Timeliness = 96%



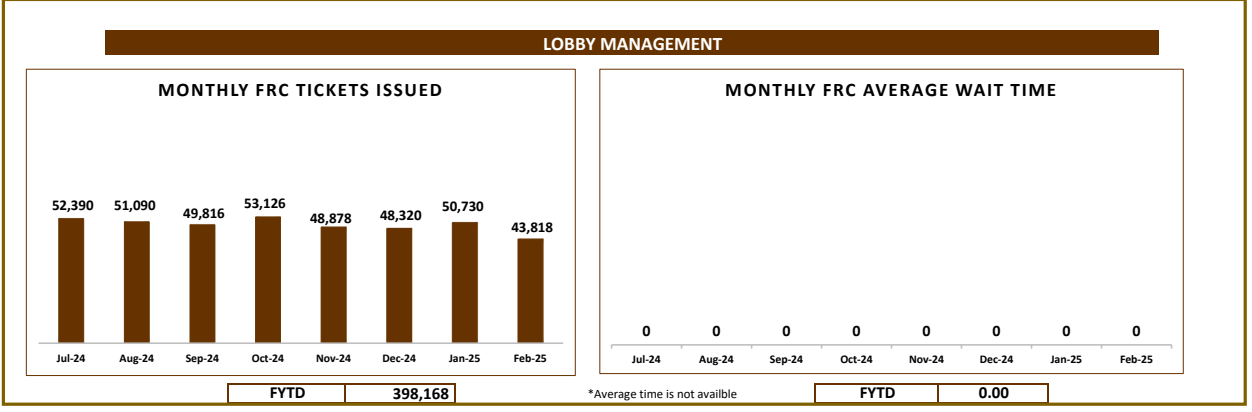
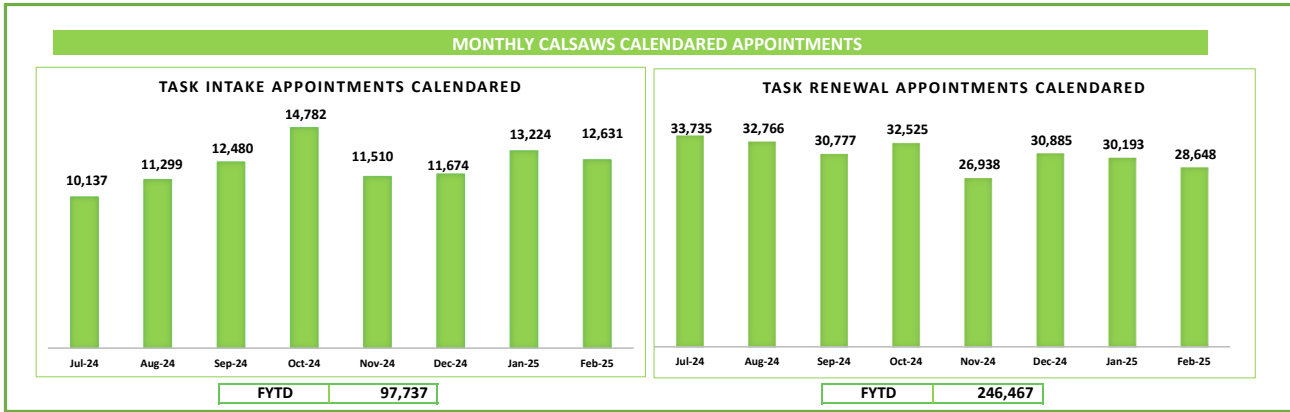
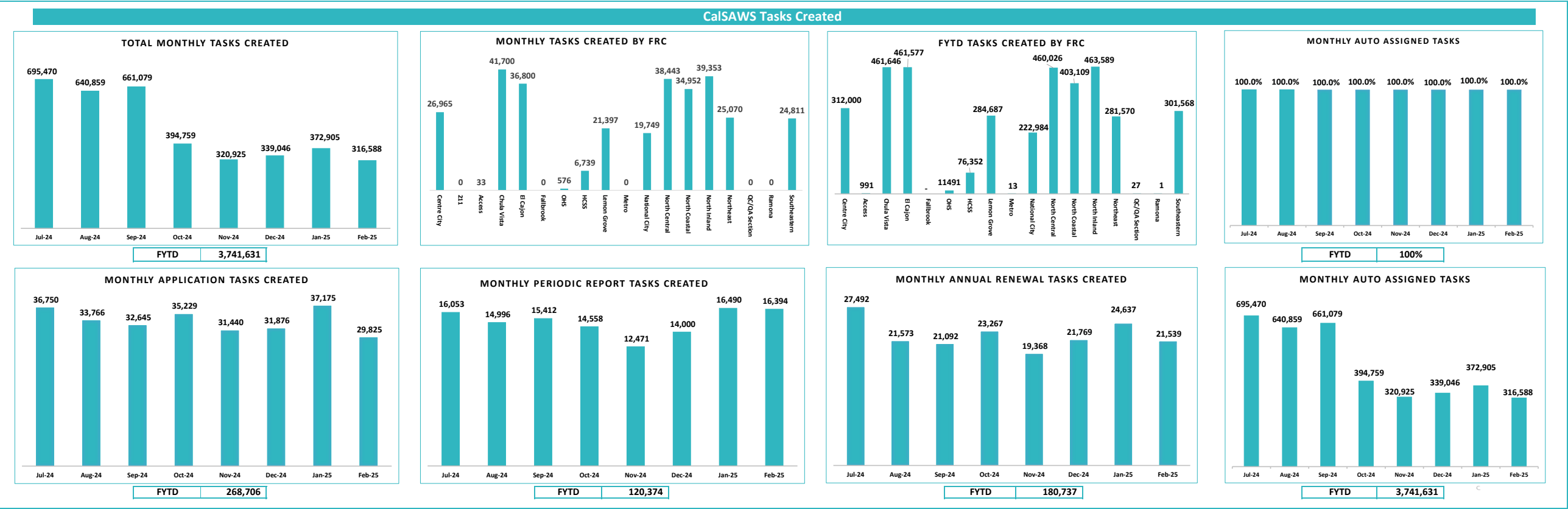
## Office of Military and Veterans Affairs (OMVA) Data Tracker

OMVA Service Delivery	February 2025	FYTD
Calls Received	2,483	29,802
Calls Received– Average Wait Times	0:40	2:35
In-Person Customer Visits	1,441	15,656
Driver's License Applications	3	62
License Plate Applications	290	2,242
College Fee Waiver Applications	92	4,301
VA Claim Appointments Made	468	4,537
VA Claim Appointments Wait Time (Business Days)	15	11
Community Events	2	30
Contacts Made at Community Events	26	1,021

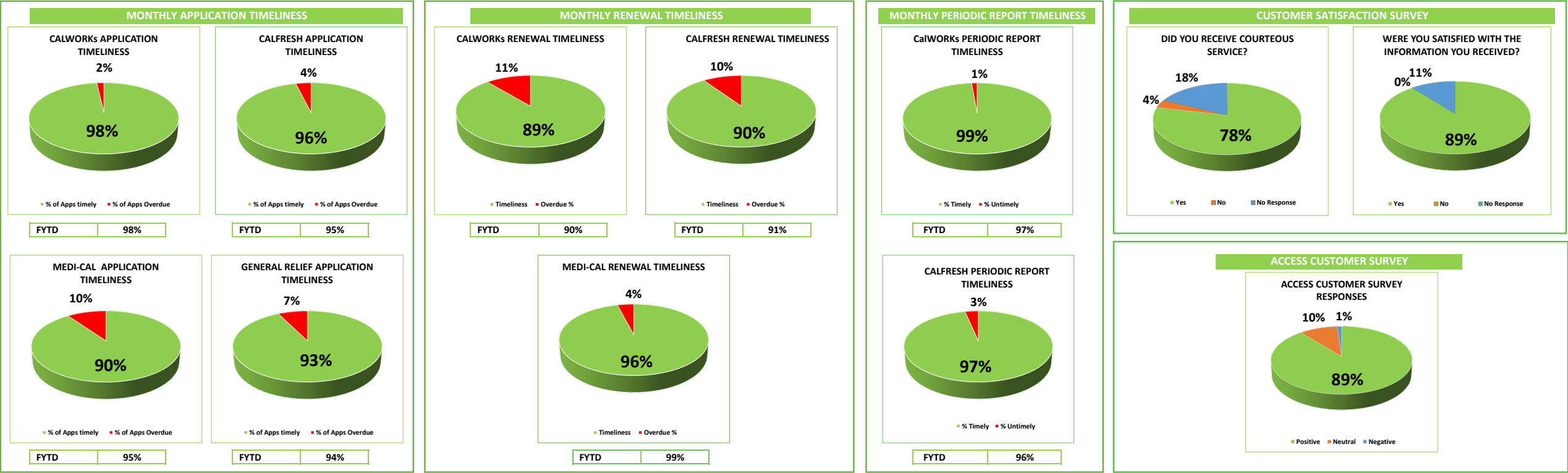
# Monthly Self-Sufficiency Services Performance Dashboard (FY 24/25)

San Diego County

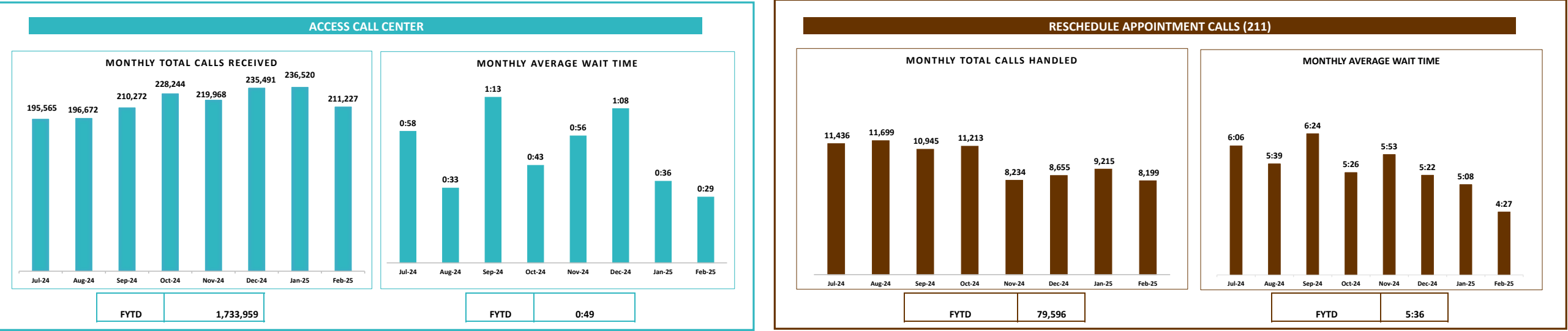
Data Month : February 2025



CASE PROCESSING PERFORMANCE (CALSAWS)

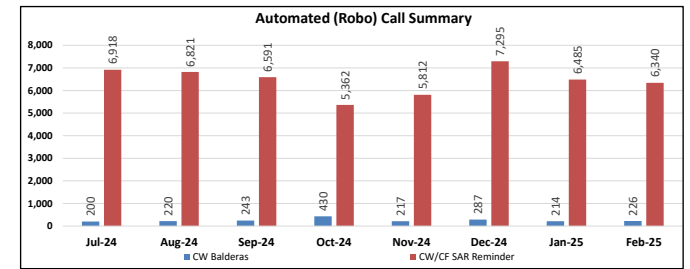


ACCESS CALL CENTER

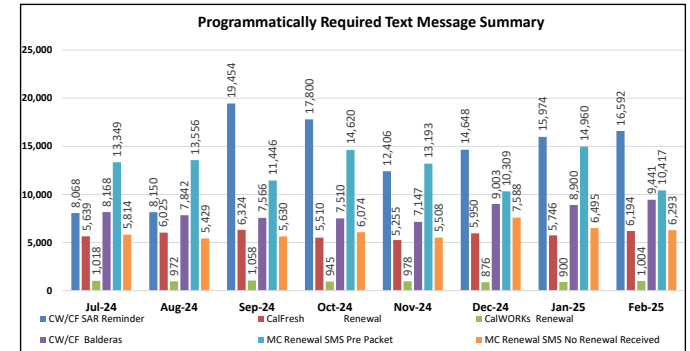


## Monthly Robo-Calls & Text Messaging Report FY 2024/2025

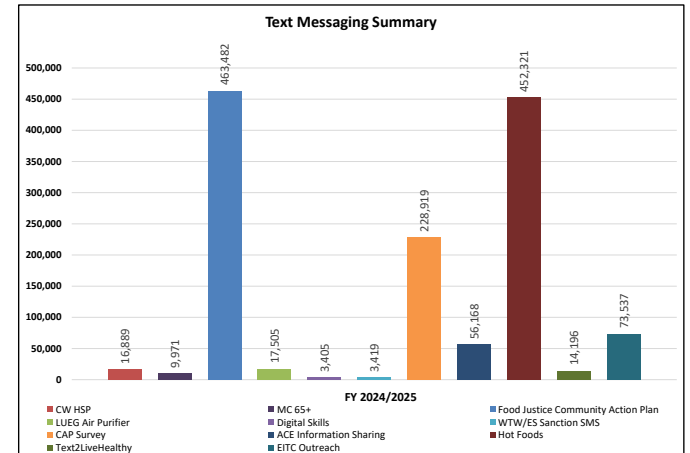
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
August 2024	6,821	220	7,041
September 2024	6,591	243	6,834
October 2024	5,362	430	5,792
November 2024	5,812	217	6,029
December 2024	7,295	287	7,582
January 2025	6,485	214	6,699
February 2025	6,340	226	6,566
March 2025			
April 2025			
May 2025			
June 2025			
<b>Grand Total</b>	<b>51,624</b>	<b>2,037</b>	<b>53,661</b>



Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
July 2024	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261
August 2024	8,150	7,842	6,025	972	13,556	5,429	478,956	520,930
September 2024	19,454	7,566	6,324	1,058	11,446	5,630	1,698	53,176
October 2024	17,800	7,510	5,510	945	14,620	6,074	2,151	54,610
November 2024	12,406	7,147	5,255	978	13,193	5,508	292,380	336,867
December 2024	14,648	9,003	5,950	876	10,309	7,588	1,876	50,250
January 2025	15,974	8,900	5,746	900	14,960	6,495	232,660	285,635
February 2025	16,592	9,441	6,194	1,004	10,417	6,293	311,886	361,827
March 2025								
April 2025								
May 2025								
June 2025								
<b>Grand Total</b>	<b>113,092</b>	<b>65,577</b>	<b>46,643</b>	<b>7,751</b>	<b>101,850</b>	<b>48,831</b>	<b>1,339,812</b>	<b>1,723,556</b>



Text Messaging Summary	Special Campaign											
Month	CW HSP	MC 65+	Food Justice Community Action Plan	LUEG Air Purifier	Digital Skills	WTW/ES Sanction SMS	CAP Survey	ACE Information Sharing	Hot Foods	Text2Live Healthy	EITC Outreach	Grand Total
July 2024	16,889	1,316										1,316
August 2024		1,254	463,482	10,815	3,405							478,956
September 2024		1,230		468								1,698
October 2024		1,289				862						2,151
November 2024		1,218		5,442		633	228,919	56,168				292,380
December 2024		1,200				676						1,876
January 2025		1,239				661			230,760			232,660
February 2025		1,225		780		587			221,561	14,196	73,537	311,886
March 2025												
April 2025												
May 2025												
June 2025												
<b>Grand Total</b>	<b>16,889</b>	<b>9,971</b>	<b>463,482</b>	<b>17,505</b>	<b>3,405</b>	<b>3,419</b>	<b>228,919</b>	<b>56,168</b>	<b>452,321</b>	<b>14,196</b>	<b>73,537</b>	<b>1,322,923</b>



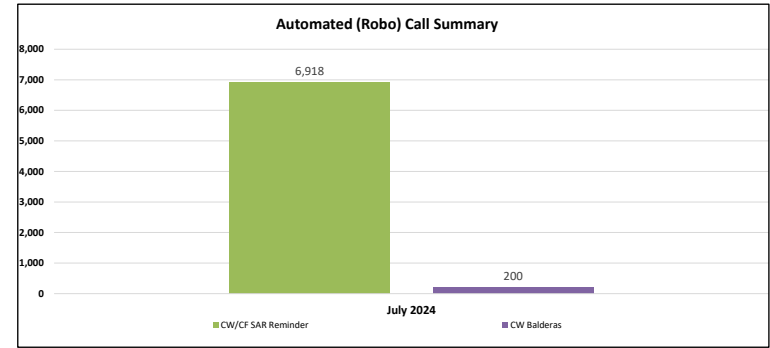
\*Note: Robo Calls have been temporarily suspended in all circumstances except for CalWORKs and CalFresh Balderas call notifications. In lieu of this, all former Robo Call recipients were reprogrammed to receive text message notifications to alert them of any upcoming case actions.

\*Note: PR Text Message Summary methodology updated to count CW/CF Household once. These household's are sent one text message. CW/CF households are included in CW Text Message Count.

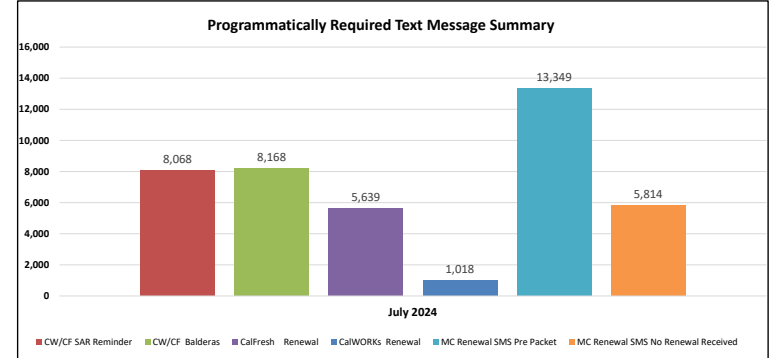
Effective 12/2020, Access is no longer doing the Monthly Consent Text Messaging RRR Campaign, nor mailing CF Packets.

## July 2024

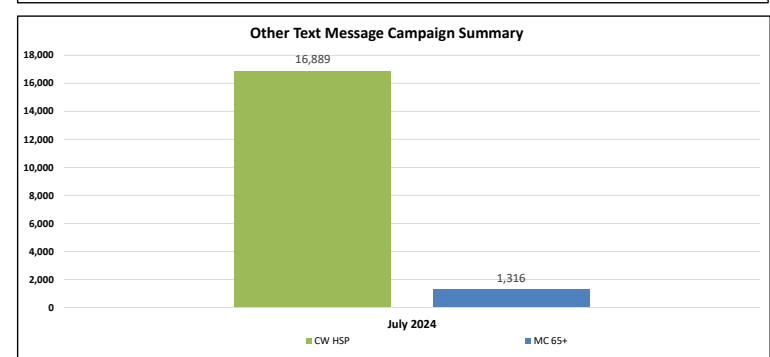
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
Grand Total	6,918	200	7,118



Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
July 2024	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261
Grand Total	8,068	8,168	5,639	1,018	13,349	5,814	18,205	60,261



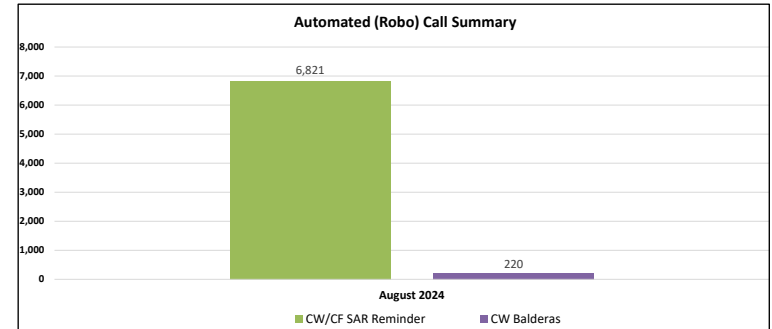
Text Messaging Summary	Special Campaign		
Month	CW HSP	MC 65+	Grand Total
July 2024	16,889	1,316	18,205
Grand Total	16,889	1,316	18,205



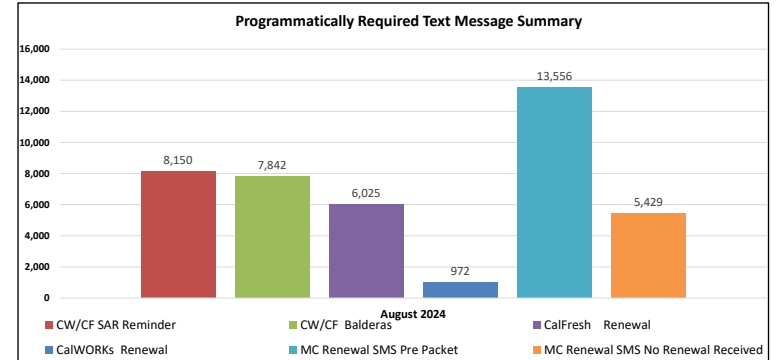
Report Data Month: 07/2024  
 Report Run Date: 03/04/2025

## August 2024

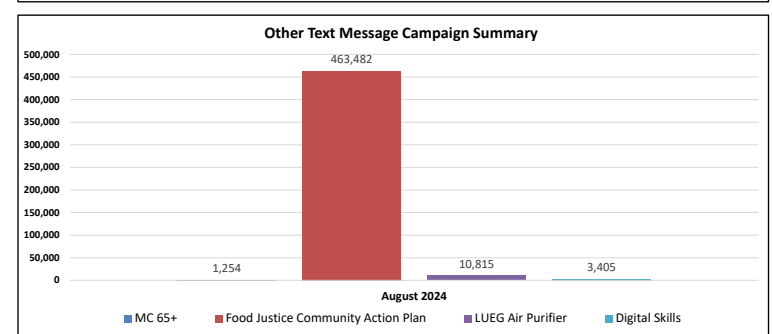
Automated (Robo) Call Summary			
Month	Program	CW Balderas	Grand Total
August 2024	CW/CF SAR Reminder	220	7,041
<b>Grand Total</b>	6,821	220	7,041



Text Messaging Summary								
Month	Program	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
August 2024	8,150	7,842	6,025	972	13,556	5,429	478,956	520,930
<b>Grand Total</b>	8,150	7,842	6,025	972	13,556	5,429	478,956	520,930



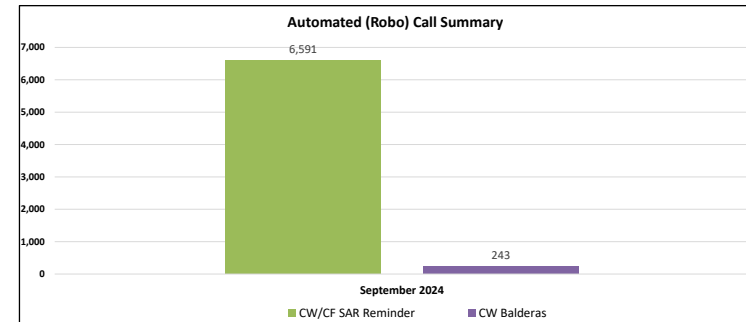
Text Messaging Summary					
Month	Special Campaign	Food Justice Community Action Plan	LUEG Air Purifier	Digital Skills	Grand Total
August 2024	MC 65+	463,482	10,815	3,405	478,956
<b>Grand Total</b>	1,254	463,482	10,815	3,405	478,956



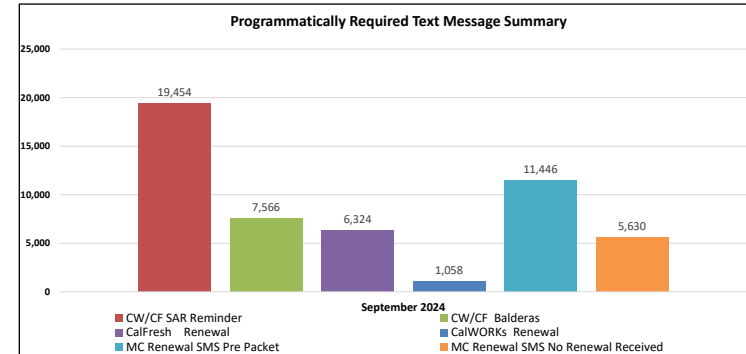
Report Data Month: 08/2024  
 Report Run Date: 03/04/2025

September 2024

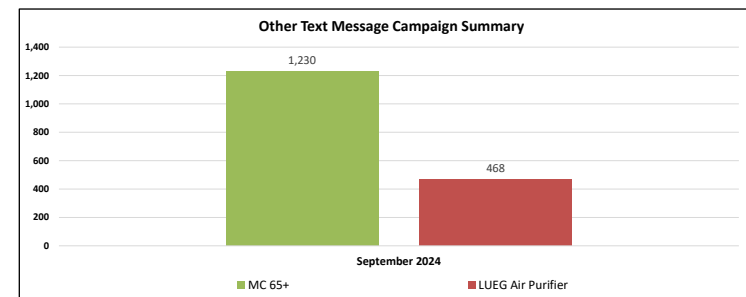
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
September 2024	6,591	243	6,834
<b>Grand Total</b>	6,591	243	6,834



Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
September 2024	19,454	7,566	6,324	1,058	11,446	5,630	1,698	53,176
<b>Grand Total</b>	19,454	7,566	6,324	1,058	11,446	5,630	1,698	53,176



Text Messaging Summary	Special Campaign		
Month	MC 65+	LUEG Air Purifier	Grand Total
September 2024	1,230	468	1,698
<b>Grand Total</b>	1,230	468	1,698

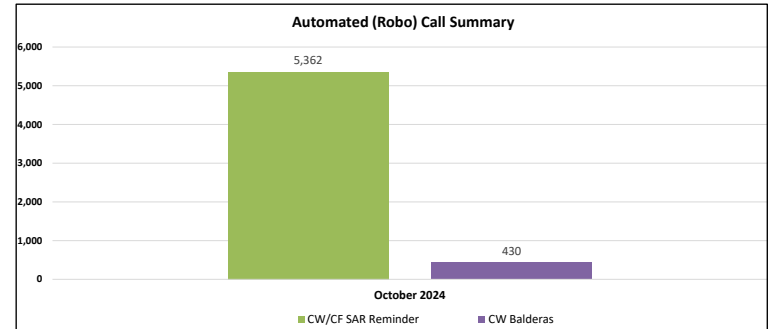


Report Data Month: 09/2024  
 Report Run Date: 03/04/2025

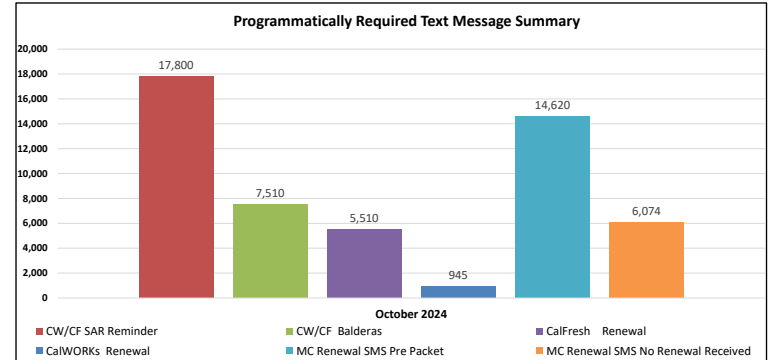


## October 2024

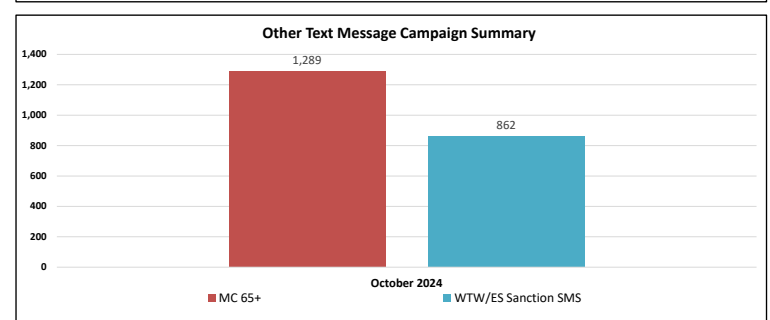
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
October 2024	5,362	430	5,792
<b>Grand Total</b>	<b>5,362</b>	<b>430</b>	<b>5,792</b>



Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
October 2024	17,800	7,510	5,510	945	14,620	6,074	2,151	54,610
<b>Grand Total</b>	<b>17,800</b>	<b>7,510</b>	<b>5,510</b>	<b>945</b>	<b>14,620</b>	<b>6,074</b>	<b>2,151</b>	<b>54,610</b>



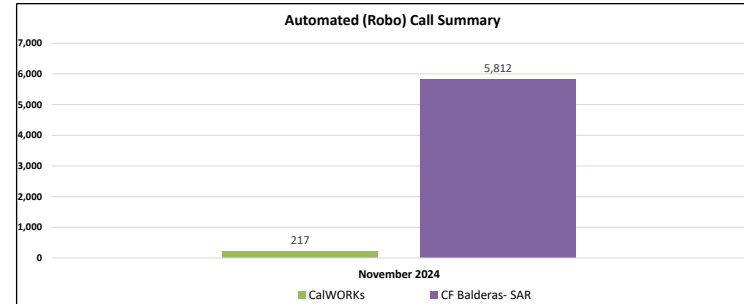
Text Messaging Summary	Special Campaign		
Month	MC 65+	WTW/ES Sanction SMS	Grand Total
October 2024	1,289	862	2,151
<b>Grand Total</b>	<b>1,289</b>	<b>862</b>	<b>2,151</b>



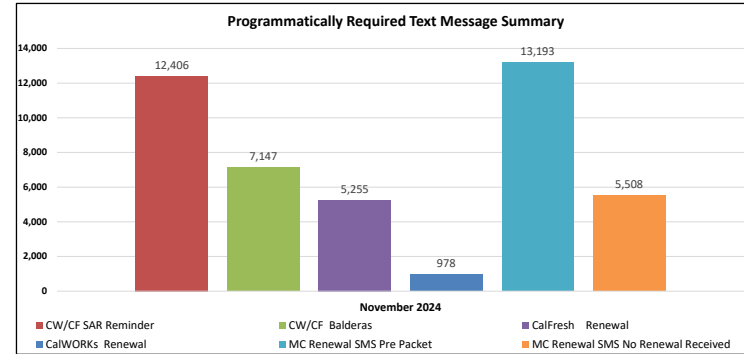
Report Data Month: 10/2024  
 Report Run Date: 03/04/2025

## November 2024

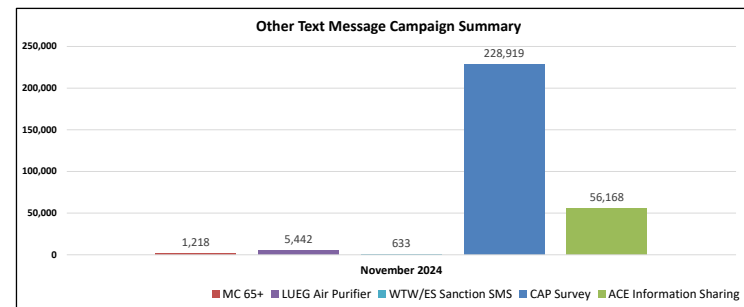
Automated (Robo) Call Summary	Program		
Month	CalWORKs	CF Balderas- SAR	Grand Total
November 2024	217	5,812	6,029
Grand Total	217	5,812	6,029



Text Messaging Summary	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
November 2024	12,406	7,147	5,255	978	13,193	5,508	292,380	336,867
Grand Total	12,406	7,147	5,255	978	13,193	5,508	292,380	336,867



Text Messaging Summary	Special Campaign					
Month	MC 65+	LUEG Air Purifier	WTW/ES Sanction SMS	CAP Survey	ACE Information Sharing	Grand Total
November 2024	1,218	5,442	633	228,919	56,168	292,380
Grand Total	1,218	5,442	633	228,919	56,168	292,380

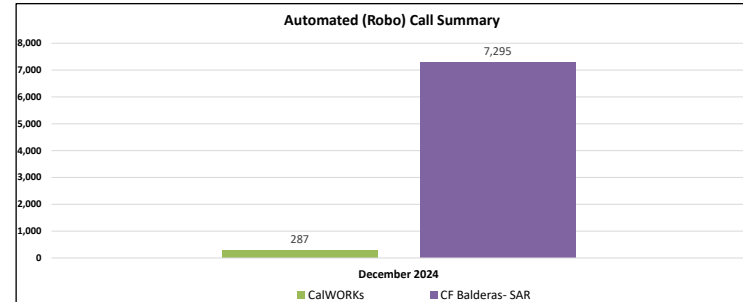


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

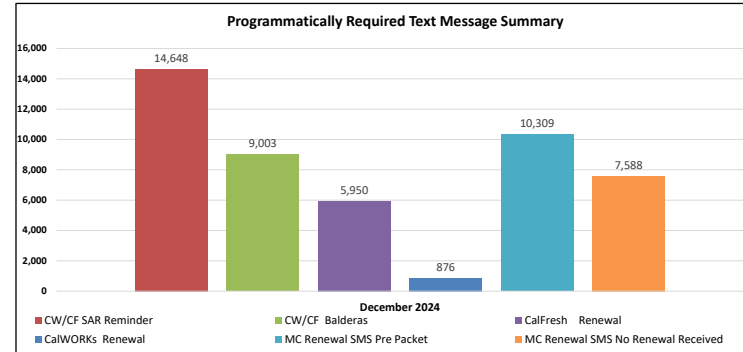
Report Data Month: 11/2024  
Report Run Date: 03/04/2025

December 2024

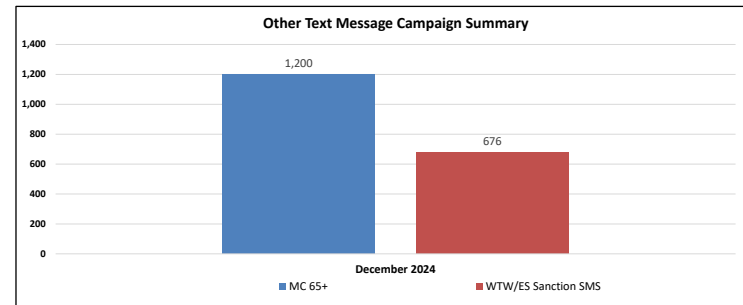
Automated (Robo) Call Summary			
Month	Program		
	CalWORKs	CF Balderas- SAR	Grand Total
December 2024	287	7,295	7,582
Grand Total	287	7,295	7,582



Text Messaging Summary								
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
December 2024	14,648	9,003	5,950	876	10,309	7,588	1,876	50,250
Grand Total	14,648	9,003	5,950	876	10,309	7,588	1,876	50,250



Text Messaging Summary			
Month	Special Campaign		
	MC 65+	WTW/ES Sanction SMS	Grand Total
December 2024	1,200	676	1,876
Grand Total	1,200	676	1,876

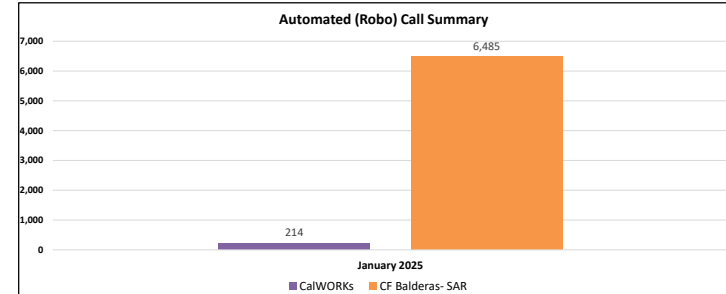


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

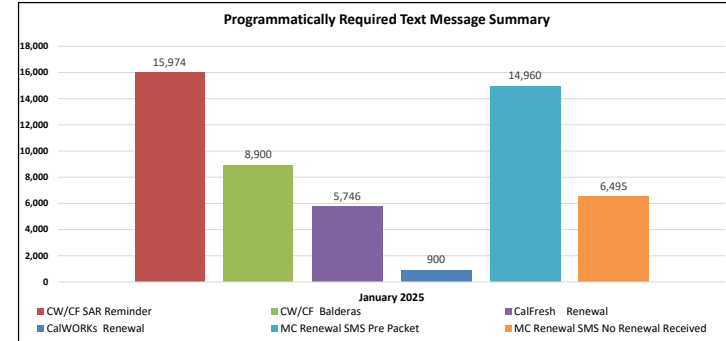
Report Data Month: 12/2024  
Report Run Date: 03/04/2025

## January 2025

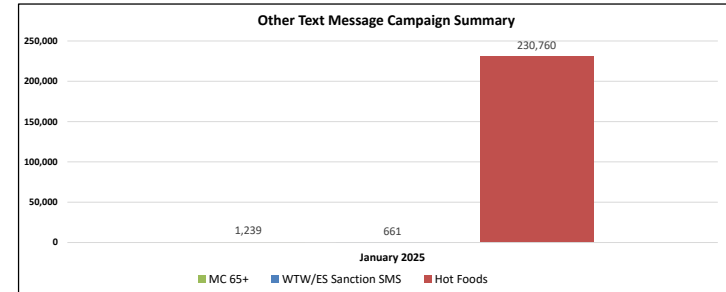
Automated (Robo) Call Summary			
Month	Program		Grand Total
January 2025	CalWORKs	CF Balderas- SAR	6,699
Grand Total	214	6,485	6,699



Text Messaging Summary								
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
January 2025	15,974	8,900	5,746	900	14,960	6,495	232,660	285,635
Grand Total	15,974	8,900	5,746	900	14,960	6,495	232,660	285,635



Text Messaging Summary				
Month	Special Campaign			Grand Total
January 2025	MC 65+	WTW/ES Sanction SMS	Hot Foods	232,660
Grand Total	1,239	661	230,760	232,660

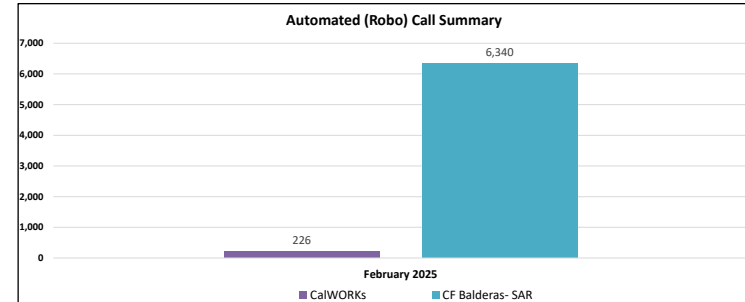


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

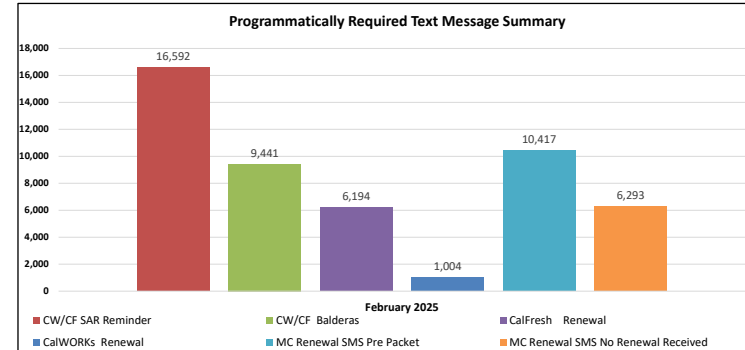
Report Data Month: 01/2025  
Report Run Date: 03/04/2025

## February 2025

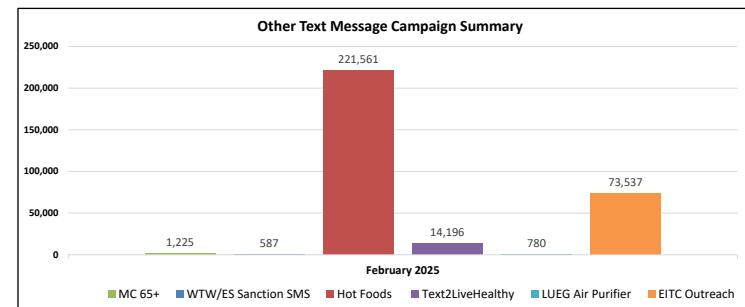
Automated (Robo) Call Summary			
Month	Program		
Month	CalWORKs	CF Balderas- SAR	Grand Total
February 2025	226	6,340	6,566
<b>Grand Total</b>	226	6,340	6,566



Text Messaging Summary								
Month	Program							
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
February 2025	16,592	9,441	6,194	1,004	10,417	6,293	311,886	361,827
<b>Grand Total</b>	16,592	9,441	6,194	1,004	10,417	6,293	311,886	361,827



Text Messaging Summary							
Month	Special Campaign						
Month	MC 65+	WTW/ES Sanction SMS	Hot Foods	Text2LiveHealthy	LUEG Air Purifier	EITC Outreach	Grand Total
February 2025	1,225	587	221,561	14,196	780	73,537	311,886
<b>Grand Total</b>	1,225	587	221,561	14,196	780	73,537	311,886



Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

Report Data Month: 02/2025  
Report Run Date: 03/04/2025



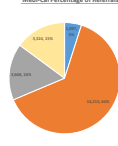
CalFresh Percentage of Referrals



## Community Based Organizations Medi-Cal Referrals

[illegible]

Medi-Cal Percentage of Referrals	1.007	1
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† would not be expected for a Black-Columbian admixture in Iberian or European sites.



## Community Based Organizations CalWORKS Referrals

CaWORKS Percentage of Referrals	6	20
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General Relief Percentage of Referrals





## Community Based Organizations Medi-Cal Referrals

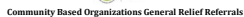
97/2024-03/2025



## Community Based Organizations CalWORKS Referrals

07/2024-07/2025

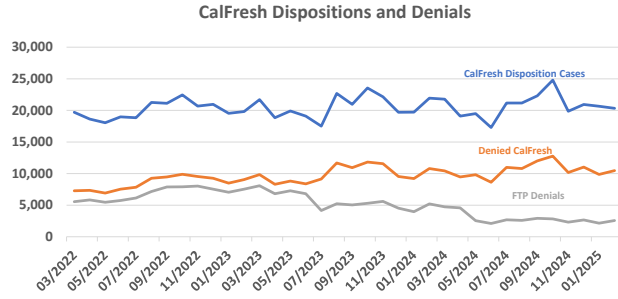
CW Referrals





**CalFresh Denials in the Month Regardless of Application Date  
from Disposition Report**

Month	CalFresh Disposition Cases	Denied CalFresh	% of Denied CalFresh	FTP Denials	% of FTP Denials
03/2022	19,689	7,278	36.96%	5,551	76.27%
04/2022	18,621	7,346	39.45%	5,833	79.40%
05/2022	18,048	6,914	38.31%	5,453	78.87%
06/2022	18,966	7,543	39.77%	5,728	75.94%
07/2022	18,832	7,825	41.55%	6,130	78.34%
08/2022	21,263	9,246	43.48%	7,170	77.55%
09/2022	21,115	9,460	44.80%	7,885	83.35%
10/2022	22,443	9,891	44.07%	7,905	79.92%
11/2022	20,679	9,544	46.15%	8,027	84.11%
12/2022	20,969	9,258	44.15%	7,539	81.43%
01/2023	19,525	8,483	43.45%	7,032	82.90%
02/2023	19,810	9,040	45.63%	7,543	83.44%
03/2023	21,709	9,829	45.28%	8,076	82.17%
04/2023	18,834	8,310	44.12%	6,806	81.90%
05/2023	19,916	8,818	44.28%	7,284	82.60%
06/2023	19,089	8,379	43.89%	6,816	81.35%
07/2023	17,504	9,136	52.19%	4,147	45.39%
08/2023	22,677	11,683	51.52%	5,232	44.78%
09/2023	20,962	10,946	52.22%	5,033	45.98%
10/2023	23,550	11,830	50.23%	5,300	44.80%
11/2023	22,144	11,563	52.22%	5,586	48.31%
12/2023	19,694	9,537	48.43%	4,529	47.49%
01/2024	19,711	9,211	46.73%	3,963	43.02%
02/2024	21,928	10,794	49.22%	5,208	48.25%
03/2024	21,780	10,415	47.82%	4,733	45.44%
04/2024	19,101	9,466	49.56%	4,579	48.37%
05/2024	19,490	9,808	50.32%	2,533	25.83%
06/2024	17,291	8,634	49.93%	2,101	24.33%
07/2024	21,178	10,993	51.91%	2,676	24.34%
08/2024	21,171	10,790	50.97%	2,590	24.00%
09/2024	22,308	12,016	53.86%	2,910	24.22%
10/2024	24,794	12,760	51.46%	2,815	22.06%
11/2024	19,865	10,165	51.17%	2,316	22.78%
12/2024	20,945	11,034	52.68%	2,665	24.15%
01/2025	20,666	9,851	47.67%	2,150	21.83%
02/2025	20,339	10,465	51.45%	2,556	24.42%



Months	Count of Case Number
Jun-23	7,237
Jul-23	2,413
Aug-23	9,976
Sep-23	8,140
Oct-23	9,267
Nov-23	9,311
Dec-23	7,009
Jan-24	5,616
Feb-24	7,485
Mar-24	7,934
Apr-24	8,200
May-24	11,147
Jun-24	8,567
Jul-24	8,650
Aug-24	13,384
Sep-24	11,012
Oct-24	10,961
Nov-24	15,749
Dec-24	23,091
Jan-25	8,422
Feb-25	8,610
<b>Grand Total</b>	<b>202,181</b>

The top four discontinuance reasons are (in order from most to least):

1. No Eligible Mem
2. Failed to Complete Redetermination
3. Inter-County Transfer
4. Failed MAGI



Monthly Medi-Cal Renewal Report  
FY 2024-2025

			Data as of 7/31				Data as of 8/31				Data as of 9/30				Data as of 10/31				Data as of 11/30				Data as of 12/31	
Medi-Cal Renewals	Jul-24	%	Jul-24	%	Aug-24	%	Aug-24	%	Sep-24	%	Sep-24	%	Oct-24	%	Oct-24	%	Nov-24	%	Nov-24	%	Dec-24	%	Dec-24	%
Total Medi-Cal Renewals Due	33,032	100%	33,032	100%	33,538	100%	33,538	100%	36,923	100%	36,923	100%	40,529	100%	40,529	100%	39,673	100%	39,673	100%	52,510	100%	52,510	100%
Total Medi-Cal Renewals Auto Renewed	14,729	45%	14,729	45%	15,151	45%	15,151	45%	14,727	40%	14,727	40%	18,659	46%	18,659	46%	18,614	47%	18,614	47%	27,789	53%	27,789	53%
Total Medi-Cal Renewals Renewed via Combo Case*	8,371	25%	13,298	40%	8,850	26%	14,041	42%	10,899	30%	17,982	49%	11,549	28%	18,487	46%	11,513	29%	17,785	45%	13,068	25%	20,847	40%
Total Medi-Cal Renewal Packets Mailed	9,438	29%	9,438	30%	9,149	27%	9,149	27%	10,915	30%	10,915	30%	9,904	24%	9,904	24%	9,201	23%	9,201	23%	11,231	21%	11,231	21%
Packets Received, Not Yet Processed	863	3%	2,665	8%	337	1%	2,304	7%	532	1%	2,357	6%	634	2%	1,796	4%	475	1%	1,605	4%	444	1%	2,082	4%
Total Medi-Cal Renewals Completed	23,100	70%	28,027	85%	24,001	72%	29,192	87%	25,626	69%	32,709	89%	30,208	75%	37,146	92%	30,127	76%	36,399	92%	40,857	78%	48,636	93%
Total Medi-Cal Renewals Pending Receipt	9,069	27%	2,340	7%	9,200	27%	2,042	6%	10,765	29%	1,857	5%	9,687	24%	1,587	4%	9,071	23%	1,669	4%	11,209	21%	1,792	3%

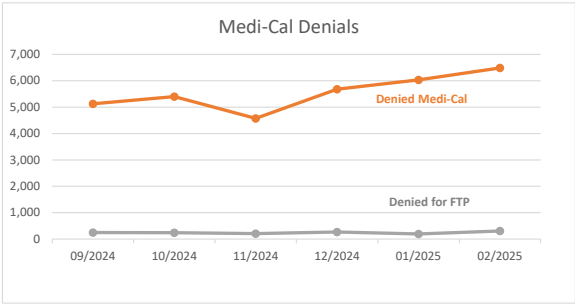
			Data as of 1/31				Data as of 2/28							
Medi-Cal Renewals	Jan-25	%	Jan-25	%	Feb-25	%	Feb-25	%	Mar-25	%	Mar-25	%	Apr-25	%
Total Medi-Cal Renewals Due	52,523	100%	52,523	100%	47,657	100%	47,657	100%	50,769	100%	50,769	100%	47,418	100%
Total Medi-Cal Renewals Auto Renewed	22,623	43%	22,623	43%	23,917	50%	23,917	50%	26,154	52%	26,154	52%	23,884	50%
Total Medi-Cal Renewals Renewed via Combo Case*	19,460	37%	26,655	51%	12,022	25%	19,500	41%	13,276	26%	14,550	29%	12,853	27%
Total Medi-Cal Renewal Packets Mailed	10,085	19%	10,085	19%	10,665	22%	10,665	22%	11,156	22%	11,156	22%	10,516	22%
Packets Received, Not Yet Processed	289	1%	1,704	3%	309	1%	1,928	4%	434	1%	2,543	5%	289	1%
Total Medi-Cal Renewals Completed	42,083	80%	49,278	94%	35,939	75%	43,417	91%	39,430	78%	40,704	80%	36,737	77%
Total Medi-Cal Renewals Pending Receipt	10,151	19%	1,541	3%	11,409	24%	2,312	5%	10,905	21%	7,522	15%	10,392	22%

Source: Daily RRR Status Report  
\*Combo: Medi-Cal With Active CF/GR/CW  
Report Date: 03/03/2025



**Medi-Cal Denials in the Month Regardless of Application Date  
from Disposition Report**

Month	Denied Medi-Cal	% of Denied Medi-Cal	Denied for FTP	% of FTP Denials
09/2024	5,127	42.59%	249	4.86%
10/2024	5,397	41.26%	242	4.48%
11/2024	4,574	43.00%	207	4.53%
12/2024	5,678	44.28%	265	4.67%
01/2025	6,037	42.28%	194	3.21%
02/2025	6,486	46.22%	306	4.72%





### Medi-Cal Case Discontinuances in the Month

Month	Medi-cal Discontinuances	% of Discontinued Cases	Discontinued for FTP	% of FTP Discontinuances
09/2024	15,900	2.96%	5,088	32.00%
10/2024	13,072	2.44%	4,513	34.52%
11/2024	13,340	2.51%	5,476	41.05%
12/2024	18,059	3.44%	10,941	60.58%
01/2025	24,232	4.73%	4,328	17.86%
02/2025	8,777	1.71%	2,411	27.47%

