

**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/89818297598>

**April 9, 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 March 12, 2025 Meeting Minutes. |

<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 – 9:50   | 4. <b>Discussion Item:</b> SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members  |
| 9:50 – 10:20  | 5. <b>Presentation Item:</b> CalFresh Healthy Living Program: Lisa Duke, Program Manager, Public Health Services, Health and Human Services Agency (HHSA)   |
| 10:20 – 10:40 | 6. <b>Action Item:</b> Legislative Support Letters: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)   |
| 10:40 – 11:00 | 7. <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 | 8. <b>Information Item:</b> Update on Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Claudia Gurrola, Chief, 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 May 14, 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)

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

**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://sdcounty-ca-gov.zoom.us/j/88360814295>

**SSAB Meeting Minutes  
March 12, 2025**

**Members Present**

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

**Members Absent**

Dana Toppel  
Daniela Murphy

**Staff Present**

Alberto Banuelos, HHSA  
Assmaa Elayyat, HHSA  
Adriana Ramirez, HHSA  
Jeannie Hufford, HHSA  
Janelle Jones-Phillips, HHSA  
Yenissa Salgado, HHSA  
Alberto Garcia, HHSA  
Claudia Gurrola, HHSA  
Eric Rubio, HHSA  
Bianca Graciano, HHSA  
Ismael Lopez, HHSA  
Patty Baker, HHSA  
Nina Olivas, HHSA  
Allysa Geluz, HHSA

**Guests**

Lindsey Wade, Hospital Assoc. of SD & Imperial Counties  
Jack Dailey, Legal Aid Society of San Diego  
Daniel Benson, Legal Aid Society of San Diego  
Tina Bae, Legal Aid Society of San Diego  
Christopher Khabbaz, Legal Aid Society of San Diego  
Adrian Carstens, 2-1-1 San Diego  
Jessica Peter, 2-1-1 San Diego  
Dawn Schultheis-Musselman, HHSA Staff  
Jenny Doig

1. Meeting called to order at 9:35 by Chair, Vino Pajanor.
2. The January 8, 2025 meeting minutes were approved and there was acknowledgement of no meeting minutes available for the February 12, 2025 meeting, due to the lack of quorum, with all Members present voting yes.
3. Public Comments:
  - No public comment
4. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members. The Members did not have any comments or discussion at this time.

5. **Presentation Item:** 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). Ms. Perez-Hall shared that California had over 10 million immigrants in 2022, and over 5,000 refugees were resettled in San Diego during FY 2023–2024. She provided background on the Office of Immigrant and Refugee Affairs, highlighting its mission to connect immigrants and refugees to resources, benefits and services to support individuals and families. She also discussed the Refugee Support Services (RSS) Programs and the Immigrant and Refugee Welcome Centers in National City and Escondido. Ms. Kozo shared updates on migrant support funding and outlined collaboration efforts at the local, state, and federal levels.
6. **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 data on the number of California residents utilize the State programs such as: Medi-Cal, CalWORKs, SSI, cash assistance, etc. She shared that one-third of the County's population utilize the programs and can be affected by the anticipated federal cuts. Ms. Elayyat stated that currently, over 400,000 individuals are enrolled in CalFresh, with over 550,000 assisted in the past year. Additionally, the CalWORKs program has about 3,000 active participants, but nearly 74,000 were assisted over the past 12 months. Medi-Cal serves almost 900,000 people currently, with a total caseload of 1.3 million in the past year. She also shared a Federal Update letter provided by the California Welfare Directors Association (CWDA), and explained that on March 14, 2025, Congress will face a deadline to pass a budget to prevent a government shutdown, with discussions that will include extending funding, but outcomes remain uncertain.
7. **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 provided an update on the new EBT chip-tap card, rolled out by the California Department of Social Services (CDSS) along with California's EBT vendor Fidelity Information Services (FIS). She confirmed that all counties have received the new printers and cards. Ms. Elayyat shared that San Diego County successfully tested the machines, and there were no operational impacts despite a defective printer from the State and a statewide technical issue with printing and pinning, both of which have been resolved.

**ADJOURNMENT/SET NEXT MEETING:**

The meeting was adjourned at 11:30 a.m. 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.

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

*All Social Services Advisory Board Members*



# ITEM #5: CALFRESH HEALTHY LIVING PROGRAM

*Lisa Duke, Program Manager, Public Health Services  
Health and Human Services Agency (HHSA)*





# CALFRESH HEALTHY LIVING PROGRAM OVERVIEW

Social Services Advisory Board Meeting

April 9, 2025

Chronic Disease and Health Equity Unit

Maternal, Child, and Family Health Services

Public Health Services



# Agenda



- CalFresh Healthy Living Program Overview
- Workplan Development
- Program Domains
- Evaluation

# CalFresh Healthy Living (CFHL)

## Program Aims

- To support healthy, active, and nourished lifestyles by teaching low-income Californians about good nutrition and how to stretch their food dollars, while also building partnerships in communities to make the healthy choice the easy choice.
  - Beginning in 2012, CFHL has provided core and sustained funding for obesity and chronic disease prevention.



# CalFresh Healthy Living



## Goals

- Increase consumption of healthy food.
- Increase access and consumption of healthy beverages.
- Increase physical activity.
- Enhance environmental support for nutrition education.
- Increase food security.



# CalFresh Healthy Living

## About

- **Funding:** This program is funded by the United States Department of Agriculture (USDA) Supplemental Nutrition and Assistance Program-Education (SNAP-Ed), through the California Department of Public Health (CDPH), Nutrition and Physical Activity Branch.
- **Communities Served:** San Diego County residents who participate in or are eligible for the Supplemental Nutrition Assistance Program (SNAP), or who reside in a census tract where more than 50% of the households earn below 200% of the Federal Poverty Level.
- **Local Implementing Agency (LIA) Coordination:** Public Health Services CalFresh Healthy Living (CHFL) Team is the LIA designated by CDPH to coordinate the San Diego County Integrated Work Plan with Aging and Independence Services (AIS) and Catholic Charities Diocese of San Diego.

# CalFresh Healthy Living

## Funding Cycle

- Current funding cycle FFY24 – FFY26 (Oct. 1, 2023 – Sept. 30, 2026)
- Base budget of \$3.9 million per year (includes our staffing, supplies, contracts, etc.)
- State guidance to be released in January 2026 for next cycle

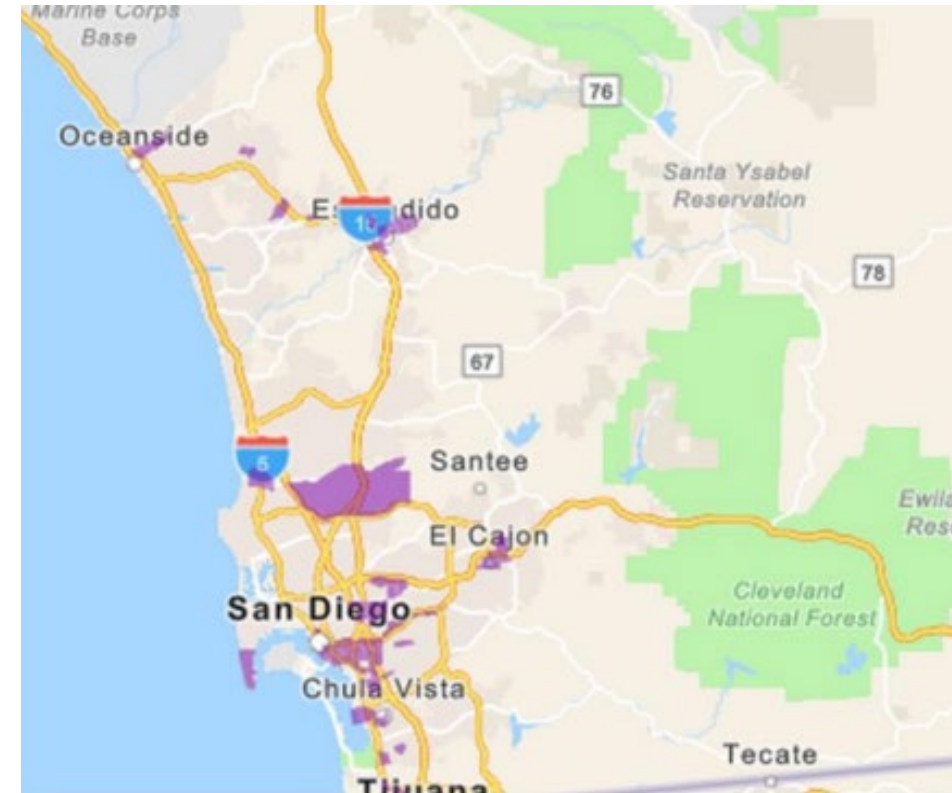


# CalFresh Healthy Living

## Work Plan Development Process

- Followed State guidance on programmatic priorities (settings, domains, and strategies).
- Developed community assessment GIS map (Healthy Places Index Quartiles, Health Equity Zip Codes, CDC PLACES data, and more).
- Received community input through Community Leadership Teams.
- Utilized Community Health Improvement Plans and Community Health Assessments for priorities.
- Consulted with other relevant County groups.
- Strategic planning and input sessions with in-house subject matter experts.
- Engaged with CDPH during SNAP Program Advisory meetings and CFHL Forum.

## ELIGIBLE CENSUS TRACTS



LIVE WELL  
SAN DIEGO

# CalFresh Healthy Living

Domain	Policy, Systems, and Environment (PSE) Change Setting	AIS*	CCDSD**	PHS***
Live	Emergency Shelters and Temporary Housing Sites		X	
	Individual Homes or Public Housing Sites		X	
	Other Neighborhood Settings Where People Live or Live Nearby	X		X
Learn	Early Care and Education Facilities			X
	Before and After School Programs			X
	Schools (K-12)			X
Shop	Retail (Small)			X
	Farmers Markets			X
	Food Assistance Sites, Food Banks, and Food Pantries		X	X
Play	Bicycling and Walking Paths			X
	Parks and Open Spaces			X

\* AIS: Aging & Independence Services

\*\* CCDSD: Catholic Charities Diocese of San Diego

\*\*\* PHS: Public Health Services

# Making Healthy Choices Easier Where People...



## **LIVE**

Improve access to healthy food and water and increase opportunities for physical activity.



## **LEARN**

Work with schools to strengthen wellness policies and increase nutrition and physical education opportunities.



## **PLAY**

Advance healthy and equitable planning, policies, and neighborhood environments to create healthy communities.



## **SHOP**

Implement PSE changes at neighborhood/farmers markets and food pantries to increase access to healthy foods and beverages.

## SETTING: INDIVIDUAL HOMES

- Goal:
  - Provide information and resources via text to promote healthy eating behaviors and lifestyle changes and to increase food security.



## SETTING: WORKSITES

- Goals:
  - Implement the Live Well @ Work program with CFHL-eligible small-to-medium sized employers to ensure a healthier working environment for low-wage employees and populations most impacted by chronic disease.
  - Partner with the business community, including business chambers and economic development councils, to improve collaboration, promote worksite wellness programs and policies, and outreach to member businesses.



HOSTING  
HEALTHY  
MEETINGS,  
EVENTS, AND  
CELEBRATIONS

## SETTING: HEALTHCARE CLINICS AND HOSPITALS

- Goals:
  - Increase access to locally grown food for CalFresh-eligible communities.
  - Support local food procurement and local farms.



## SETTING: K-12 SCHOOLS

- Goals:
  - Implement school nutrition standards.
  - Promote physical activity before, during, and after school.
  - Improve access to healthy food.



## SETTING: K-12 SCHOOLS

- Goals:
  - Build staff capacity to deliver standards-based physical education.
  - Increase student physical activity.
  - Improve physical education programming.



## SETTING: BICYCLING AND WALKING PATHS, PARKS, AND OPEN SPACES

- Goals:
  - Develop connected networks of bike lanes and walking paths.
  - Increase physical activity.
  - Install crosswalks with adequate visibility.
  - Adopt city-wide active transportation policies.



## SETTING: K-12 SCHOOLS

- Goals:
  - Improve school district-wide safe routes to school systems changes.
  - Implement Safe Routes to Schools programs.
  - Design and install semi-permanent safe routes to school installations or “Quick Builds.”



# Shop and Live



## SETTINGS: RETAIL (SHOP) AND OTHER NEIGHBORHOOD SETTINGS (LIVE)

- Goals:
  - Provide technical assistance to local growers to help them develop and maintain sustainable businesses.
  - Support the development of small farm aggregation systems, and establishment of new produce distribution models.
  - Increase access of incentive programs such as CalFresh Food/EBT, Market Match, WIC vouchers/e-WIC, and/or Senior Farmers' Market Nutrition Program.



# Shop



## SETTING: RETAIL

- Goals:
  - Increase access to healthy food at neighborhood retailers.
  - Support local growers.
  - Capacity-building for food distribution.



# Nutrition Education



## SETTINGS: VARIOUS COUNTYWIDE

- Goals:
  - Provide nutrition education courses to community audiences using CFHL approved lessons.
  - Distribute resources that increase public awareness of SNAP-Ed and/or increase knowledge of food, dietary quality, food security, food safety, and food resource management/shopping behaviors.



# Measuring Impact



- Impact Outcome Evaluation (IOE) in Schools
- Site Level Assessment Questionnaire (SLAQ)
- Adult Direct Education Evaluation (Food Behavior Checklist)
- Environmental Scans
- Process & Outcome Measures



# QUESTIONS



LIVE WELL  
SAN DIEGO

# THANK YOU



*The Public Health Services department, County of San Diego Health and Human Services Agency, has maintained national public health accreditation, since May 17, 2016, and was re-accredited by the Public Health Accreditation Board on August 21, 2023.*

# ITEM #6: LEGISLATIVE SUPPORT LETTERS

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





## County of San Diego

### SOCIAL SERVICES ADVISORY BOARD

1255 IMPERIAL AVENUE, SUITE 400, SAN DIEGO, CALIFORNIA 92101  
TELEPHONE (619) 338-2932 FAX (619) 338-2972

April XX, 2025

County Board of Supervisors  
1600 Pacific Highway  
San Diego, CA 92101

Dear,

I am writing to you on behalf of the Social Services Advisory Board (SSAB). The San Diego Health and Human Services Agency respectfully requests your support from the California State Legislature for a State funded investment of one-time \$245 million total funds to support all 58 California Counties in Fiscal Year (FY) 2025-2026 and updates to the CalWORKs Single Allocation eligibility administration budget methodology effective FY 2026-27 for county administration of the CalWORKs program to address critical and persistent underfunding of CalWORKs program operations. This funding and the update to the budget methodology are essential to ensuring that families in need receive the support and services they are entitled to through the CalWORKs program. By equipping counties with the necessary resources, this investment helps families overcome employment barriers, paving the way for long-term stability and well-being.

The CalWORKs program is one of the few tools our state has to not only stabilize families, but to prevent generational harm caused by poverty. Moreover, the CalWORKs program leads the nation as a model, placing emphasis beyond solely supporting families in deep poverty, but to also providing beneficiaries with lasting benefits by improving families' well-being, self-sufficiency, and outcomes. County human services agencies, like San Diego County HHSA, are at the frontlines of this work on behalf of the state. Unfortunately, the state's Single Allocation, the funding that counties use for eligibility determinations as well as Employment Services, is woefully underfunded, specifically in the eligibility component.

By appropriately funding eligibility for the CalWORKs program, counties such as San Diego can continue utilizing Employment Services resources appropriately to help low-income parents seek necessary job-skills, education, training, and supportive services such as transportation and Child-Care assistance in order to gain full-time employment that leads to self-sufficiency so that families do not have to rely on utilizing Public Assistance programs.

For the reasons indicated above, we request San Diego County actively support this budget request from the California State Legislature. As Chair of the SSAB, I am writing to recommend that the San Diego Board of Supervisors actively support this request.

Respectfully,

Vino Pajanor  
Chair, Social Services Advisory Board

cc: Supervisor Joel Anderson, District 2  
Supervisor Monica Montgomery Steppe, District 4  
Supervisor Jim Desmond, District 5  
SSAB Board Members  
Kim Giardina, Director, Health and Human Services Agency  
Rick Wanne, Director, Self-Sufficiency Services  
Alberto Banuelos, Assistant Director Self-Sufficiency Services



## County of San Diego

### SOCIAL SERVICES ADVISORY BOARD

1255 IMPERIAL AVENUE, SUITE 400, SAN DIEGO, CALIFORNIA 92101  
TELEPHONE (619) 338-2932 FAX (619) 338-2972

April XX, 2025

County Board of Supervisors  
1600 Pacific Highway  
San Diego, CA 92101

Dear,

I am writing to you on behalf of the Social Services Advisory Board (SSAB). The San Diego Health and Human Services Agency respectfully requests your support from the San Diego Congressional Delegation for Federal Fiscal Year 2025/2026 funding for critical safety net programs. Although Congress passed a Continuing Resolution that extended Federal funding through the remainder of the 2024/2025 Federal Fiscal Year, funding for critical safety net programs including Medicaid, known as Medi-Cal in California, and the Supplemental Nutrition Assistance Program (SNAP) known as CalFresh in California, remain at risk.

Medi-Cal, California's Medicaid program provides critical health care access to nearly 15 million Californians and over 1.1 million San Diegans annually, roughly one-third of the State and County's population, respectively. Through the recent Budget Reconciliation process, Congress attempted to reduce federal Medicaid funding to states by up to 50%. Medi-Cal provides San Diegans with access to critical health benefits and helps vulnerable populations including children, pregnant women, low-income families, disabled individuals, and seniors.

CalFresh, California's SNAP program provides critical nutrition benefits to nearly 5 million residents and over 550,000 residents annually in San Diego County. Through the recent Budget Reconciliation process, Congress attempted to reduce the monthly benefit amount of SNAP dollars that residents can receive. Given the high cost of living in both California and San Diego County, residents rely on critical assistance such as CalFresh to help keep them out of poverty. In 2023 alone, CalFresh helped reduce the poverty rate by up to 5% in some parts of California, in addition to increasing economic activity by up to \$1.79 for every dollar in CalFresh benefits that is spent.

For the reasons indicated above, we request San Diego County actively support continuing Federal Funding with no cuts for Medicaid and SNAP from the San Diego Congressional Delegation. As Chair of the SSAB, I am writing to recommend that the San Diego Board of Supervisors actively support this request.

Respectfully,

Vino Pajanor  
Chair, Social Services Advisory Board

cc: Supervisor Joel Anderson, District 2  
Supervisor Monica Montgomery Steppe, District 4  
Supervisor Jim Desmond, District 5  
SSAB Board Members  
Kim Giardina, Director, Health and Human Services Agency  
Rick Wanne, Director, Self-Sufficiency Services  
Alberto Banuelos, Assistant Director Self-Sufficiency Services

DRAFT

# ITEM #7: REVIEW OF FORECAST OF FEDERAL LEGISLATION AND PROPOSED RULE CHANGES

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



# Federal Funding

## **Congressional Action House Resolution (H.R.) 1968**

- Congress passed a Continuing Resolution (CR) that was signed by the President on March 14, 2025 that will continue Federal funding through the 2024/2025 Federal Fiscal Year that ends on September 30, 2025
- The CR holds program funding at current spending levels for many programs, but the CR:
  - Increases defense spending by \$6B
  - Boosts funding for immigration enforcement
  - Reduces nondefense spending by \$13B overall



# Federal Funding

## H.R. 1968

- Extended funding for:
  - Temporary Assistance for Needy Families (TANF) program (CalWORKs)
  - Medicaid (Medi-Cal)
    - Delaying Medicaid reductions
  - SNAP (CalFresh)



# Federal Department Changes

## Health & Human Services (HHS)

- 10,000 jobs (25% of workforce) cut, impacted departments include:
  - Centers for Disease Control and Prevention (CDC)
  - Food and Drug Administration (FDA)
  - Centers for Medicare and Medicaid Services (CMS)
- Department ordered the closure of half of its regional offices
- HHS will consolidate multiple offices
- Restructuring will roll out over the next year, pending approvals



# ITEM #8: UPDATE ON PHE LIFT FOR PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

*Claudia Gurrola, Chief, 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 initiated the roll out of new EBT chip-tap cards and functionality statewide
- Counties have received new EBT printers and cards
- Vendors have updated Point of Sale (POS) devices
- New cards must be activated within 180 days



# Electronic Benefit Transfer (EBT)

## EBT Personal Identification Number (PIN) Reset Pilot

- The California Department of Social Services (CDSS) launched a two-month pilot program in February 2025 and March 2025 to mitigate EBT fraud and theft. The program reset the PINs for EBT cards identified as compromised prior to the benefit issuance date
- The morning of the PIN resets, CDSS coordinated a text message to the affected cardholders notifying them that their EBT card has been compromised and the need to select a new PIN. Cardholders were able to reset their PIN by using ebtEDGE application or online portal, calling EBT Customer Service (877) 328-9677 or visiting the nearest Family Resource Center (FRC)
- Outcomes of this pilot will determine the continuous implementation of this effort



# 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

## Enhanced Care Management (ECM)

- ECM is a statewide Medi-Cal benefit available to Medi-Cal recipients enrolled in a Managed Care Program who have a complex need
- ECM offers housing transition navigation including assistance with housing deposits, housing sustaining services, short-term-post hospitalization housing, community transition services, nursing facility transition to home services, personal care and homemaker services, sobering centers, and more
- Medi-Cal recipients enrolled in a Managed Care Plan may gain access to ECM benefits by calling their Managed Care Plan and asking to be screened for eligibility



# Medi-Cal Overview

## New Benefit for Medi-Cal Members

You may be eligible for Enhanced Care Management (ECM)

### What is ECM?

- ECM is a no-cost benefit that gives an extra layer of support to help you get the care you need to thrive.
- You will be provided with a lead care manager who will work with your doctors, specialists, pharmacists, and others to help get your needs met.
- Joining ECM is a choice. You can leave the program at any time and keep your Medi-Cal benefits.
- To get ECM, you need to meet at least one of the criteria listed on the [next page](#).



### What services does ECM offer?



Connect you to doctors and make appointments



Set up rides to doctor's visits



Help you better understand your medications



Get care after you leave the hospital



Plan for your physical, mental, and dental needs



Connect you to more services like food and housing



Ask your Medi-Cal health plan or doctor about ECM  
[See the other side](#) for more details



Updated on 3/18/2025

## Enhanced Care Management (ECM)

- Flyers available at all Family Resource Centers
- Staff up to date on all available resources
- Text campaigns coordinated for all customers



# 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

## **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>Legend</div> <div>Approved/Chaptered</div> <div>Advocacy Support</div> <div>Support</div> <div>Support, if Amended or Watch</div>	Self-Sufficiency Services Legislative Tracking Log				
Revised: 04/01/2025					
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	03/11/2025: Active Bill - In Committee Process. From Committee: Do pass and re-refer to Committee on Appropriations with recommendation to Consent Calendar. (ayes 6. Noes 0.) (March 11). Re-referred to Committee on Appropriations.
AB 553 CalFresh: Food Access	2/14/2025	The bill would mandate the California Department of Social Services (CDSS) to maximize food options for CalFresh households. Maximizing food options would include allowing all CalFresh recipients the ability to purchase hot foods or hot food products ready for immediate consumption with CalFresh benefits.	CalFresh	Support	03/26/2025: Active Bill - In Committee Process. From Committee: Do pass and re-refer to committee on Appropriations with recommendation: To Consent Calendar (Ayes 7. Noes 0.) (March 25). Re-referred to Committee on Appropriations.
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 to meet these provisions.	CalWORKs	Support	04/01/2025: Active Bill - In Committee Process. Re-referred to Committee on E.M. pursuant to Assembly Rule 96.
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	03/26/2025: Active Bill - In Committee Process. From Committee: Do pass and re-refer to committee on Appropriations with recommendation: To Consent Calendar (Ayes 7. Noes 0.) (March 25). Re-referred to Committee on Appropriations.
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	03/28/2025: Active Bill - Re-referred to Committee on Human Services.
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	03/26/2025: Active Bill - Committee Process. From Committee: Do pass and re-refer to committee on appropriations. (Ayes 7. Noes 0). (March 25). Re-referred to committee on appropriations.
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	03/13/2025: Active Bill - In Committee Process. Referred to Committee on Human Services.

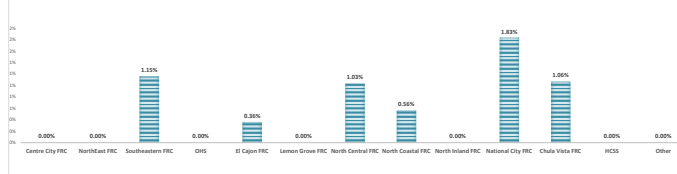
SB 225: School Nutrition: Guardian Meal Reimbursement	2/27/2025	SB 225 would require the department to distribute information about the federal Summer Electronic Benefits Transfer for Children Program to guardians whose children are eligible for specified summer food programs. This bill would allow for state reimbursement on meals served to guardians of eligible students who receive meals from a summer meal program. The bill would require a guardian of an eligible student to be present at the summer meal program site for the summer meal. program operator to receive state-funded reimbursement for that meal, unless non-congregate rules are in place. The bill would require summer meal program operators receiving state-funded reimbursement to report to the department the number of meals served to guardians by meal site no later than 30 days after the end of summer meal site operations	CalFresh	Support	4/2/2025: Active Bill - In Committee Process. From Committee: Do pass and re-refer to Com. On Appropriation. (ayes 6. Noes 0.) (April 2). Re-referred to Com. On Appropriations.
AB 79: Public social services: higher education	3/4/2025	The bill requires the State Department of Social Services (CDSS) to work with liaisons and basic needs staff from public institutions of higher education to develop a training on self-sufficiency services available to students. The training would focus on topics including student eligibility, local programs that increase employability, Medi-Cal, CalFresh, and CalWORKs policy updates in addition to other information related to the needs of college students. The training would be available to the liaisons and basic needs staff at the institutions of public higher education in addition to eligibility staff.  <del>It would also require a quarterly workgroup meeting.</del>	CalFresh, Medi-Cal and CalWORKs	Support	03/25/2025: Active Bill - In Committee Process. Re-referred to Committee on Higher Education.
AB 363: Community Colleges: CalWORKs Recipients Education Program	3/20/2025	The bill would expand participation in the CalWORKs Recipients Education Program at California Community Colleges. Under this program, community college districts are required to provide educational and special services to CalWORKs recipients attending community colleges. The new provision would include students who have exceeded the 60-month time limit on CalWORKs but still have one or more dependents receiving aid under the CalWORKs program. The funding provided will be based on the number of CalWORKs participants who are enrolled in the college and the scope and number of programs that are offered to CalWORKs recipients to assist them in obtaining employment. Additionally, the proposed amendment changes the work study payments to the community colleges to 75% and employers to pay at least 25% of the wages for the work study positions. However, the program may waive the 25% employer contribution provided the employer does not decrease	CalWORKs	Support	03/24/2025: Active Bill - In Committee Process. Re-referred to Committee on Human Services
AB 1161: Public Social Services: State of Emergency or Health Emergency	2/20/2025	This bill would provide continuous eligibility for CalWORKs, CalFresh, and MediCal recipients who are victims of a state of emergency or a health emergency. The continuous eligibility would maintain the recipient's current benefits for a least 90 calendar days starting from the proclamation/declaration and extending through at least the conclusion of the emergency proclamation/declaration. The bill also requires:  The continuous eligibility to be automated in the programming of the eligibility systems.  The immediate restoration of eligibility for any recipient whose program eligibility was discontinued, who has been impacted.  A determination of good cause for failing to submit the information needed for SAR 7 or Redetermination.	CalWORKs, CalFresh, Medi-Cal and CAPI	Support	03/10/2025: Active Bill - In Committee Process. Referred to Committees on Human Services and Health.
AB 474: Tenancy: Nonprofit Home-Sharing Program: Income Tax Exclusion: Eligibility for Public Social Services	3/19/2025	This bill would exempt rental income received by a low-income person who rents bedroom(s) in their home or unit through a nonprofit home-sharing program from consideration as income or assets for the purposes of determining eligibility and benefit amounts for public social services. The bill also makes two changes to housing laws which do not impact our programs. The bill would benefit the specified customers as the provisions would allow for less income to be counted against them when determining CalWORKs, CalFresh, Medi-Cal, General Relief, Cash Assistance Program to Immigrants eligibility and grant amounts. As a result, the specified customers who would otherwise be ineligible, receive a lower benefit amount, or less beneficial program, would become and/or remain eligible to the above programs and associated supportive programs (or would not have a reduction in their benefits).	CalFresh, Medi-Cal, CalWORKs, General Relief	Support	04/02/2025: Active Bill - In Committee Process. Re-referred to Committee on Human Services.
AB 1211: CalFresh Maintenance of Benefit Level	2/21/2025	This bill would require the State Department of Social Services to ensure that the level of CalFresh benefits remain at least at the level that was in effect on January 20, 2025, under the Thrifty Food Plan, which is a food plan designed by the United States Department of Agriculture to determine Supplemental Nutrition Assistance Program (SNAP) benefit amounts. The benefit maintenance requirement would be triggered if the federal government makes reductions to SNAP benefits that would result in the level of CalFresh benefits being lower than the threshold. In addition, the bill would require the department to conduct a feasibility study on increasing the eligibility and benefits of the CalFresh Program.	CalFresh	Support	03/10/2025: Active Bill - In Committee Process. Referred to Committee on Human Services.

SB 739: Disaster CalFresh: County Resources Status	2/21/2025	This bill would create new duties for counties to provide Disaster CalFresh related information to the State Department of Social Services on the ability of each county office in the impacted area to provide timely and adequate service to CalFresh applicants and recipients.	CalFresh	Support	3/13/2025: Active Bill - Inc Committee Process. Set for hearing April 7.
AB 1049: California Food Assistance Program: Sponsor Deeming Rules	2/20/2025	Federal deeming rules and exemptions would not apply to customers approved for California Food Assistance Program (CFAP) if AB 1049 is passed. By creating new duties for counties relating to CFAP eligibility, the bill would impose a state-mandated local program.	CalFresh	Support, if Amended	03/10/2025: Active Bill - In Committee Process. Referred to Committee on Human Services.
AB 1012	2/20/2025	This bill would repeal W&I Code Section 14007.8 making an individual who does not meet satisfactory immigration status ineligible for full scope Medi-Cal benefits and only eligible for care and services that are necessary for the treatment of an emergency medical condition and medical care directly related to that emergency, as defined by federal law. The bill would create the Serving Our Seniors Fund and would transfer funds previously used for Medi-Cal benefits for non-citizens without satisfactory immigration status to that fund. The State Department of Health Care Services would oversee the funds and utilize them to restore and maintain payments for Medicare Part B premiums for eligible individuals.	Medi-Cal	Oppose, unless Amended	02/21/2025: Active Bill. From printer. May be heard in committee March 23rd.

### March 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	2	100.00%	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Northeast FRC	107	100.00%	79	73.83%	0	0.00%	0	0.00%	2	1.87%	1	0.93%	26	23.93%
Southeastern FRC	262	100.00%	178	68.00%	3	1.15%	5	1.91%	4	1.53%	5	1.91%	68	26.00%
CHS	1	100.00%	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
El Cajon FRC	278	100.00%	203	73.02%	1	0.36%	2	0.72%	3	1.08%	2	0.72%	67	24.10%
Lemon Grove FRC	123	100.00%	98	79.68%	0	0.00%	1	0.81%	0	0.00%	2	1.63%	22	18.00%
North Central FRC	384	100.00%	384	100.00%	2	0.52%	2	0.52%	1	0.26%	0	0.00%	26	6.70%
North Coastal FRC	178	100.00%	155	87.14%	1	0.56%	2	1.12%	3	1.69%	2	1.12%	60	33.71%
North Island FRC	205	100.00%	170	82.93%	0	0.00%	3	1.46%	3	1.46%	0	0.00%	28	13.66%
National City FRC	364	100.00%	163	44.78%	3	0.83%	1	0.27%	2	0.55%	1	0.27%	38	10.44%
Chula Vista FRC	292	100.00%	197	67.47%	3	1.03%	1	0.34%	0	0.00%	3	1.03%	70	23.97%
HCSB	7	100.00%	7	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Other	10	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>1,805</b>	<b>100.00%</b>	<b>1,348</b>	<b>74.68%</b>	<b>13</b>	<b>0.72%</b>	<b>17</b>	<b>0.94%</b>	<b>15</b>	<b>0.83%</b>	<b>18</b>	<b>1.00%</b>	<b>397</b>	<b>21.99%</b>

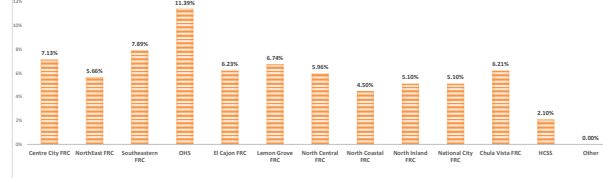
CALWORKS 30 DAYS CHURN BY FRC (%)



### March 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	1,539	100.00%	752	48.94%	112	7.28%	75	4.88%	50	3.26%	51	3.32%	516	33.57%
Northeast FRC	1,368	100.00%	820	59.95%	79	5.85%	50	3.66%	35	2.56%	31	2.26%	381	27.90%
Southeastern FRC	1,419	100.00%	889	62.65%	112	7.89%	65	4.59%	42	2.96%	41	2.89%	461	32.49%
CHS	79	100.00%	38	48.10%	0	0.00%	0	0.00%	4	5.06%	7	8.85%	22	27.85%
El Cajon FRC	1,860	100.00%	963	51.78%	118	6.34%	78	4.20%	44	2.36%	40	2.15%	466	25.05%
Lemon Grove FRC	1,231	100.00%	813	65.99%	83	6.74%	58	4.71%	43	3.49%	36	2.92%	406	32.98%
North Central FRC	2,089	100.00%	1,490	71.33%	154	7.38%	102	4.93%	68	3.25%	61	2.92%	609	29.15%
North Coastal FRC	1,913	100.00%	1,409	73.65%	89	4.65%	78	4.08%	48	2.51%	41	2.14%	572	29.90%
North Island FRC	2,264	100.00%	1,298	57.38%	116	5.12%	78	3.45%	53	2.34%	51	2.25%	689	30.43%
National City FRC	980	100.00%	517	52.76%	50	5.06%	47	4.79%	28	2.86%	25	2.55%	315	32.14%
Chula Vista FRC	2,269	100.00%	1,176	51.84%	141	6.21%	75	3.31%	62	2.73%	47	2.07%	770	33.94%
HCSB	354	100.00%	202	57.09%	7	1.71%	4	1.05%	2	0.56%	2	0.56%	78	21.98%
Other	11	100.00%	7	63.64%	0	0.00%	1	9.09%	0	0.00%	0	0.00%	0	0.00%
<b>SD County</b>	<b>17,837</b>	<b>100.00%</b>	<b>9,772</b>	<b>54.82%</b>	<b>1,066</b>	<b>5.94%</b>	<b>717</b>	<b>3.97%</b>	<b>468</b>	<b>2.61%</b>	<b>427</b>	<b>2.39%</b>	<b>6,487</b>	<b>36.39%</b>

CALFRESH 30 DAYS CHURN BY FRC (%)



### March 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	584	100.00%	422	72.26%	9	1.54%	18	3.08%	10	1.71%	12	2.06%	103	17.64%
Northeast FRC	733	100.00%	533	72.71%	8	1.09%	23	3.14%	38	5.19%	18	2.46%	113	15.42%
Southeastern FRC	1,049	100.00%	788	75.11%	26	2.47%	26	2.47%	20	1.91%	26	2.47%	183	17.46%
CHS	8	100.00%	8	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
El Cajon FRC	1,129	100.00%	773	68.57%	18	1.60%	24	2.13%	21	1.87%	16	1.42%	277	24.53%
Lemon Grove FRC	758	100.00%	534	70.45%	9	1.19%	19	2.51%	22	2.90%	22	2.90%	186	24.54%
North Central FRC	1,189	100.00%	848	71.32%	21	1.76%	20	1.68%	52	4.38%	38	3.19%	266	22.40%
North Coastal FRC	1,607	100.00%	1,121	70.38%	18	1.12%	40	2.49%	16	1.00%	20	1.25%	285	17.74%
North Island FRC	1,849	100.00%	1,339	72.41%	24	1.30%	41	2.22%	70	3.79%	28	1.52%	343	18.55%
National City FRC	881	100.00%	564	63.90%	10	1.13%	12	1.36%	72	8.18%	20	2.28%	180	20.43%
Chula Vista FRC	1,370	100.00%	1,010	73.65%	14	1.03%	22	1.61%	22	1.61%	46	3.36%	285	20.80%
HCSB	921	100.00%	705	76.55%	7	0.76%	16	1.75%	10	1.09%	10	1.09%	164	17.81%
Other	54	100.00%	45	83.33%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
<b>SD County</b>	<b>12,474</b>	<b>100.00%</b>	<b>8,923</b>	<b>72.35%</b>	<b>159</b>	<b>1.27%</b>	<b>254</b>	<b>2.04%</b>	<b>442</b>	<b>3.54%</b>	<b>263</b>	<b>2.11%</b>	<b>2,333</b>	<b>18.70%</b>

MEDI-CAL 30 DAYS CHURN BY FRC (%)





# ELIGIBILITY SERVICES BY THE NUMBERS...

April 2025 (Data Month: March 2025)

## PARTICIPANTS

- **CalFresh:** 405,081 recipients, up 2.04% from last year.
  - 130,305 child recipients (0-18), down 0.12% from last year.
  - 99,193 senior recipients (60+), up 4.20% from last year.
- **CalWORKs:** 52,918 recipients, up 4.12% from last year.
  - 38,623 child recipients (0-18), up 5.74% from last year.
  - Welfare-to-Work: 13,518 participants, down 7.69% from last year.
- **CMS:** 6 CMS recipients, down 25.00% from last year.
- **General Relief:** 5,636 recipients, up 11.41% from last year.
- **Medi-Cal:** 888,271 recipients, down 9.31% from last year.
  - 298,843 child recipients (0-18), down 8.15% from last year.
  - 20,134 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (March 2024–March 2025)
			Previous Month	Previous Year	
CalFresh	242,593	405,081	-0.11%	2.04%	552,211
CalWORKs	18,571	52,918	0.21%	4.12%	73,607
CMS	6	6	-25.00%	-25.00%	38
General Relief	5,620	5,636	-0.51%	11.41%	16,691
Medi-Cal	516,802	888,271	0.29%	-9.31%	1,128,773
<b>Total</b>	<b>783,592</b>	<b>1,351,912</b>	<b>0.16%</b>	<b>-5.61%</b>	<b>1,240,299**</b>

\*Recipients include 354,854 under ACA Medicaid Coverage Expansion.

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

## PROCESSING

Applications Registered		
Program	March 2025	FYTD
CalFresh	17,915	186,145
CalWORKs	2,044	23,278
CMS	28	265
General Relief	3,566	34,560
Medi-Cal	14,263	138,719
<b>Total</b>	<b>37,816</b>	<b>382,967</b>

Renewals Generated		
Program	March 2025	FYTD
CalFresh	13,198	116,618
CalWORKs	1,465	13,898
CMS	3	25
General Relief	190	1,348
Medi-Cal	50,769	387,154
<b>Total</b>	<b>65,625</b>	<b>519,043</b>

Periodic Reports Generated		
Program	March 2025	FYTD
CalFresh	17,975	137,949
CalWORKs	1,799	13,681
General Relief	0	0
Medi-Cal	71	586
<b>Total</b>	<b>19,845</b>	<b>152,216</b>

Documents Imaged	
March 2025	FYTD
432,308	3,718,009

Tasks Created	
March 2025	FYTD
334,904	4,076,535

## ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	March 2024	March 2025	Change	FYTD
Total Calls	265,516	215,437	-50,079	1,949,396
Abandoned	14,779	1,826	-12,953	34,032
Average Wait Time	1:47	0:22	-1:25	0:46

Community Based Organization (CBO)				
Month	March 2024	March 2025	Change	FYTD
Total Calls	6,481	6,518	37	59,651
Abandoned	168	37	-131	735
Average Wait Time	2:36	0:47	-1:49	1:15

Emails Received	
March 2025	FYTD
2,315	23,211

## FAMILY RESOURCE CENTER VISITS

Month	March 2024	March 2025	Change	FYTD
Total Tickets Issued	57,670	45,351	-27%	443,519
Average Wait Time (min.)	(*)	(*)	N/A	

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

## Processing Timeliness Applications, Periodic Reports, and Renewals

### CalFresh

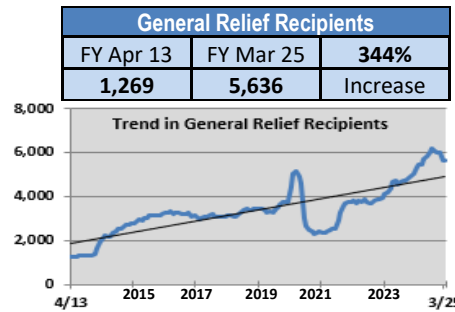
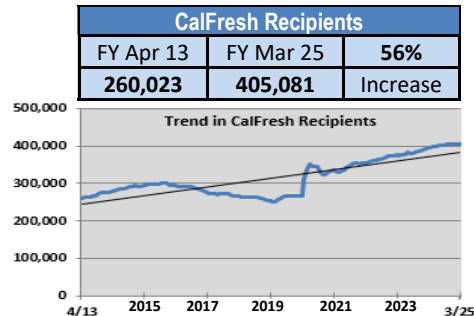
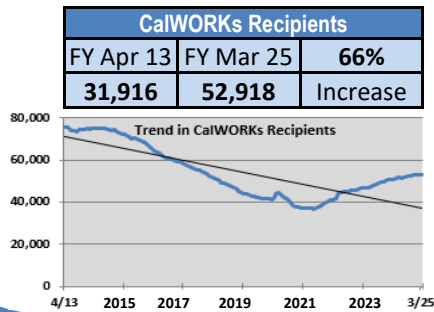
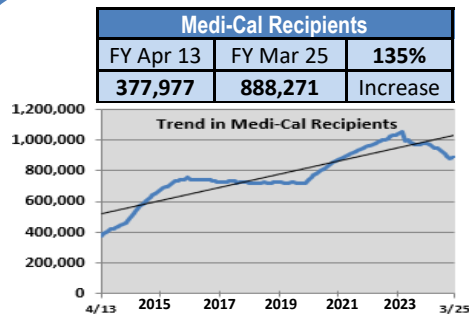
- Regular Applications: State required days to disposition = 30 Days
  - San Diego = 18 Days
- Expedited Applications: State required days to disposition = 3 Days
  - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 95%
- Annual Renewal Timeliness = 88%

### CalWORKs

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 17 Days
- Immediate Need: State required days to disposition = 1 Day
  - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 96%
- Annual Renewal Timeliness = 85%

### Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
  - San Diego = 23 Days
- Annual Renewal Timeliness = 96%



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

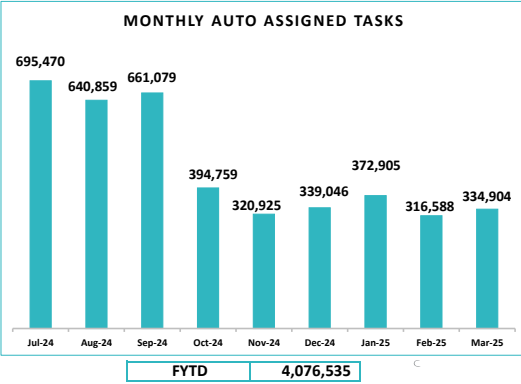
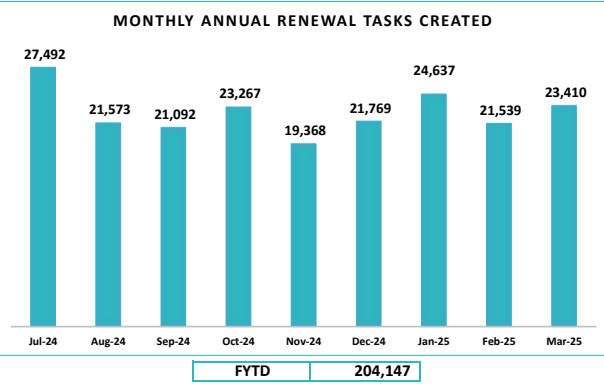
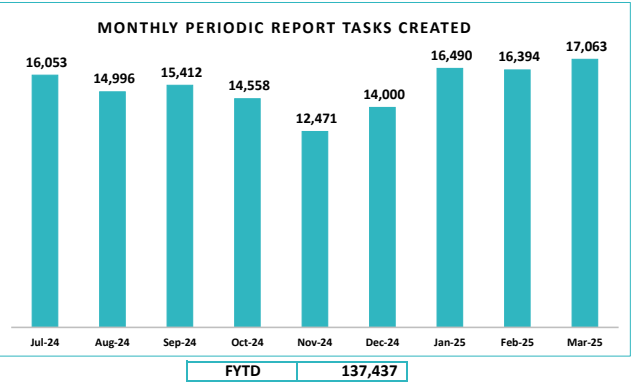
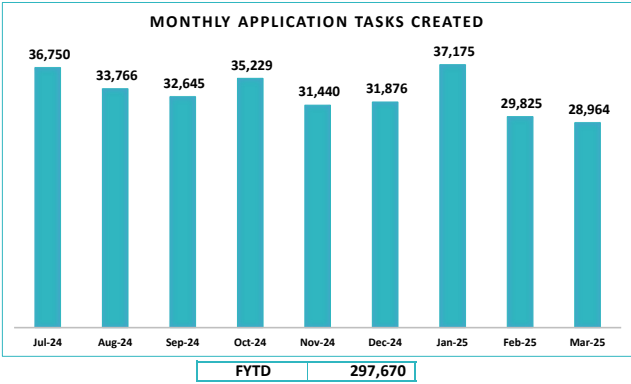
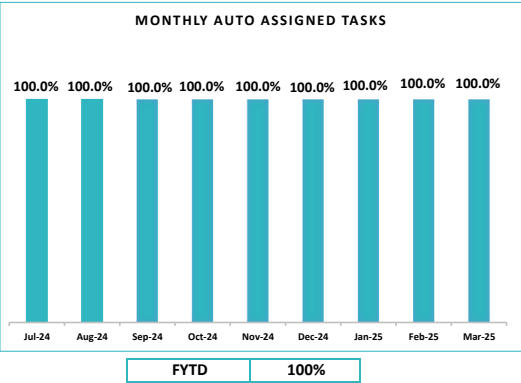
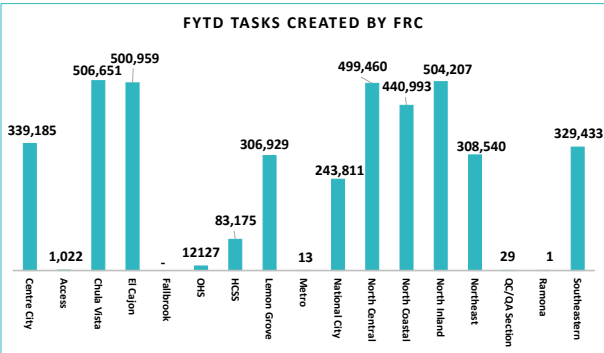
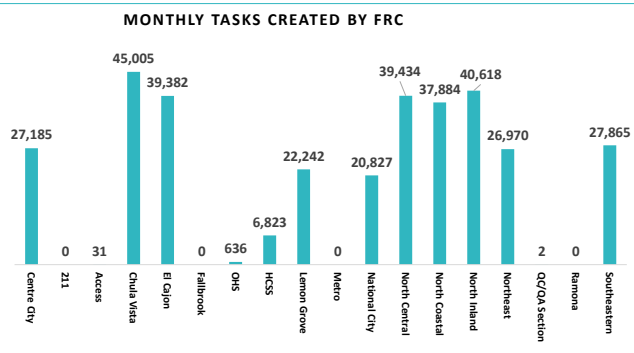
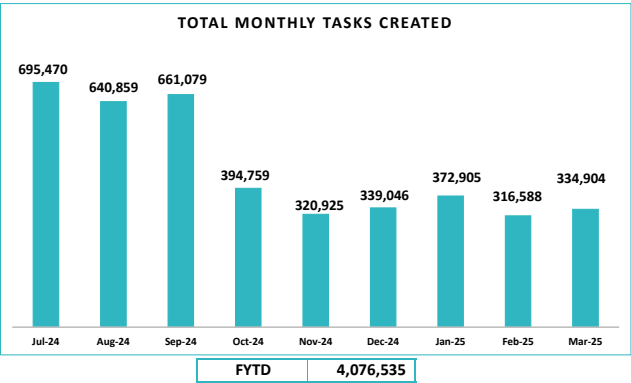
OMVA Service Delivery	March 2025	FYTD
Calls Received	2,738	32,540
Calls Received- Average Wait Times	0:32	2:21
In-Person Customer Visits	1,453	17,109
Driver's License Applications	4	66
License Plate Applications	310	2,552
College Fee Waiver Applications	107	4,408
VA Claim Appointments Made	418	4,955
VA Claim Appointments Wait Time (Business Days)	17	12
Community Events	3	33
Contacts Made at Community Events	67	1,088

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

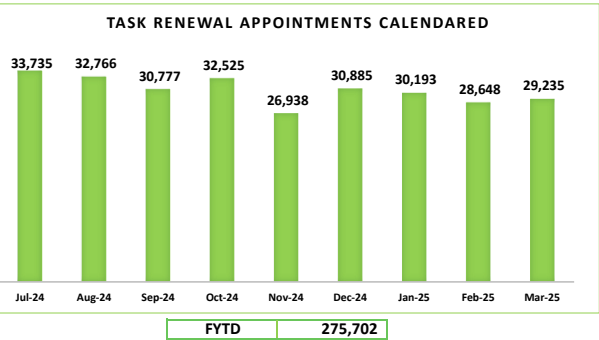
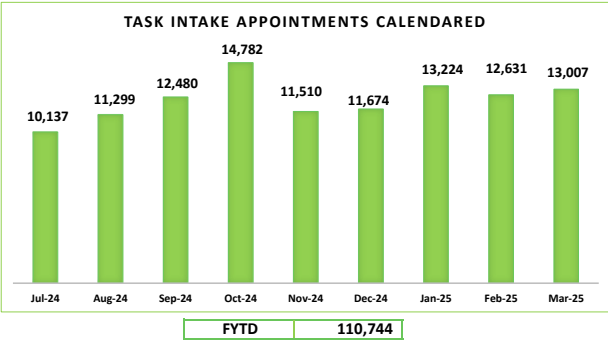
San Diego County

Data Month : March 2025

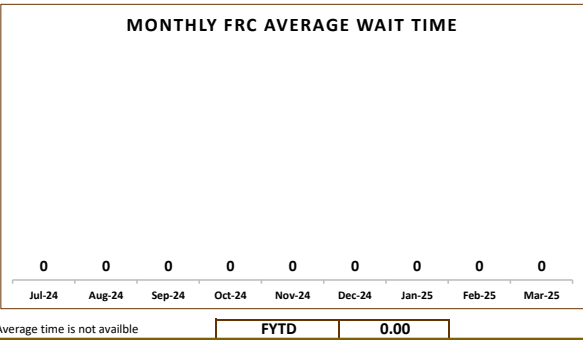
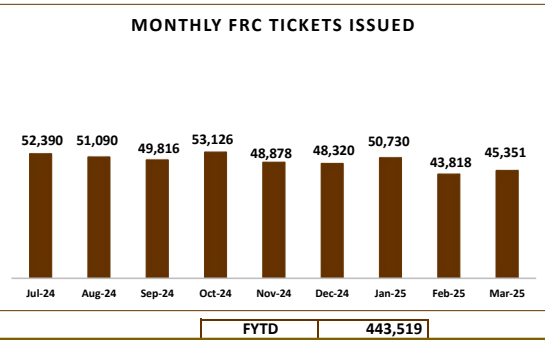
## CalSAWS Tasks Created



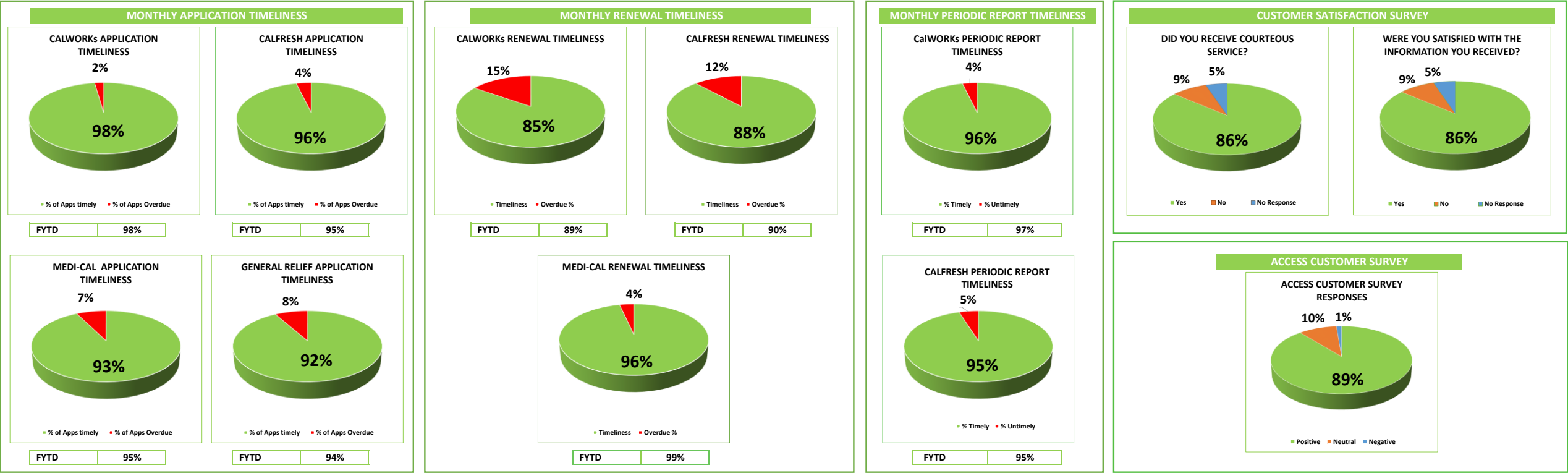
## MONTHLY CALSAWS CALENDARED APPOINTMENTS



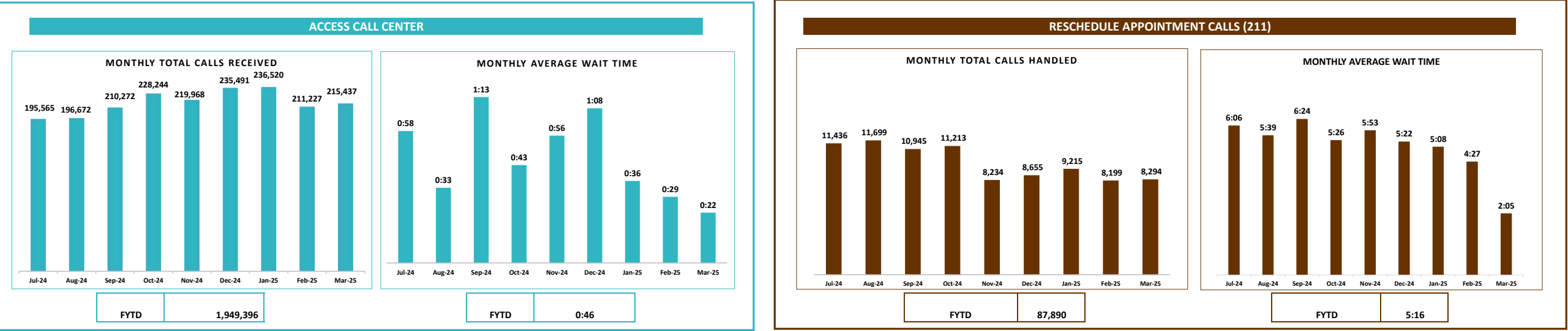
## LOBBY MANAGEMENT



CASE PROCESSING PERFORMANCE (CALSAWS)

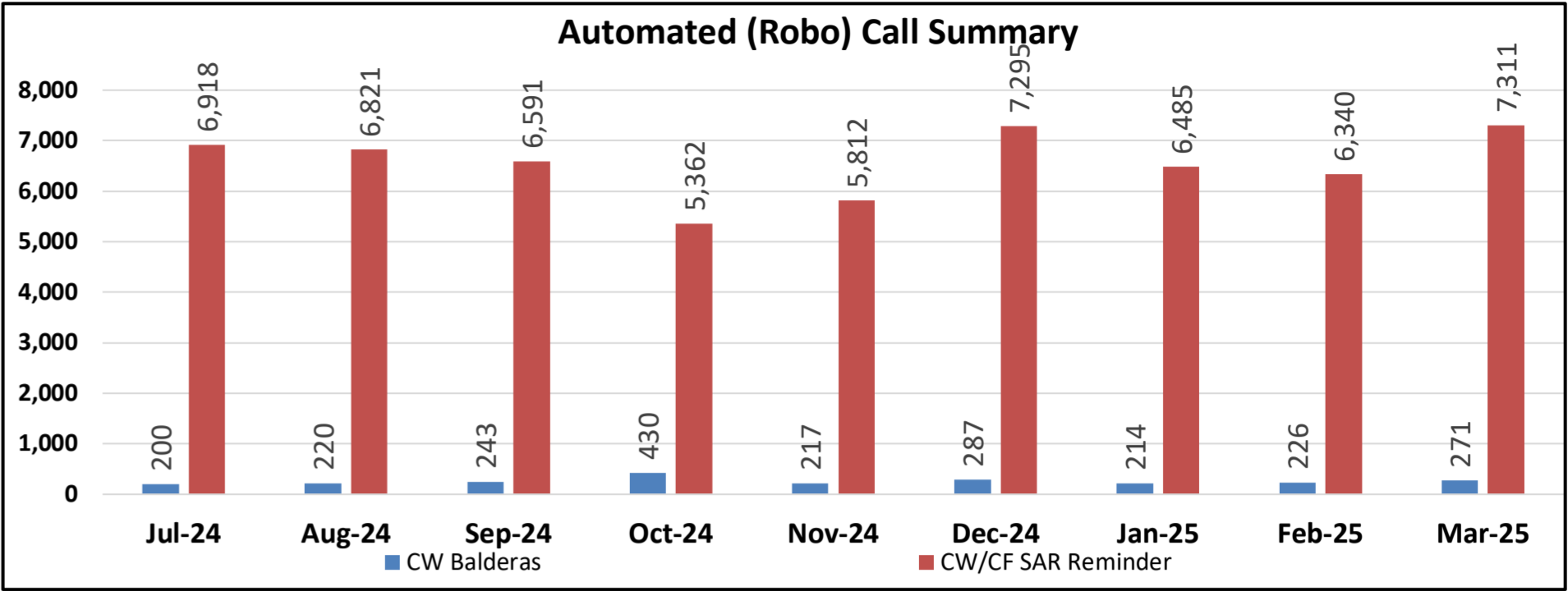


ACCESS CALL CENTER

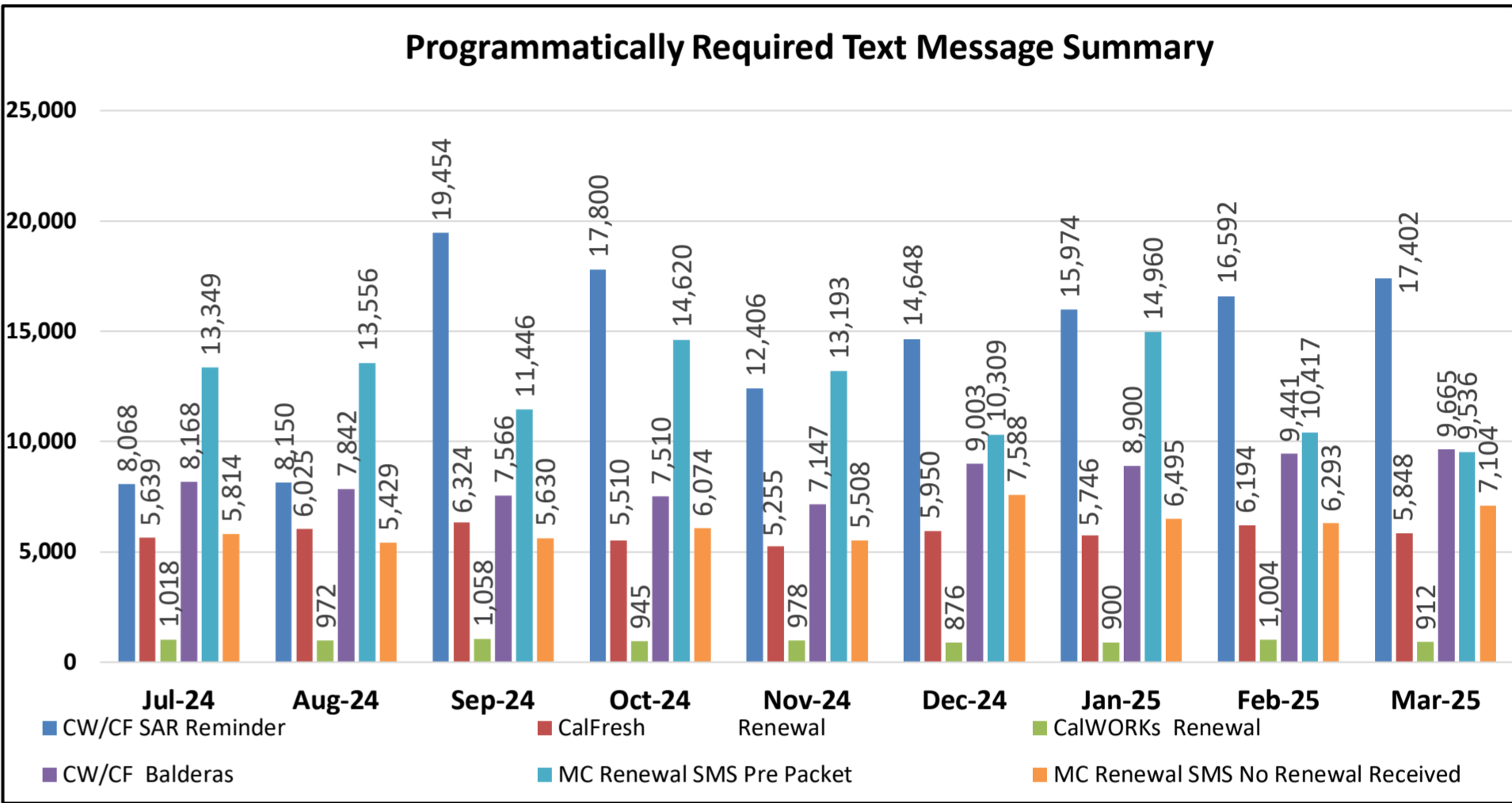


Monthly Robo-Calls & Text Messaging Report FY 2024/2025

Automated (Robo) Call	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	7,311	271	7,582
April 2025			
May 2025			
June 2025			
Grand Total	58,935	2,308	61,243



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	17,402	9,665	5,848	912	9,536	7,104	465,094	515,561
April 2025								
May 2025								
June 2025								
Grand Total	130,494	75,242	52,491	8,663	111,386	55,935	1,804,906	2,239,117

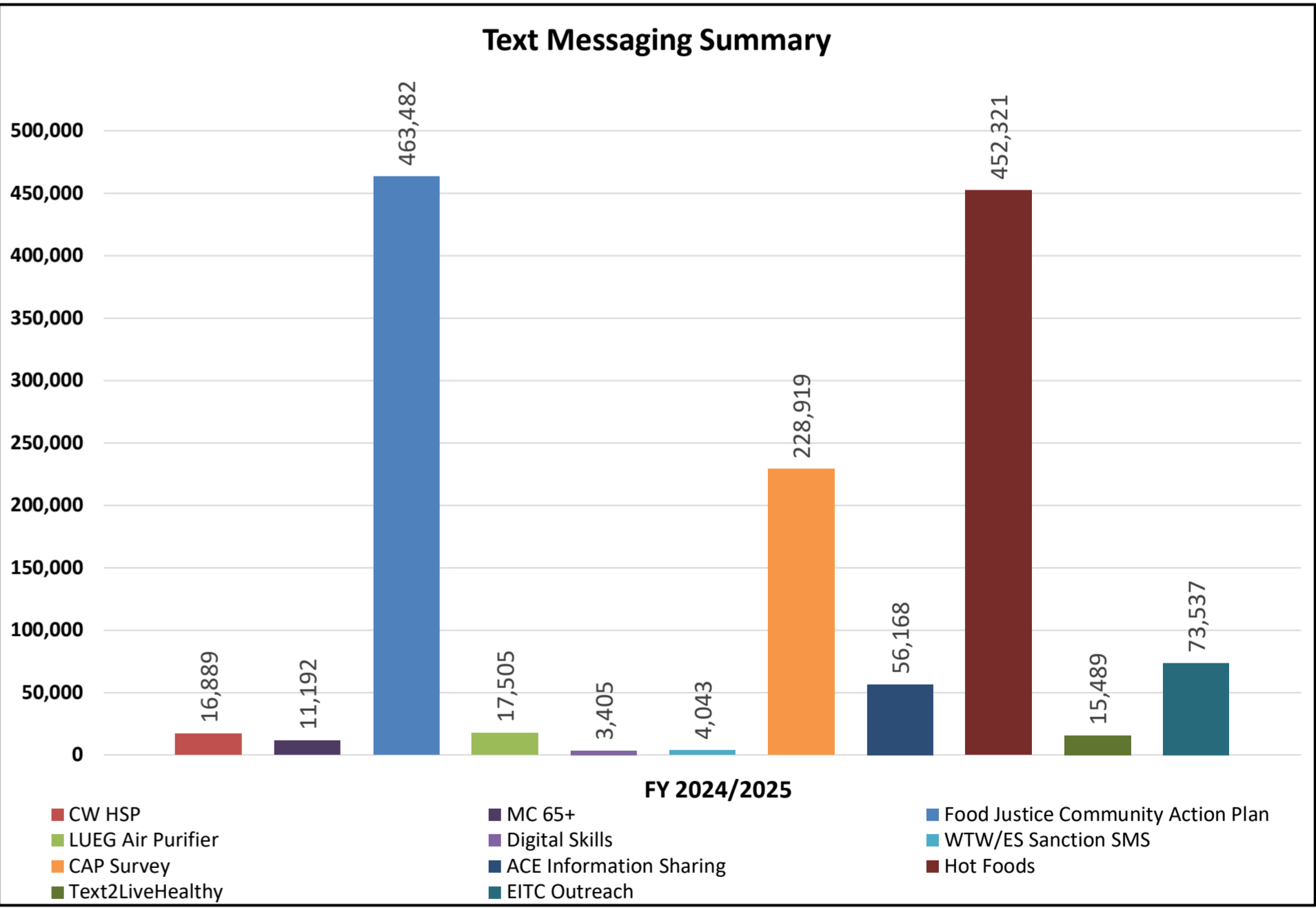


Text Messaging Summary	Special Campaign												
Month	CW HSP	MC 65+	Food Justice Community Action Plan	LUEG Air Purifier	Digital Skills	WTW/ES Sanction SMS	CAP Survey	ACE Information Sharing	Hot Foods	Text2Live Healthy	EITC Outreach	MC CAIAIM	Grand Total
July 2024	16,889	1,316											1,316
August 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		1,221				624				1,293		461,956	465,094
April 2025													
May 2025													
June 2025													
Grand Total	16,889	11,192	463,482	17,505	3,405	4,043	228,919	56,168	452,321	15,489	73,537	461,956	1,788,017

\*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.

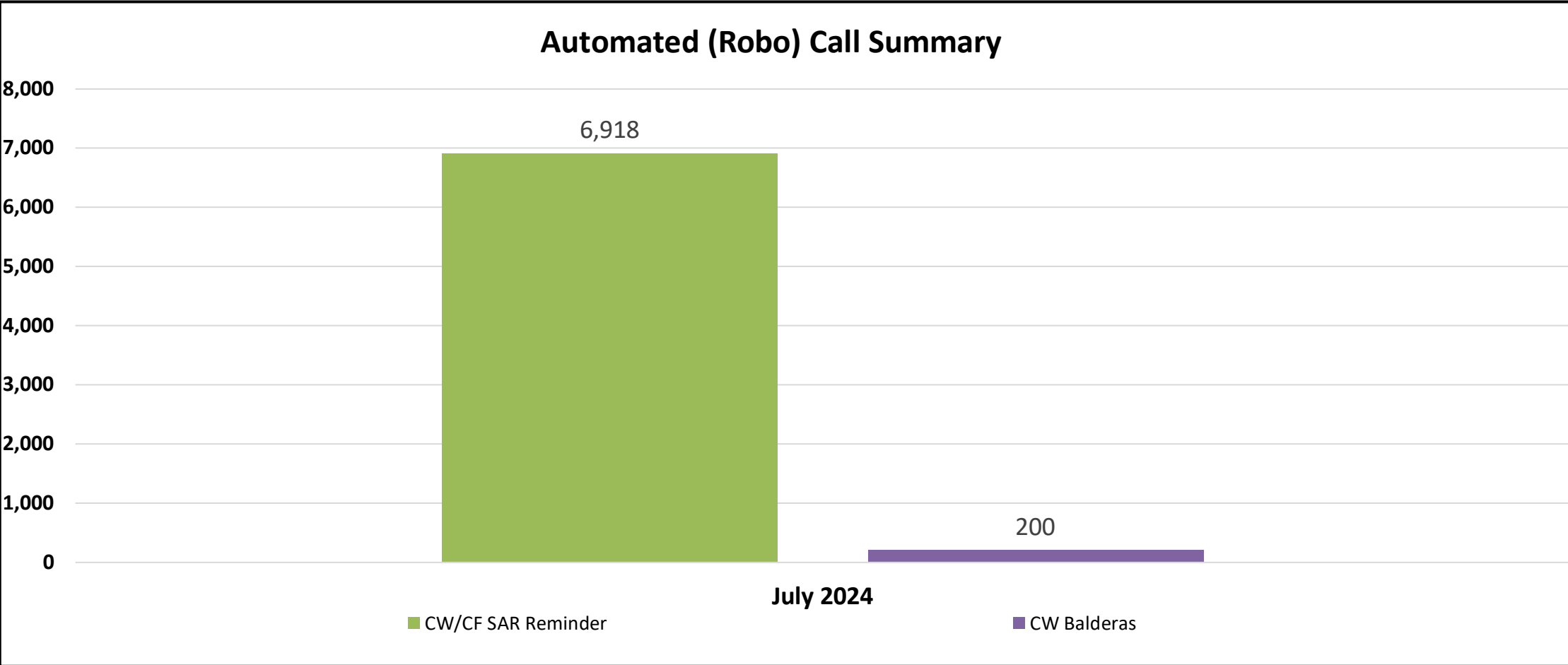
\*Note: PR Text Message Summary methodology updated to count CW/CF Household once.  
These household's are sent one text message. CW/CF households are included in CW Text Message Count.

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

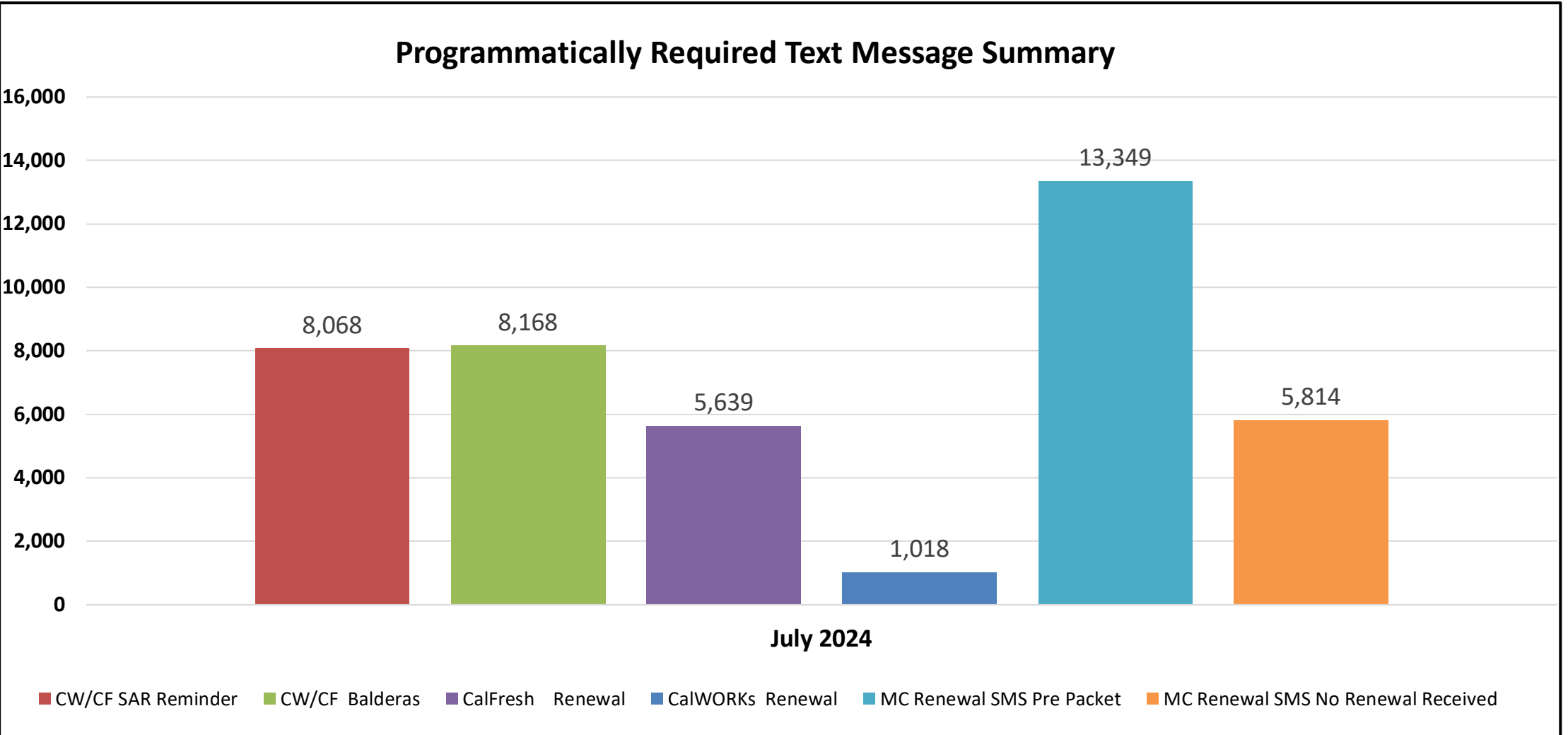


July 2024

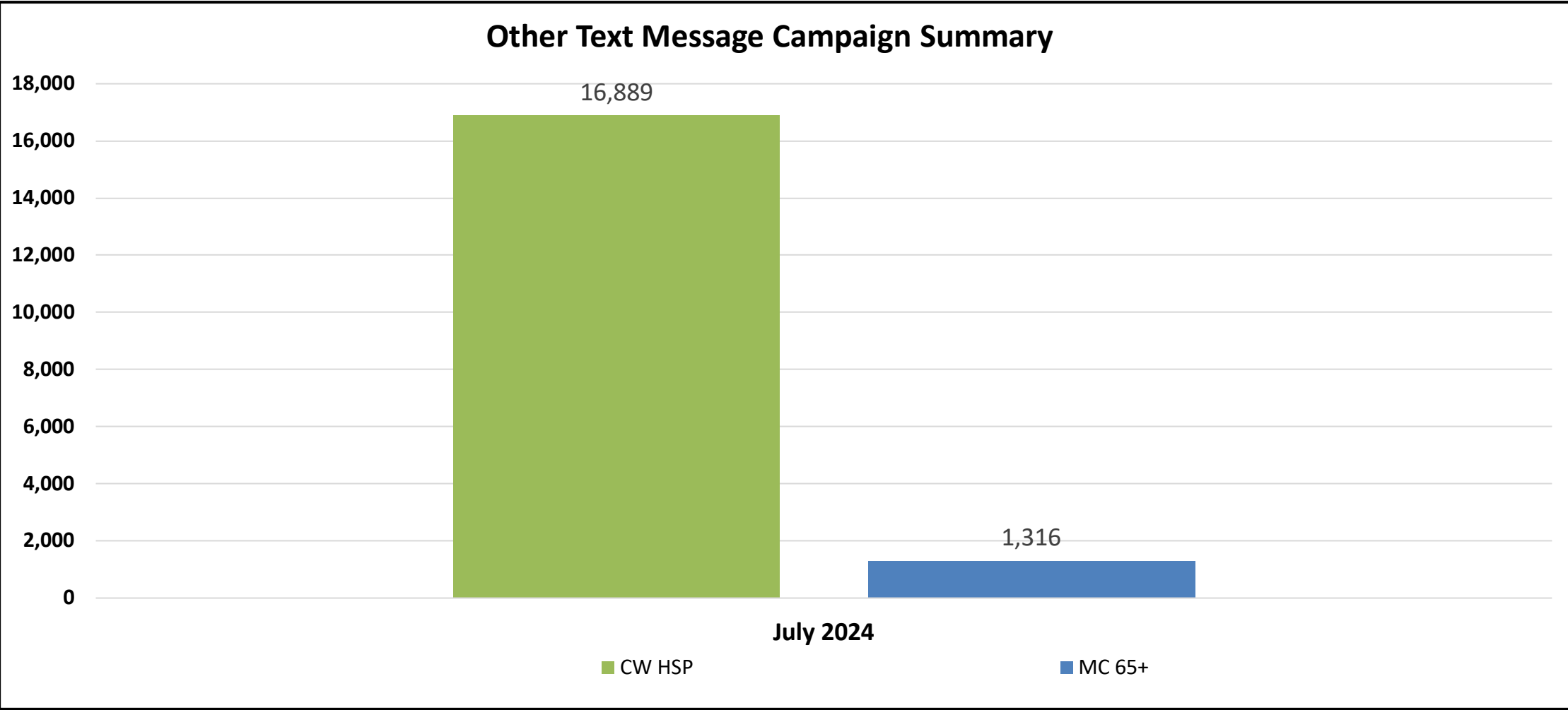
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
July 2024	6,918	200	7,118
Grand Total	6,918	200	7,118



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



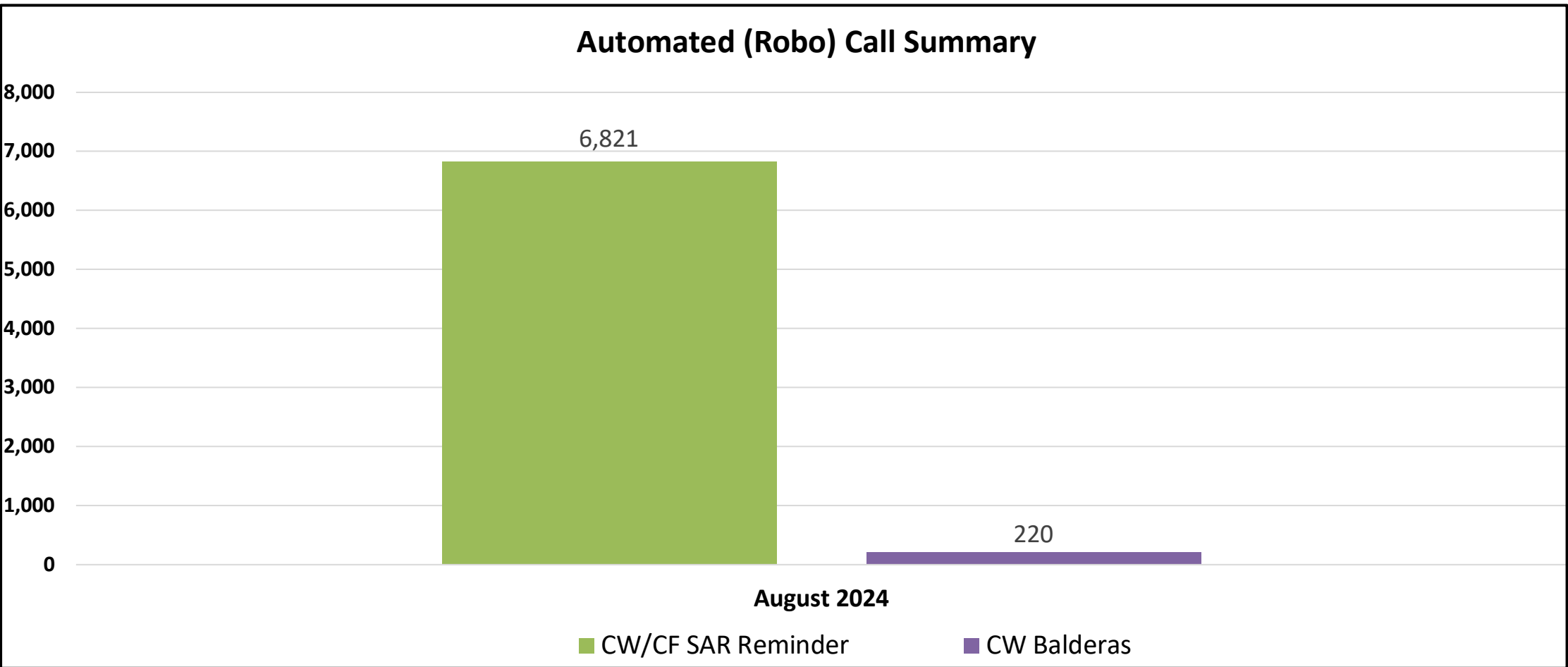
Text Messaging Summary	Special Campaign		
Month	CW HSP	MC 65+	Grand Total
July 2024	16,889	1,316	18,205
Grand Total	16,889	1,316	18,205



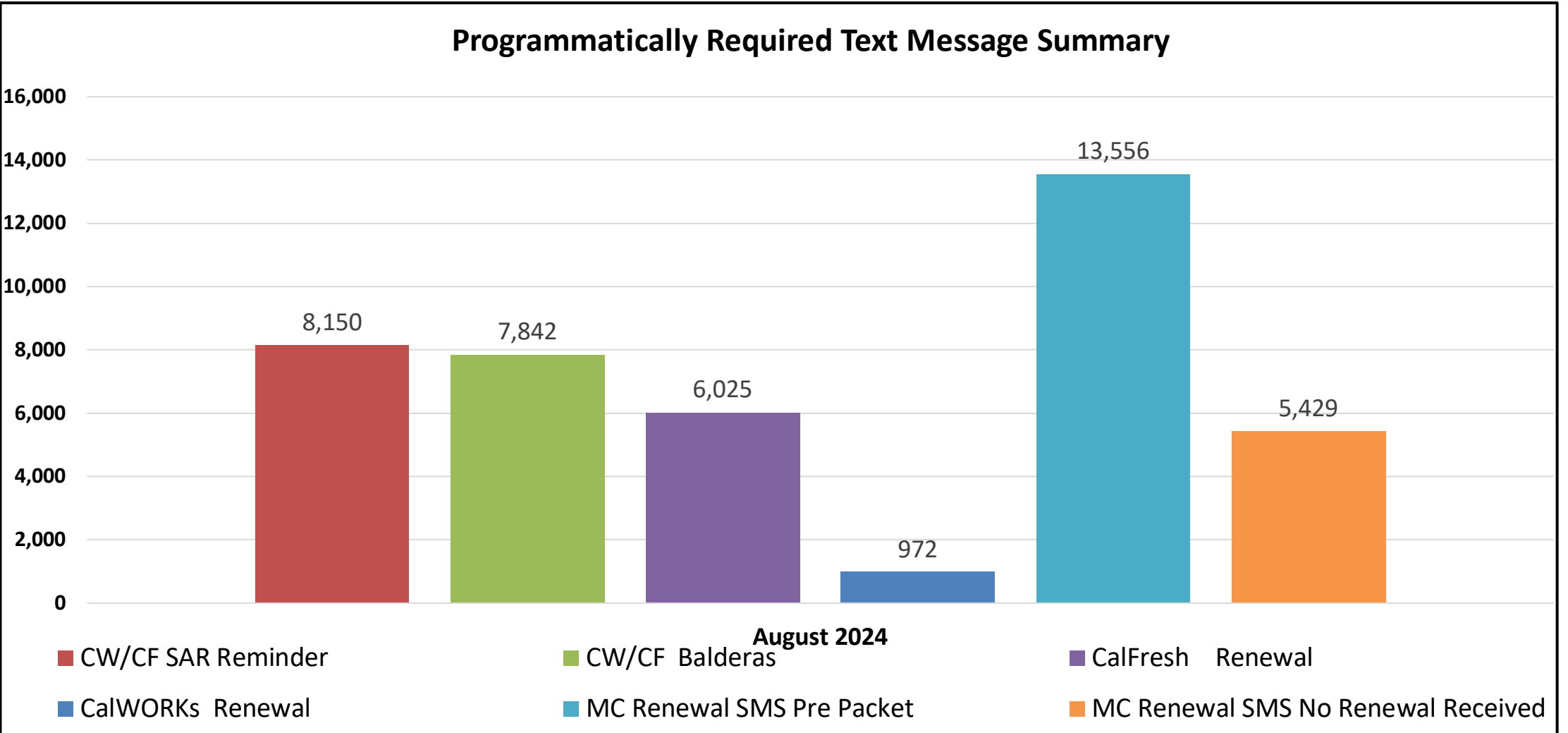
Report Data Month: 07/2024  
Report Run Date: 04/04/2025

August 2024

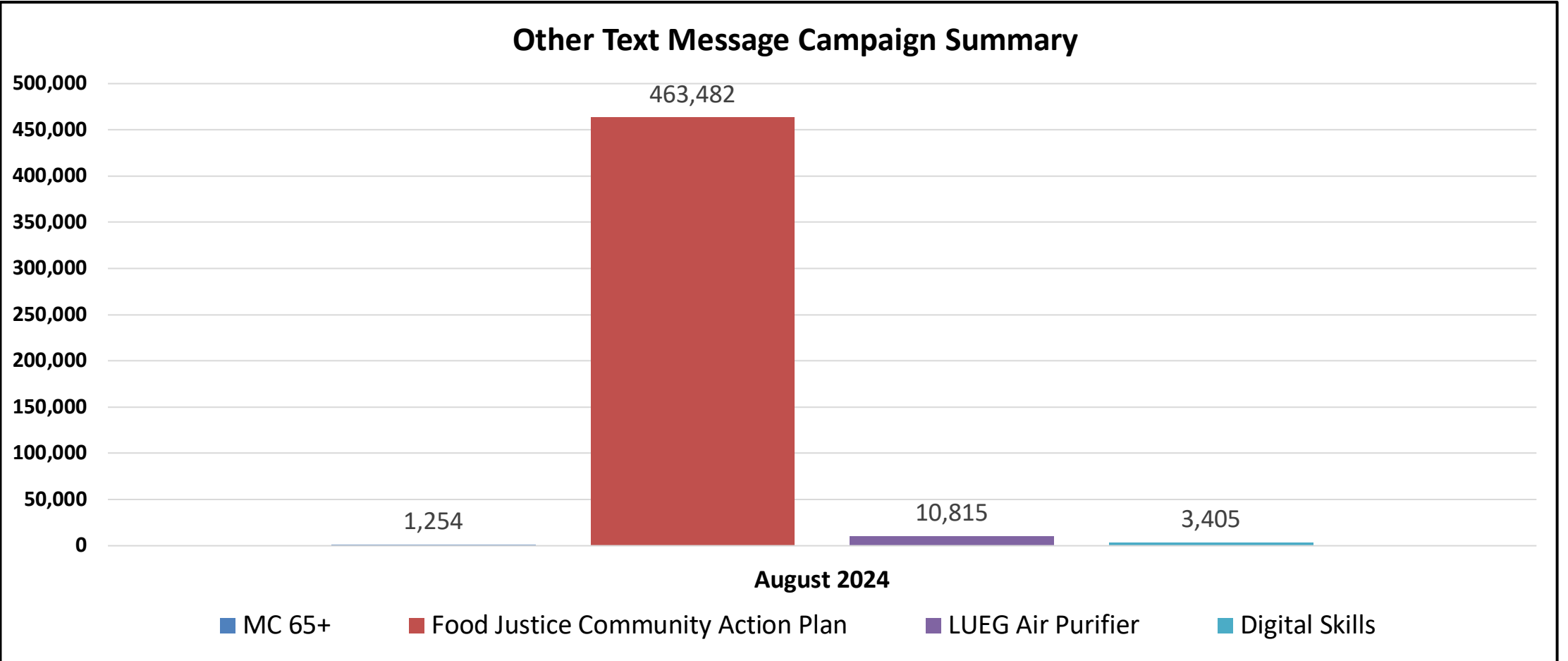
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
August 2024	6,821	220	7,041
Grand Total	6,821	220	7,041



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
August 2024	8,150	7,842	6,025	972	13,556	5,429	478,956	520,930
Grand Total	8,150	7,842	6,025	972	13,556	5,429	478,956	520,930



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

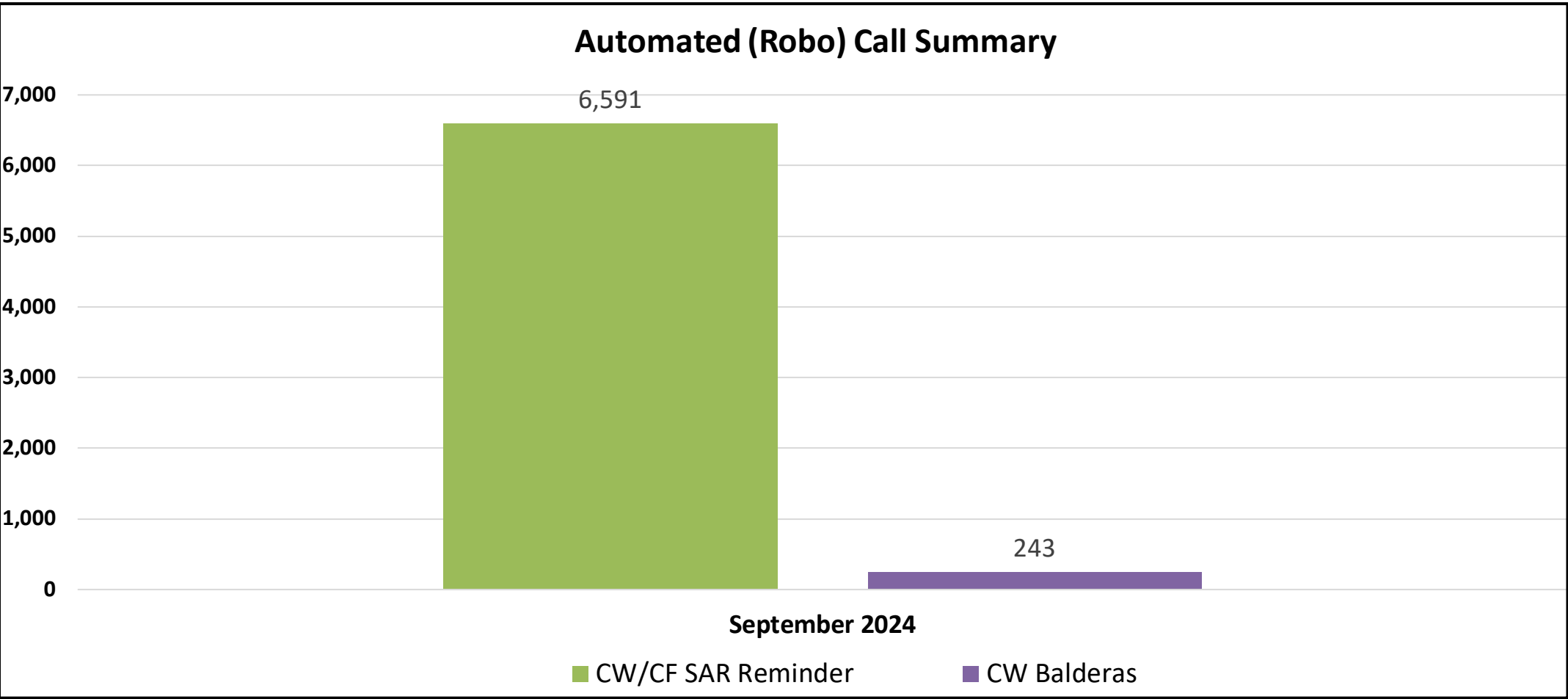


Report Data Month: 08/2024

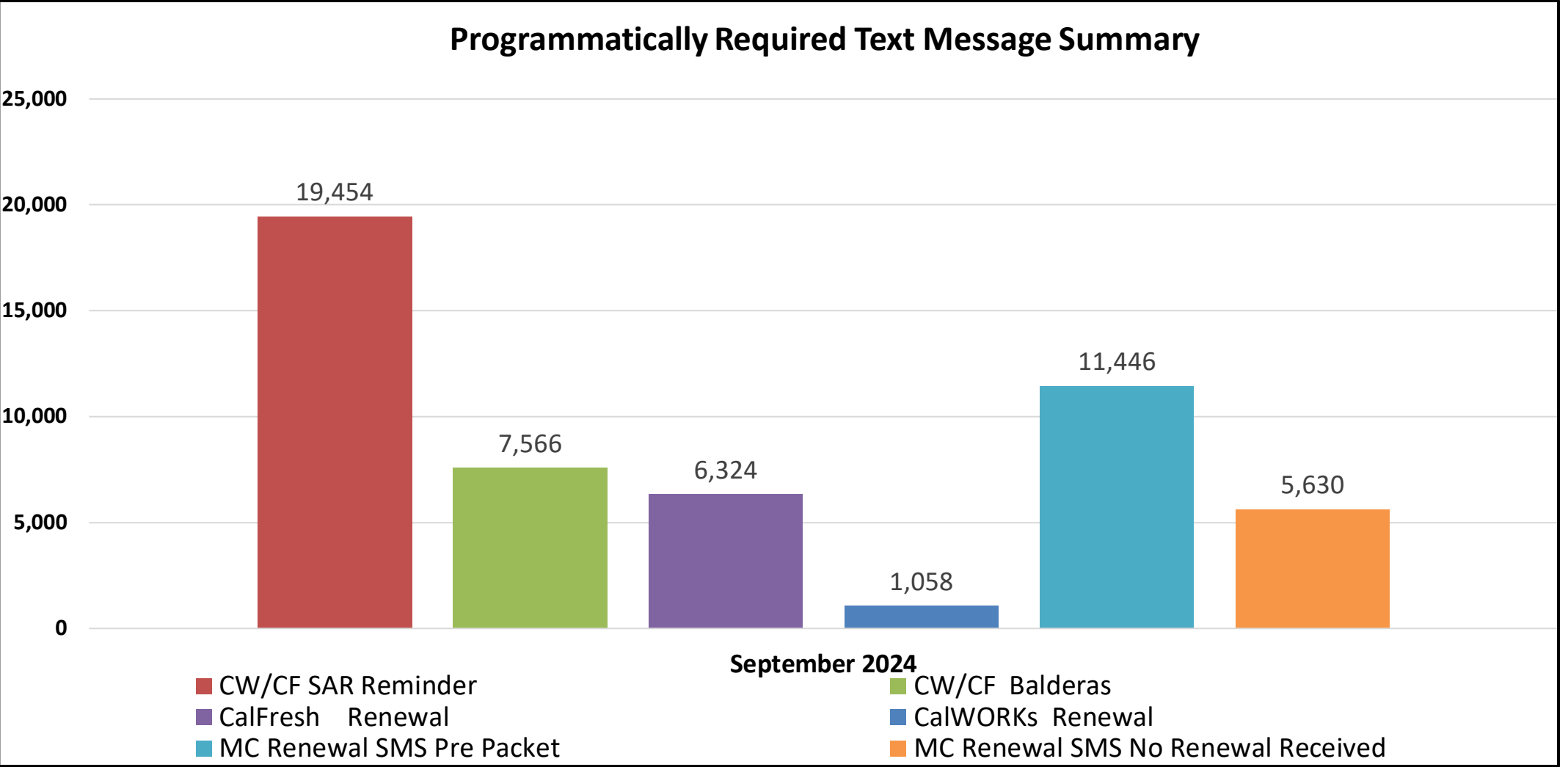
Report Run Date: 04/04/2025

September 2024

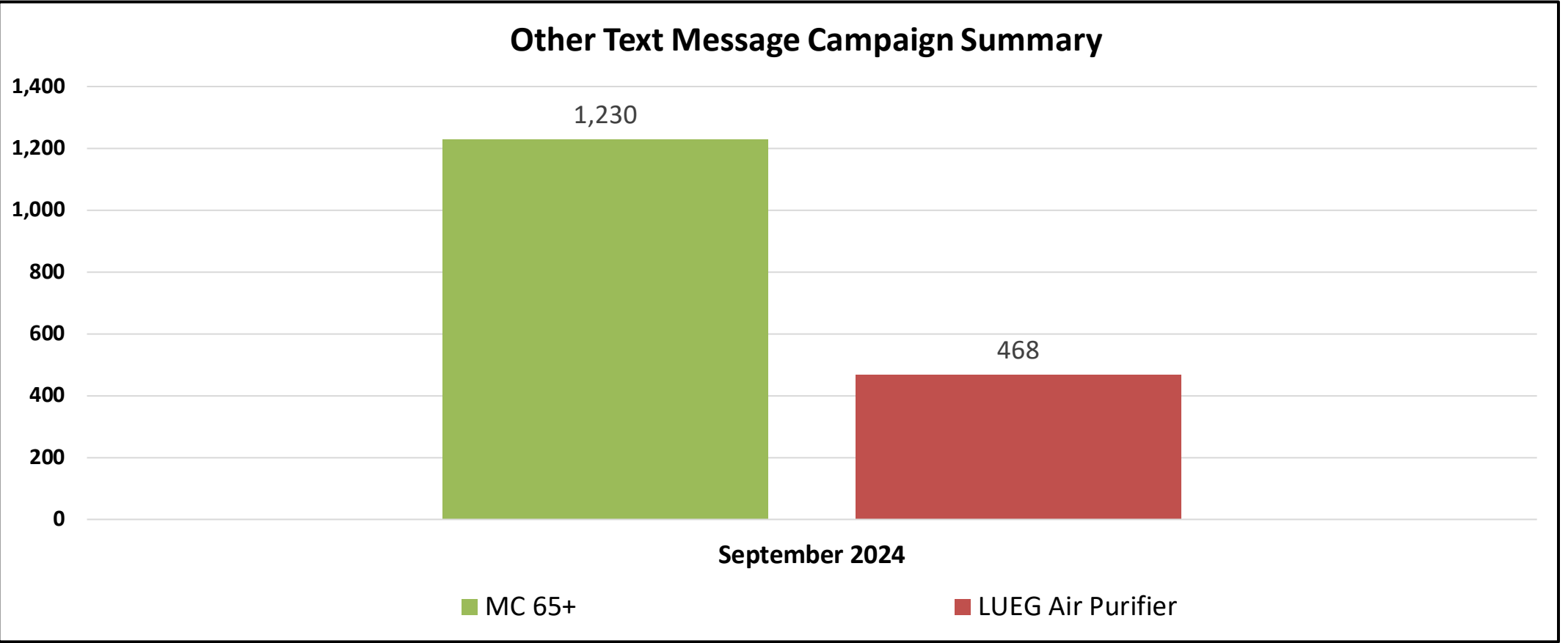
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
September 2024	6,591	243	6,834
Grand Total	6,591	243	6,834



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
Grand Total	19,454	7,566	6,324	1,058	11,446	5,630	1,698	53,176

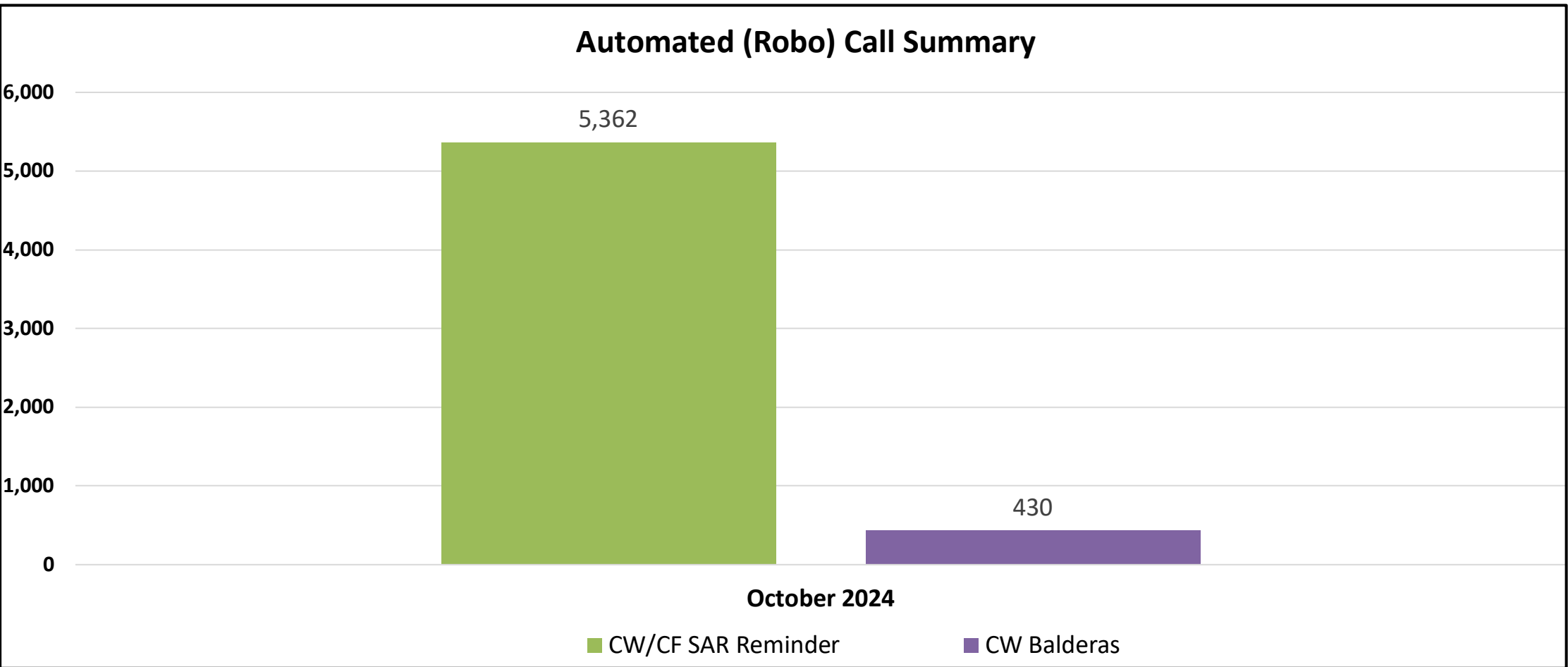


Text Messaging Summary	Special Campaign		
Month	MC 65+	LUEG Air Purifier	Grand Total
September 2024	1,230	468	1,698
Grand Total	1,230	468	1,698

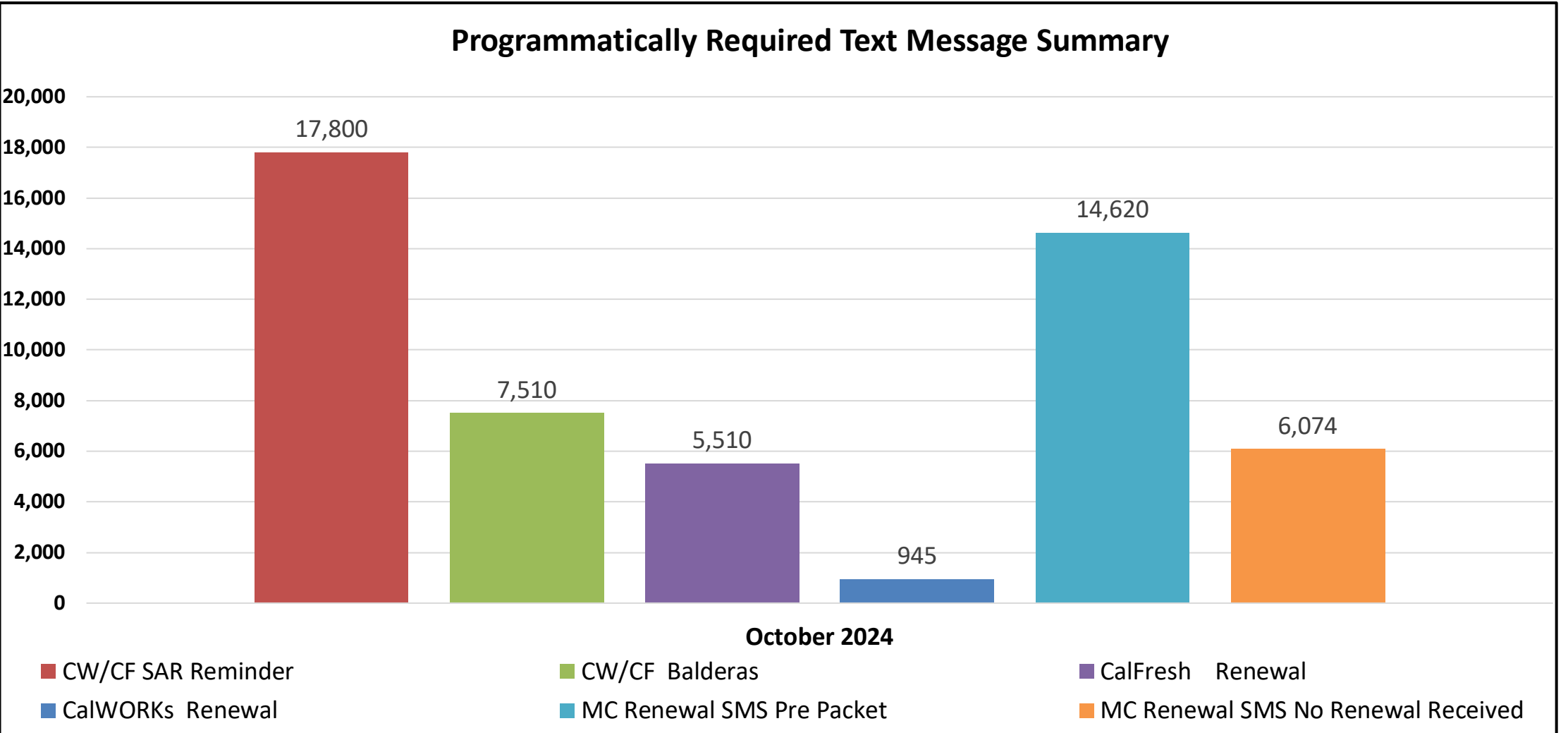


October 2024

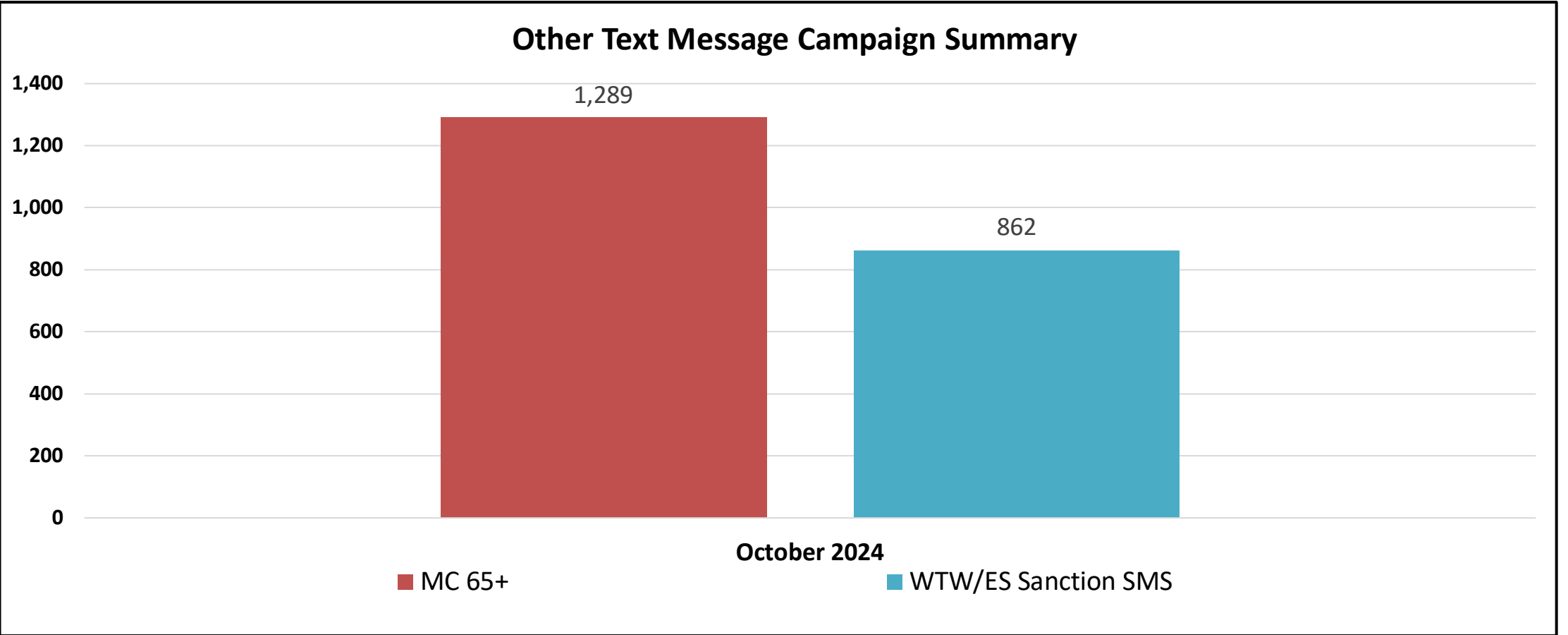
Automated (Robo) Call Summary	Program		
Month	CW/CF SAR Reminder	CW Balderas	Grand Total
October 2024	5,362	430	5,792
Grand Total	5,362	430	5,792



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
Grand Total	17,800	7,510	5,510	945	14,620	6,074	2,151	54,610



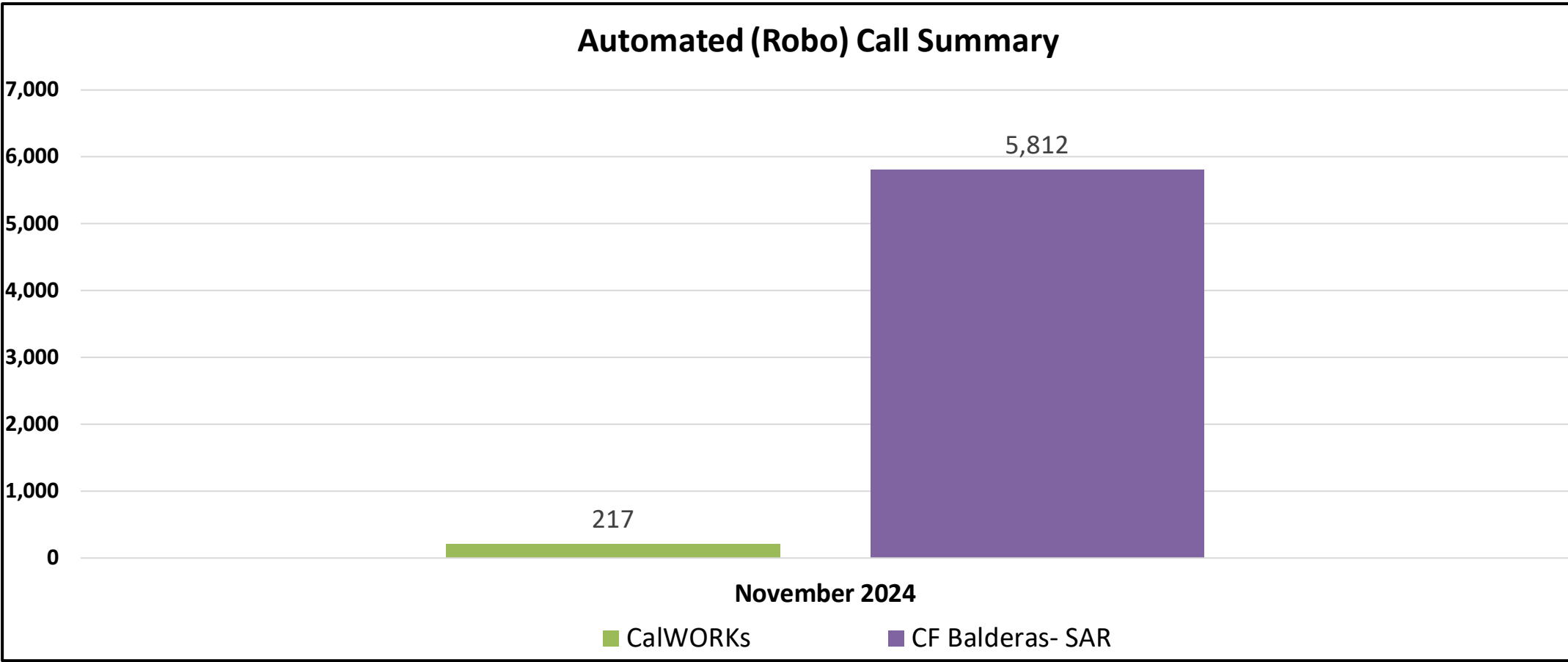
Text Messaging Summary	Special Campaign		
Month	MC 65+	WTW/ES Sanction SMS	Grand Total
October 2024	1,289	862	2,151
Grand Total	1,289	862	2,151



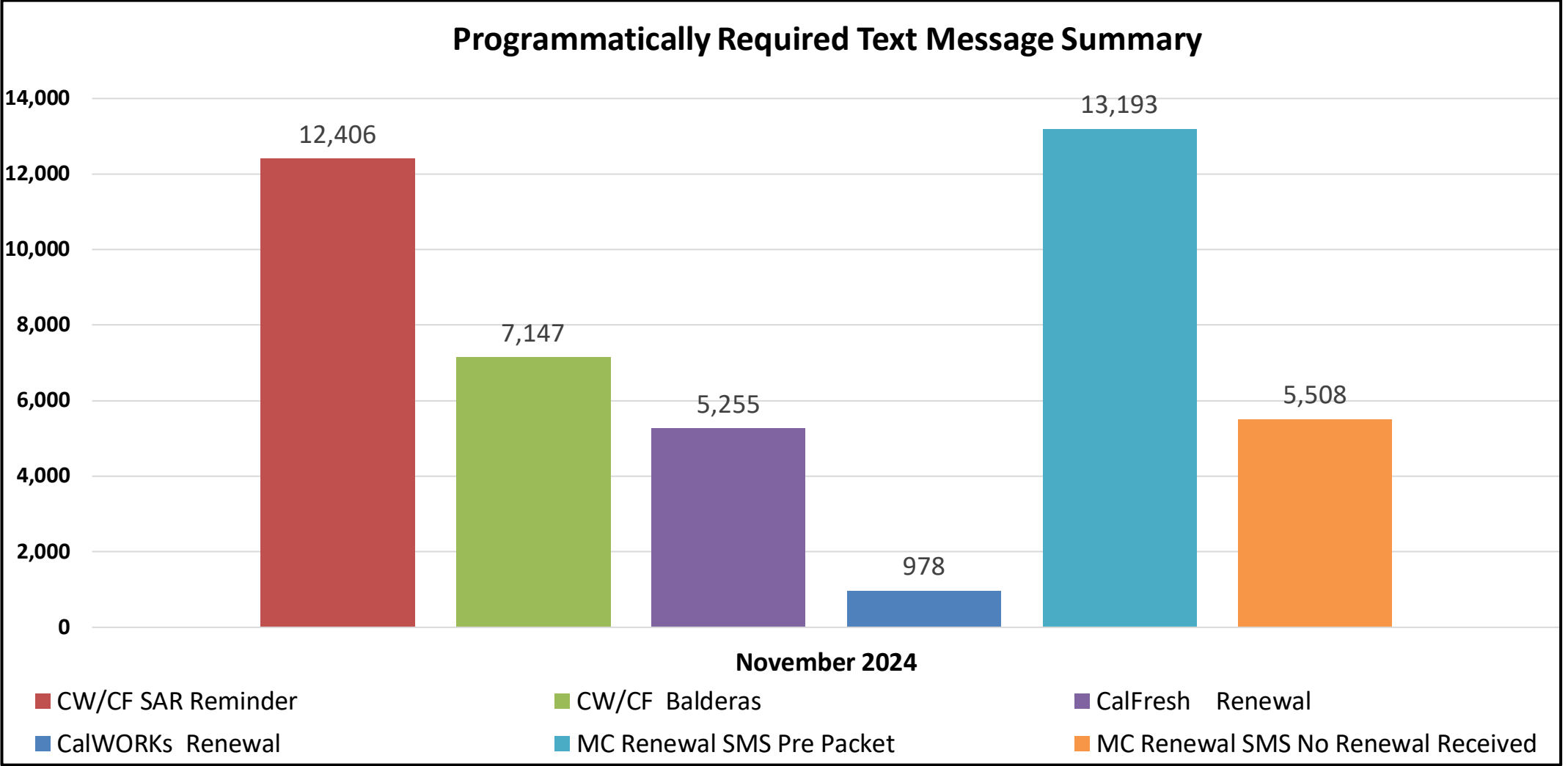
Report Data Month: 10/2024  
 Report Run Date: 04/04/2025

November 2024

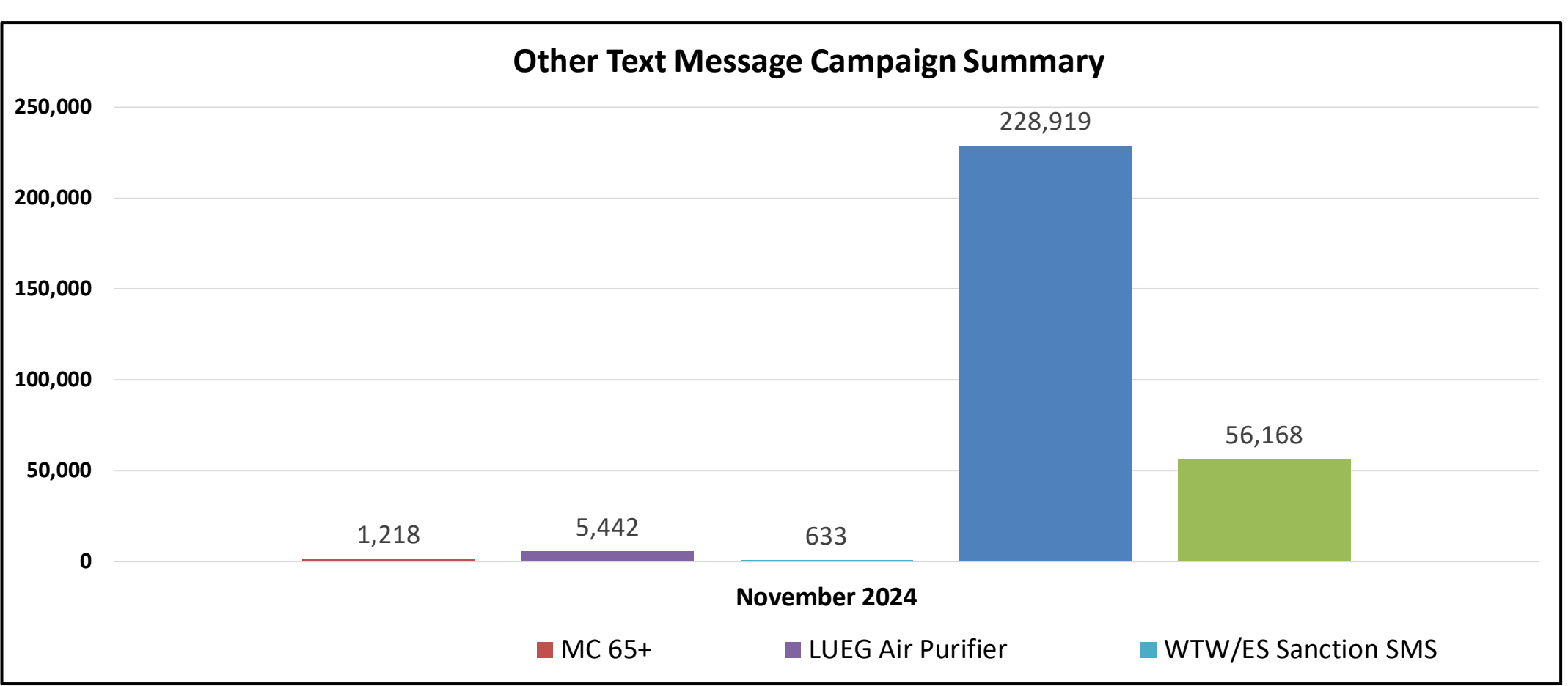
Automated (Robo) Call Summary	Program		
Month	CalWORKs	CF Balderas- SAR	Grand Total
November 2024	217	5,812	6,029
Grand Total	217	5,812	6,029



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

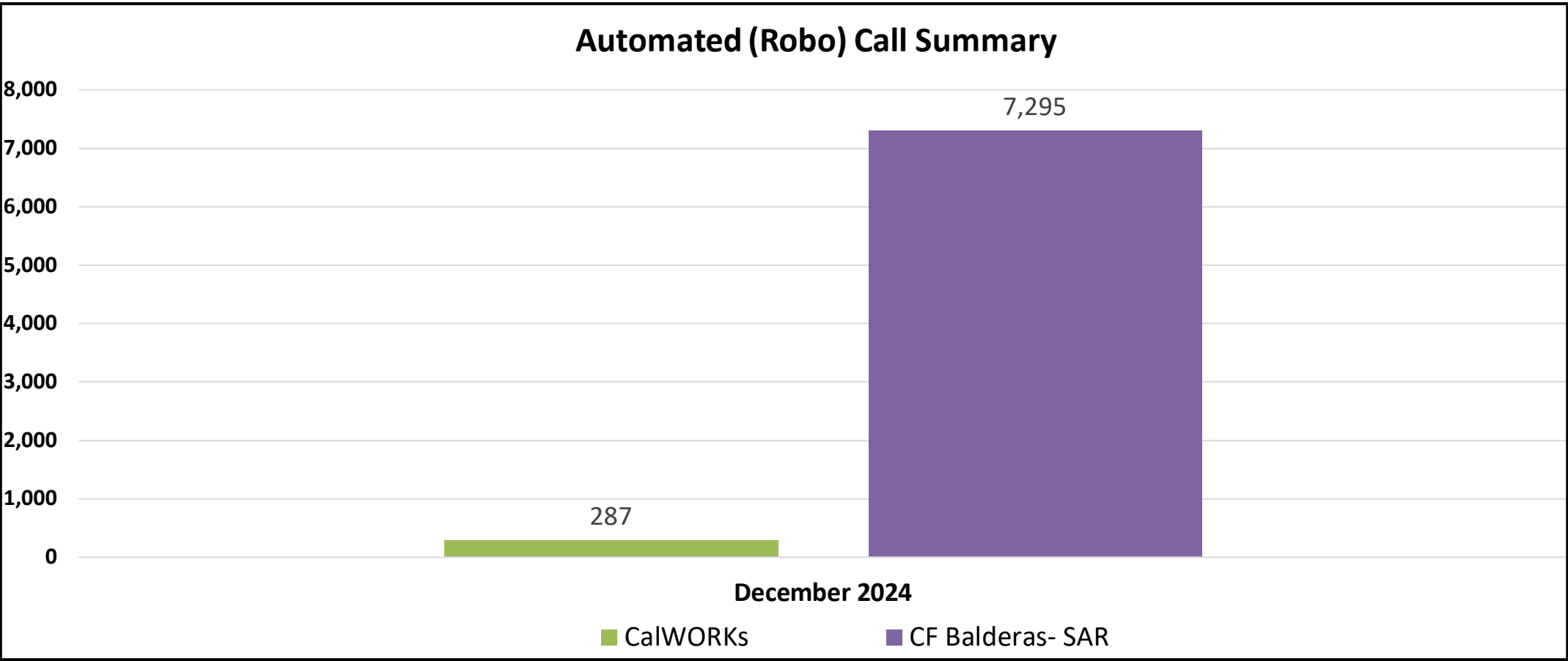


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

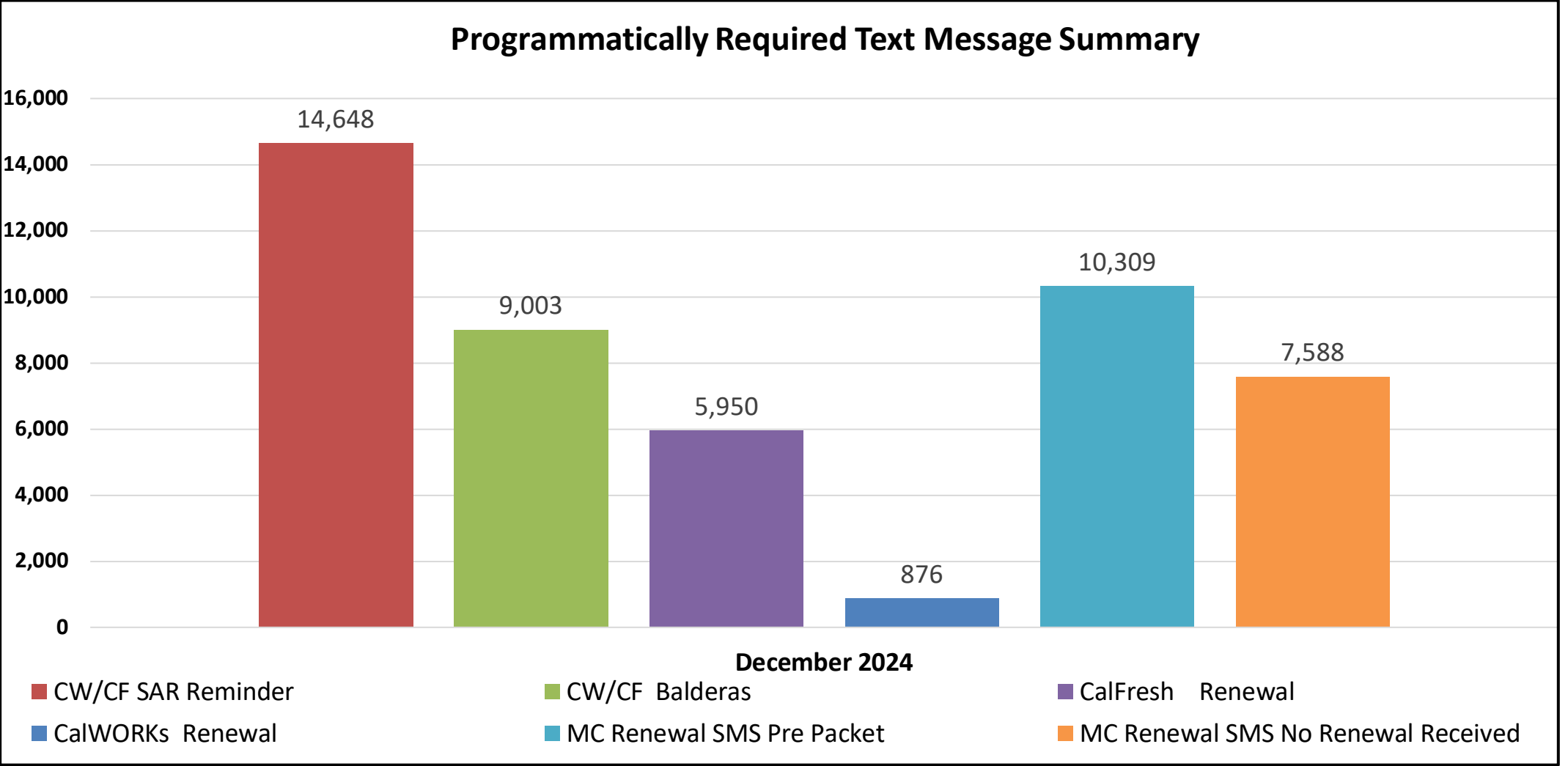
Report Data Month: 11/2024  
Report Run Date: 04/04/2025

December 2024

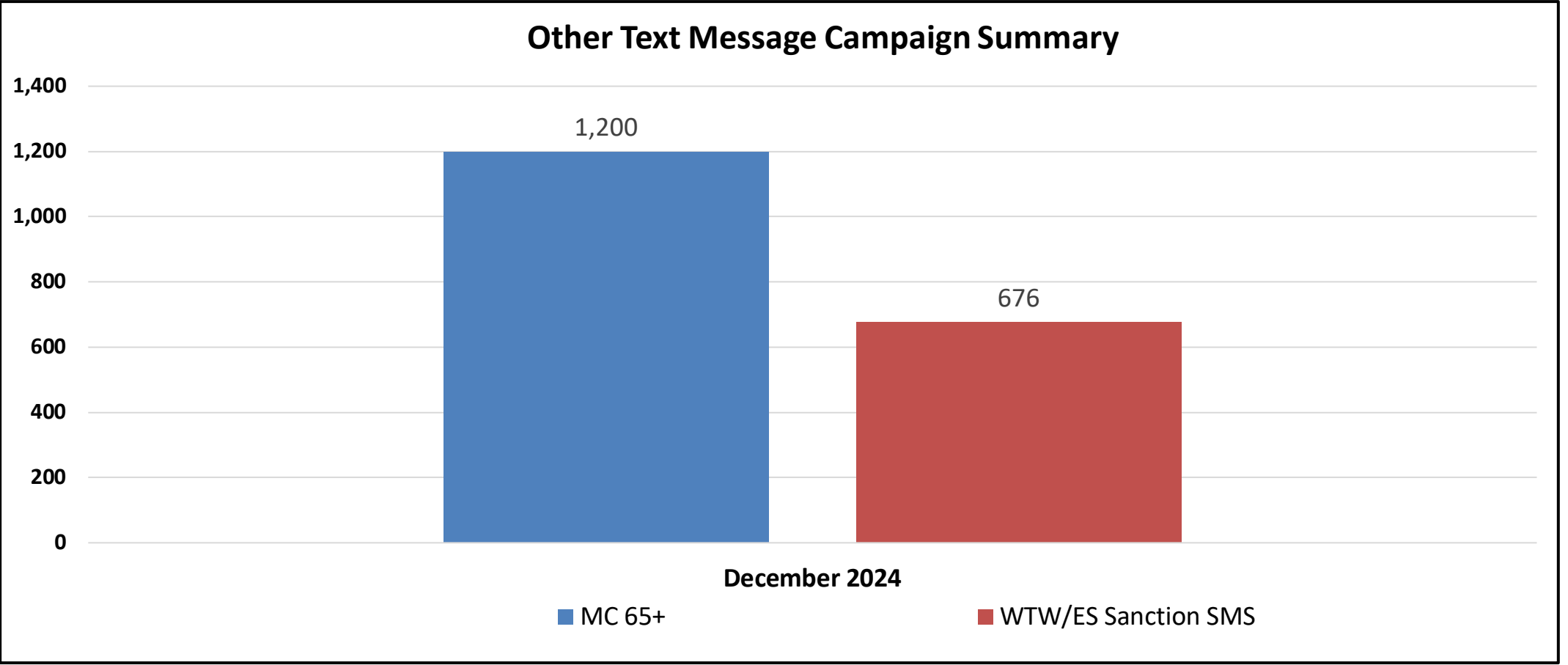
Automated (Robo) Call Summary	Program		
Month	CalWORKs	CF Balderas- SAR	Grand Total
December 2024	287	7,295	7,582
Grand Total	287	7,295	7,582



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

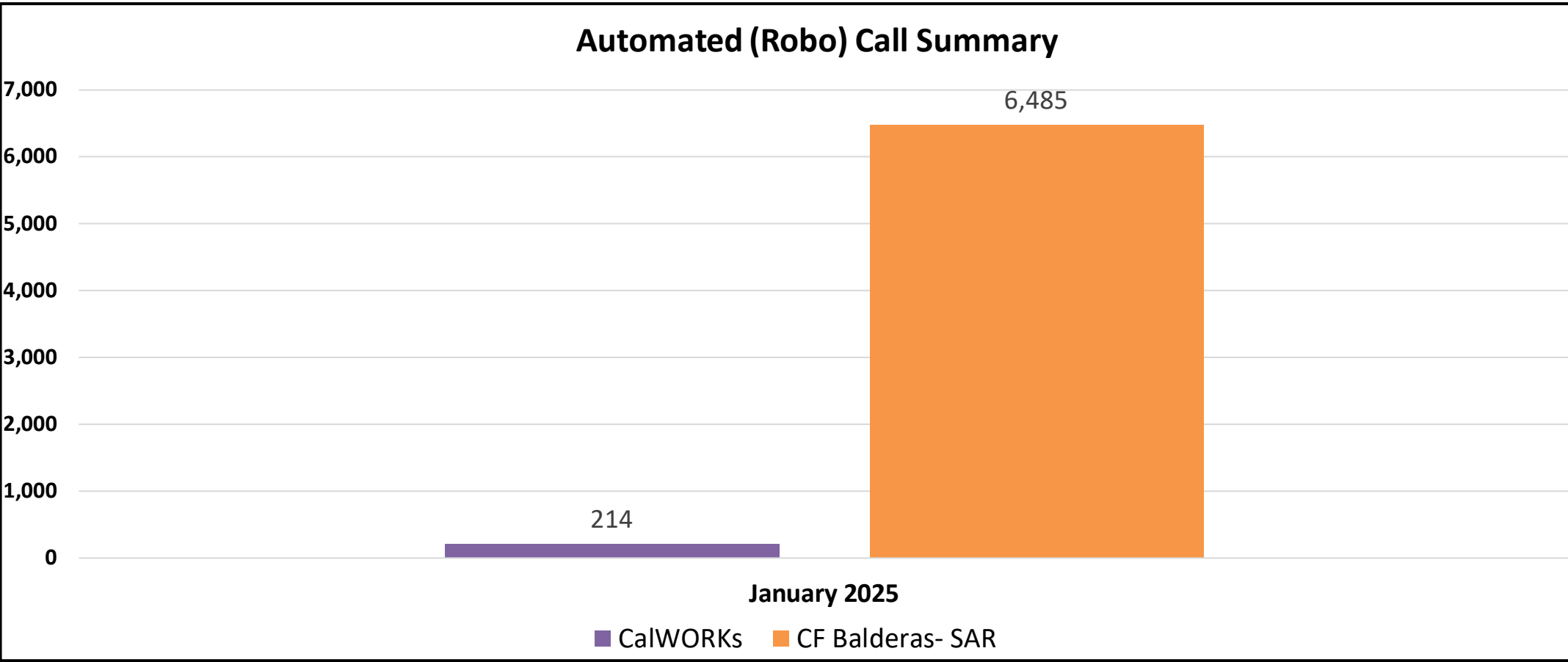


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

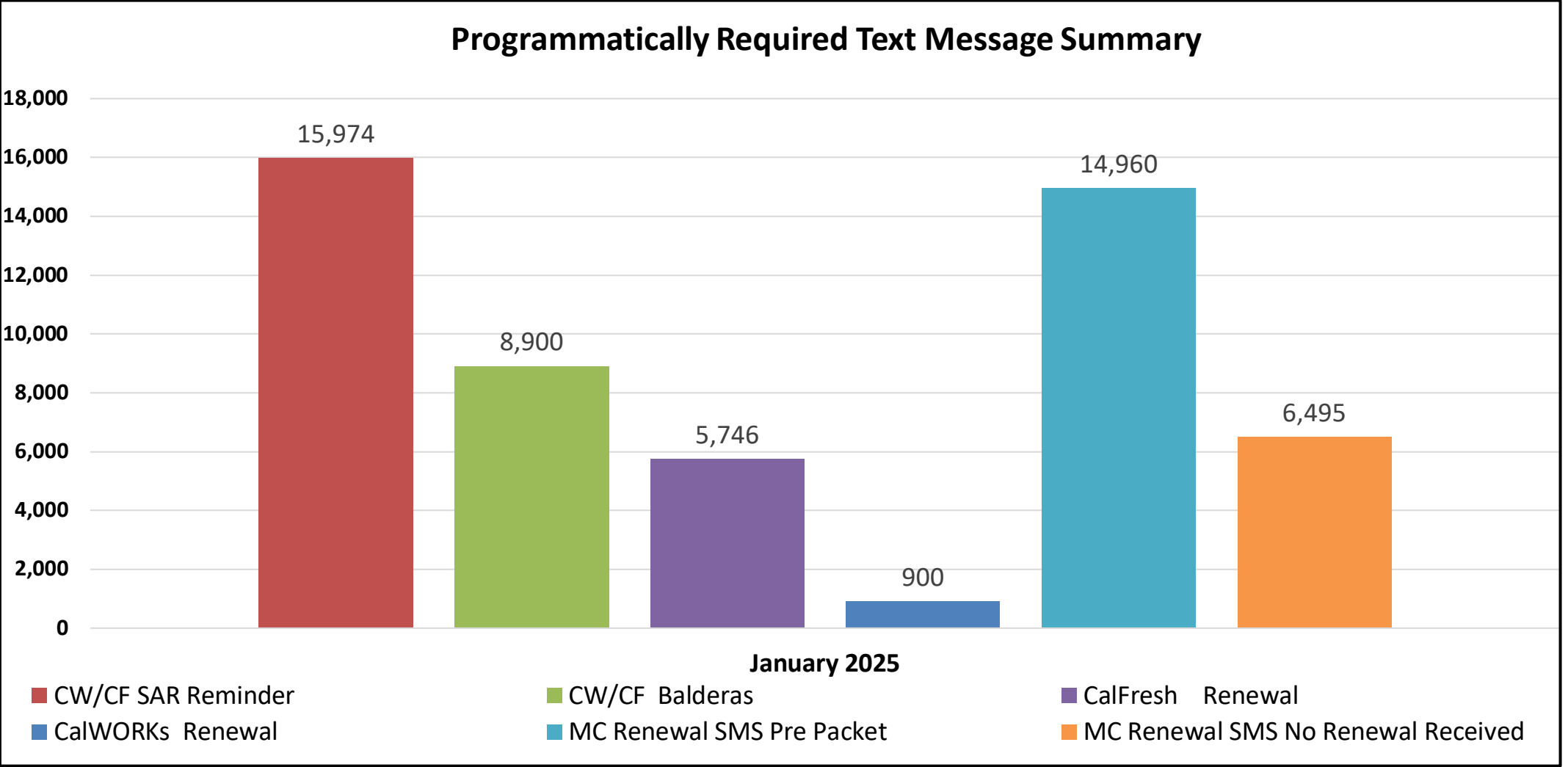
Report Data Month: 12/2024  
Report Run Date: 04/04/2025

January 2025

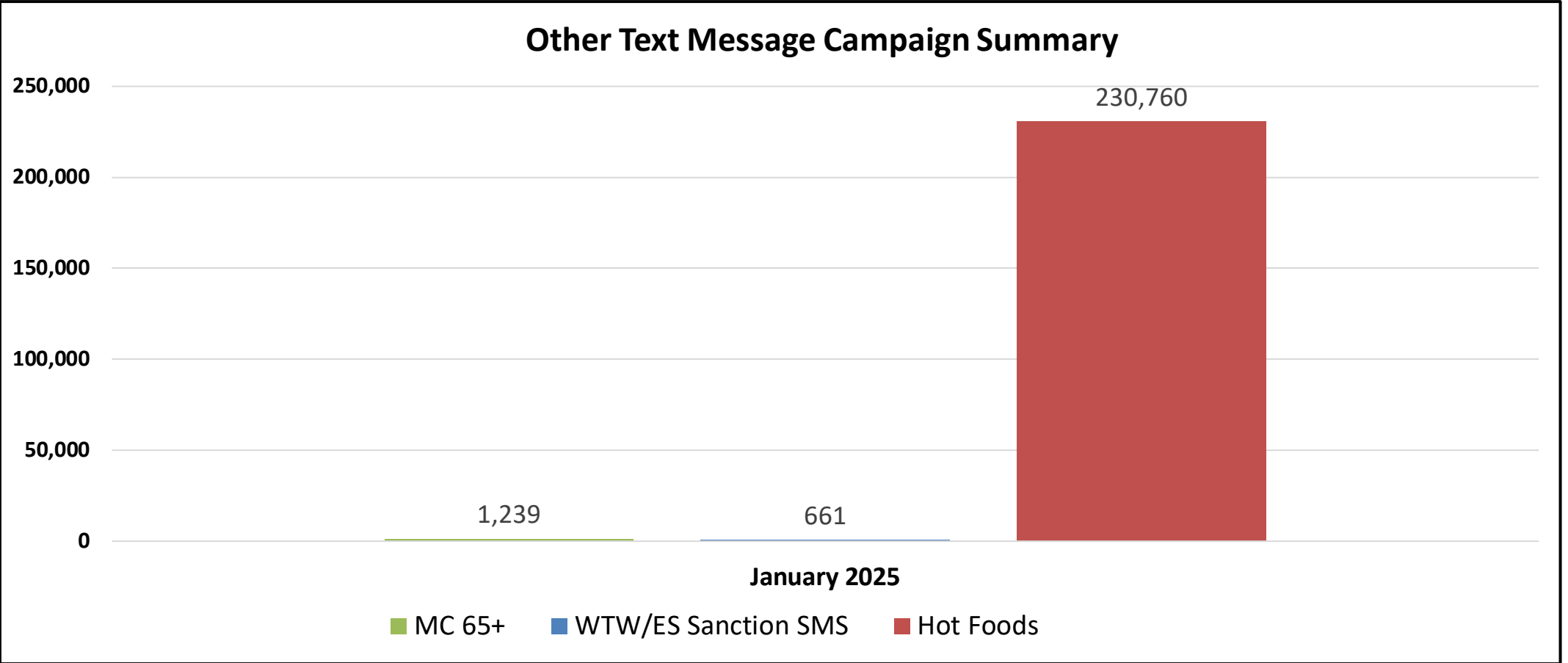
Automated (Robo) Call Summary	Program		
Month	CalWORKs	CF Balderas- SAR	Grand Total
January 2025	214	6,485	6,699
Grand Total	214	6,485	6,699



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

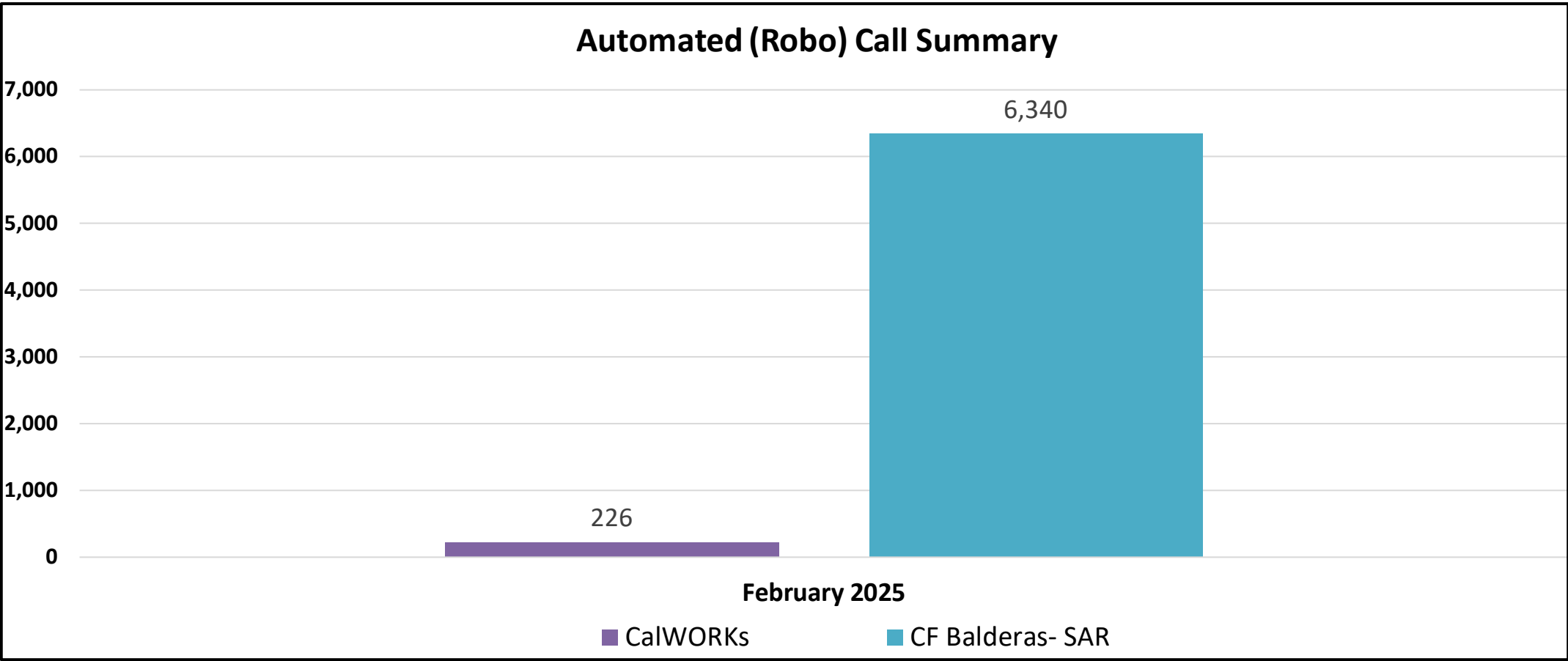


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

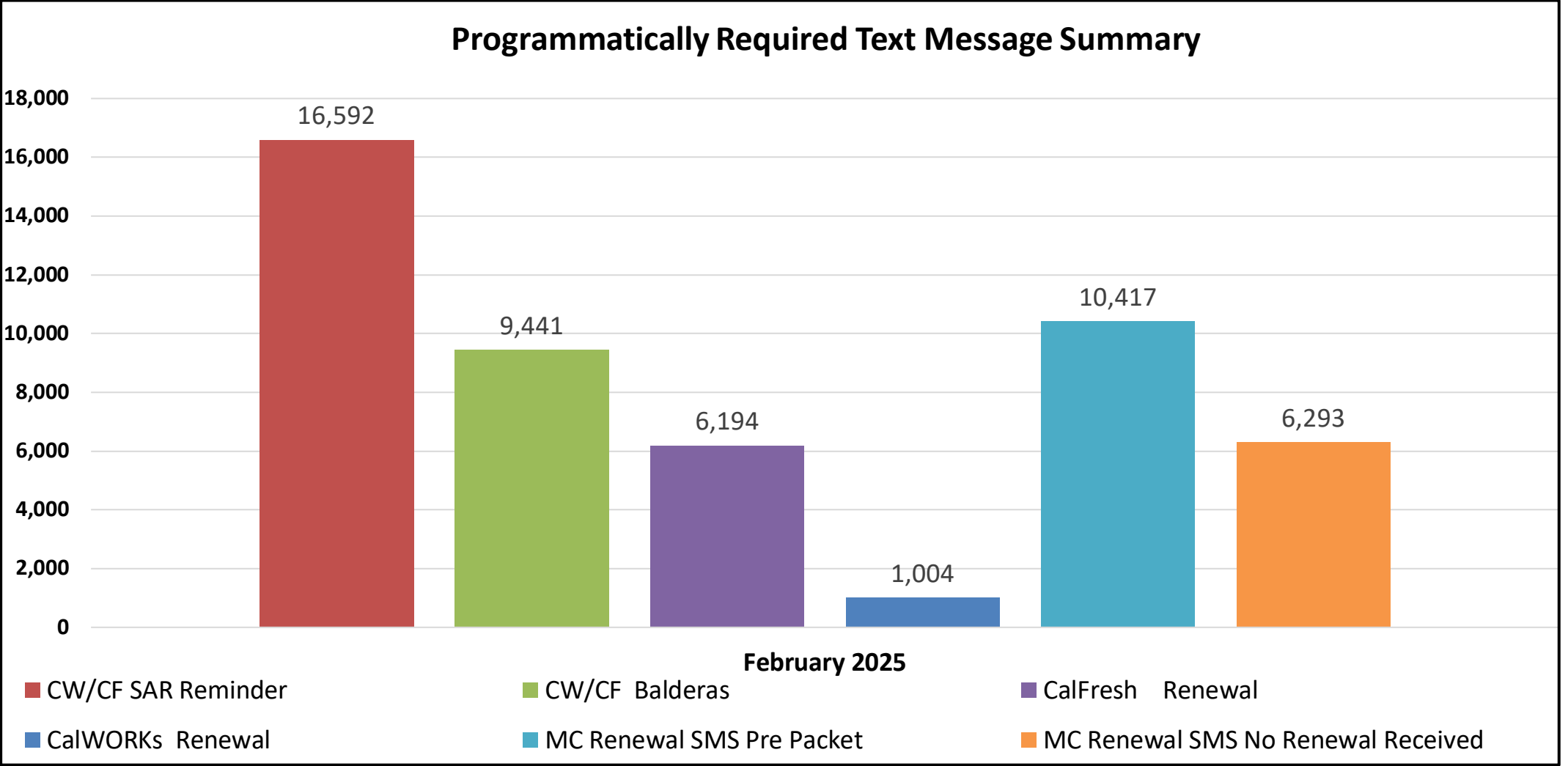
Report Data Month: 01/2025  
Report Run Date: 04/04/2025

February 2025

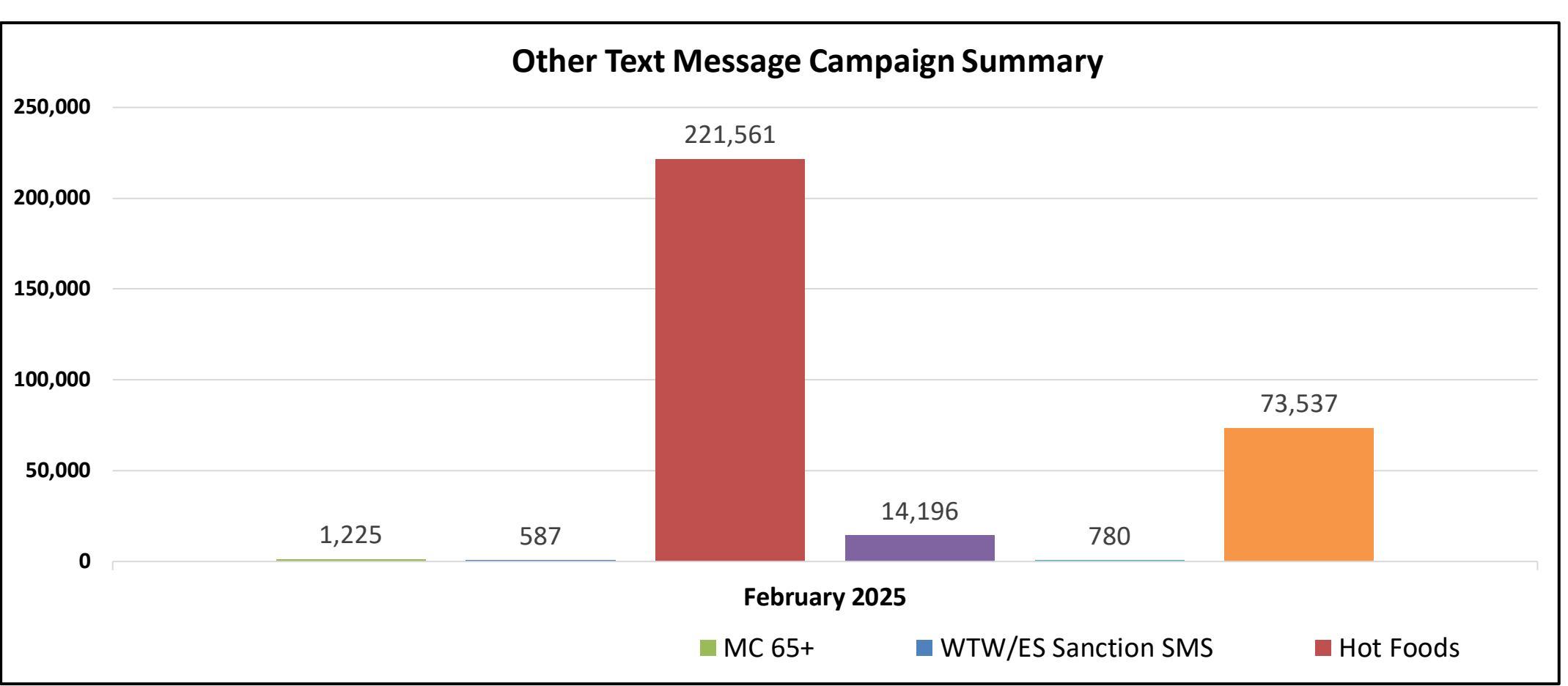
Automated (Robo) Call Summary	Program		
Month	CalWORKs	CF Balderas- SAR	Grand Total
February 2025	226	6,340	6,566
Grand Total	226	6,340	6,566



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
February 2025	16,592	9,441	6,194	1,004	10,417	6,293	311,886	361,827
Grand Total	16,592	9,441	6,194	1,004	10,417	6,293	311,886	361,827



Text Messaging Summary	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
Grand Total	1,225	587	221,561	14,196	780	73,537	311,886

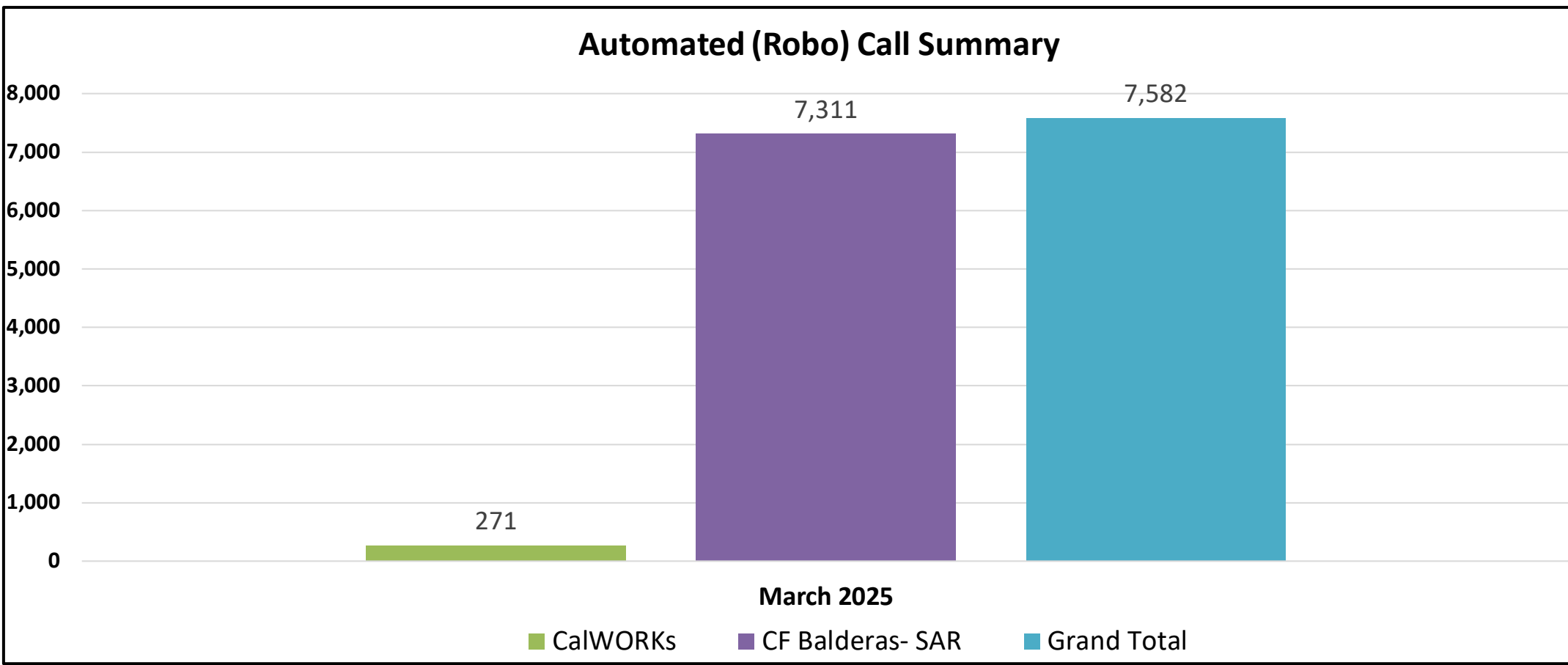


Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

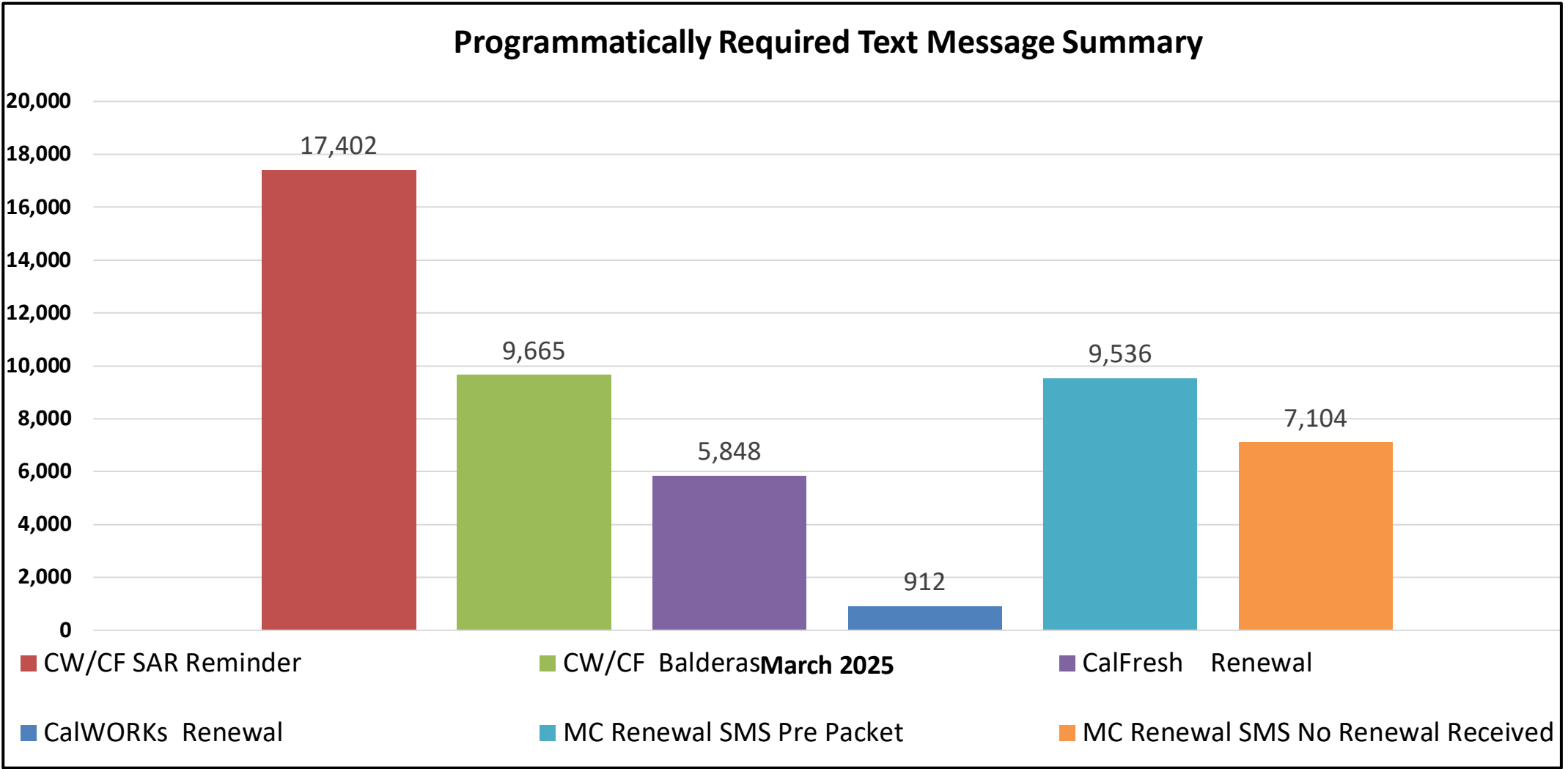
Report Data Month: 02/2025  
Report Run Date: 04/04/2025

March 2025

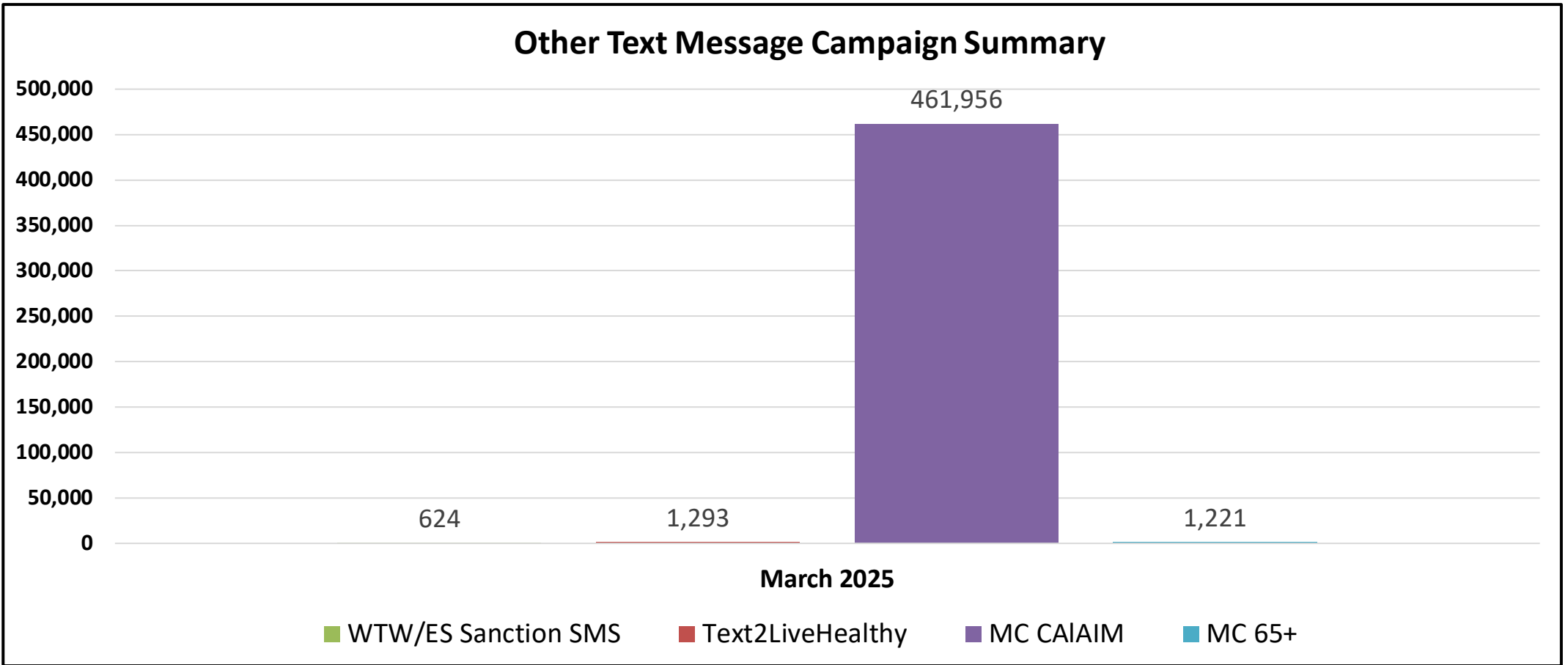
Automated (Robo) Call Summary	Program		
Month	CalWORKs	CF Balderas- SAR	Grand Total
March 2025	271	7,311	7,582
Grand Total	271	7,311	7,582



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
March 2025	17,402	9,665	5,848	912	9,536	7,104	465,094	515,561
Grand Total	17,402	9,665	5,848	912	9,536	7,104	465,094	515,561



Text Messaging Summary	Special Campaign				
Month	WTW/ES Sanction SMS	Text2LiveHealthy	MC 65+	MC CAIAIM	Grand Total
March 2025	624	1,293	1,221	461,956	465,094
Grand Total	624	1,293	1,221	461,956	465,094



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: 03/2025  
Report Run Date: 04/04/2025

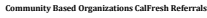


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Community Based Organizations CalWORKS Referrals

[illegible]



CF Referrals



07/07/2015

6/7/2024 09:00:00

Medi-Cal Application Referrals by Application Status

John Smith	Active	1,200	Family Health Services	1,200	Active
Jane Doe	Active	850	Family Health Services	850	Active
Michael Johnson	Active	1,500	Family Health Services	1,500	Active
Emily White	Active	1,300	Family Health Services	1,300	Active
David Brown	Active	1,400	Family Health Services	1,400	Active
Sarah Green	Active	1,100	Family Health Services	1,100	Active
James Wilson	Active	1,250	Family Health Services	1,250	Active
Olivia Taylor	Active	1,350	Family Health Services	1,350	Active
Benjamin Clark	Active	1,450	Family Health Services	1,450	Active
Grace Miller	Active	1,550	Family Health Services	1,550	Active
Henry Davis	Active	1,650	Family Health Services	1,650	Active
Isabella Garcia	Active	1,750	Family Health Services	1,750	Active
Leo Hernandez	Active	1,850	Family Health Services	1,850	Active
Mia Lopez	Active	1,950	Family Health Services	1,950	Active
Noah Martinez	Active	2,050	Family Health Services	2,050	Active
Oliver Perez	Active	2,150	Family Health Services	2,150	Active
Pia Ramirez	Active	2,250	Family Health Services	2,250	Active
Quinn Roberts	Active	2,350	Family Health Services	2,350	Active
Rachel Sanchez	Active	2,450	Family Health Services	2,450	Active
Samuel Torres	Active	2,550	Family Health Services	2,550	Active
Tina Vargas	Active	2,650	Family Health Services	2,650	Active
Uma Walker	Active	2,750	Family Health Services	2,750	Active
Victor Young	Active	2,850	Family Health Services	2,850	Active
Wendy Allen	Active	2,950	Family Health Services	2,950	Active
Xavier King	Active	3,050	Family Health Services	3,050	Active
Yara Lee	Active	3,150	Family Health Services	3,150	Active
Zoe Scott	Active	3,250	Family Health Services	3,250	Active
Adam Baker	Active	3,350	Family Health Services	3,350	Active
Chloe Evans	Active	3,450	Family Health Services	3,450	Active
Diego Foster	Active	3,550	Family Health Services	3,550	Active
Ella Gibson	Active	3,650	Family Health Services	3,650	Active
Felix Hall	Active	3,750	Family Health Services	3,750	Active
Gina Ives	Active	3,850	Family Health Services	3,850	Active
Harold Kelly	Active	3,950	Family Health Services	3,950	Active
Ivy Lewis	Active	4,050	Family Health Services	4,050	Active
Jack Miller	Active	4,150	Family Health Services	4,150	Active
Karen Nash	Active	4,250	Family Health Services	4,250	Active
Leo Ortiz	Active	4,350	Family Health Services	4,350	Active
Mia Parker	Active	4,450	Family Health Services	4,450	Active
Noah Quinn	Active	4,550	Family Health Services	4,550	Active
Olivia Reed	Active	4,650	Family Health Services	4,650	Active
Peter Shaw	Active	4,750	Family Health Services	4,750	Active
Quinn Stone	Active	4,850	Family Health Services	4,850	Active
Rachel Torres	Active	4,950	Family Health Services	4,950	Active
Samuel Vance	Active	5,050	Family Health Services	5,050	Active
Tina Webb	Active	5,150	Family Health Services	5,150	Active
Uma Wright	Active	5,250	Family Health Services	5,250	Active
Victor Young	Active	5,350	Family Health Services	5,350	Active
Wendy Allen	Active	5,450	Family Health Services	5,450	Active
Xavier King	Active	5,550	Family Health Services	5,550	Active
Yara Lee	Active	5,650	Family Health Services	5,650	Active
Zoe Scott	Active	5,750	Family Health Services	5,750	Active
Adam Baker	Active	5,850	Family Health Services	5,850	Active
Chloe Evans	Active	5,950	Family Health Services	5,950	Active
Diego Foster	Active	6,050	Family Health Services	6,050	Active
Ella Gibson	Active	6,150	Family Health Services	6,150	Active
Felix Hall	Active	6,250	Family Health Services	6,250	Active
Gina Ives	Active	6,350	Family Health Services	6,350	Active
Harold Kelly	Active	6,450	Family Health Services	6,450	Active
Ivy Lewis	Active	6,550	Family Health Services	6,550	Active
Jack Miller	Active	6,650	Family Health Services	6,650	Active
Karen Nash	Active	6,750	Family Health Services	6,750	Active
Leo Ortiz	Active	6,850	Family Health Services	6,850	Active
Mia Parker	Active	6,950	Family Health Services	6,950	Active
Noah Quinn	Active	7,050	Family Health Services	7,050	Active
Olivia Reed	Active	7,150	Family Health Services	7,150	Active
Peter Shaw	Active	7,250	Family Health Services	7,250	Active
Quinn Stone	Active	7,350	Family Health Services	7,350	Active
Rachel Torres	Active	7,450	Family Health Services	7,450	Active
Samuel Vance	Active	7,550	Family Health Services	7,550	Active
Tina Webb	Active	7,650	Family Health Services	7,650	Active
Uma Wright	Active	7,750	Family Health Services	7,750	Active
Victor Young	Active	7,850	Family Health Services	7,850	Active
Wendy Allen	Active	7,950	Family Health Services	7,950	Active
Xavier King	Active	8,050	Family Health Services	8,050	Active
Yara Lee	Active	8,150	Family Health Services	8,150	Active

Family Health Services

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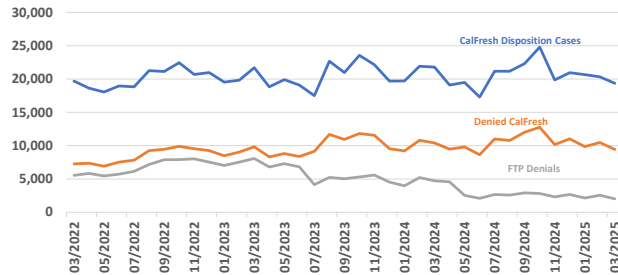
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**CalFresh Denials in the Month Regardless of Application Date  
from Disposition Report**

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%
03/2025	19,355	9,426	48.70%	2,020	21.43%

**CalFresh Dispositions and Denials**



Months	Count of Case Number
Jun-23	7,189
Jul-23	2,391
Aug-23	9,885
Sep-23	8,081
Oct-23	9,185
Nov-23	9,241
Dec-23	6,934
Jan-24	5,551
Feb-24	7,413
Mar-24	7,831
Apr-24	8,063
May-24	10,961
Jun-24	8,420
Jul-24	8,490
Aug-24	13,090
Sep-24	10,727
Oct-24	10,568
Nov-24	14,920
Dec-24	22,520
Jan-25	7,940
Feb-25	8,005
Mar-25	10,911
<b>Grand Total</b>	<b>208,316</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

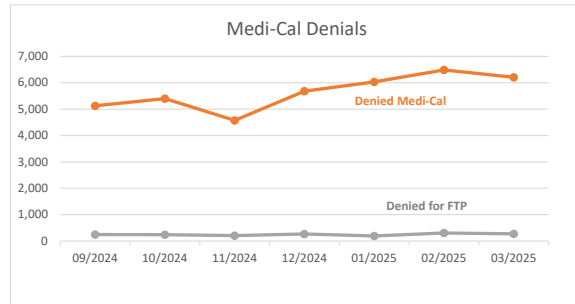
			Data as of 7/31				Data as of 8/31				Data as of 9/30				Data as of 10/31				Data as of 11/30				Data as of 12/31	
Medi-Cal Renewals	Jul-24	%	Jul-24	%	Aug-24	%	Aug-24	%	Sep-24	%	Sep-24	%	Oct-24	%	Oct-24	%	Nov-24	%	Nov-24	%	Dec-24	%	Dec-24	%
Total Medi-Cal Renewals Due	33,032	100%	33,032	100%	33,538	100%	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				Data as of 3/31							
Medi-Cal Renewals	Jan-25	%	Jan-25	%	Feb-25	%	Feb-25	%	Mar-25	%	Mar-25	%	Apr-25	%	Apr-25	%	May-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%	47,418	100%	47,073	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%	23,884	50%	23,928	51%
Total Medi-Cal Renewals Renewed via Combo Case*	19,460	37%	26,655	51%	12,022	25%	19,500	41%	13,276	26%	21,046	41%	12,853	27%	14,339	30%	13,581	29%
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%	10,516	22%	9,439	20%
Packets Received, Not Yet Processed	289	1%	1,704	3%	309	1%	1,928	4%	434	1%	1,794	4%	289	1%	2,265	5%	248	1%
Total Medi-Cal Renewals Completed	42,083	80%	49,278	94%	35,939	75%	43,417	91%	39,430	78%	47,200	93%	36,737	77%	38,223	81%	37,509	80%
Total Medi-Cal Renewals Pending Receipt	10,151	19%	1,541	3%	11,409	24%	2,312	5%	10,905	21%	1,775	3%	10,392	22%	6,930	15%	9,316	20%

Source: Daily RRR Status Report  
\*Combo: Medi-Cal With Active CF/GR/CW  
Report Date: 04/02/2025

**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%
03/2025	6,211	44.67%	272	4.38%





### 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%
03/2025	8,525	1.65%	2,496	29.28%

