

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

MEETING NOTICE: In Person

**North Inland Live Well Center
649 West Mission Ave, Grand Avenue Room C & D, Escondido, CA 92025
Phone (619) 338-2932**

**Public Video Viewing/Comment Option:
<https://zoom.us/j/92027103543>**

**December 13, 2023
9:30 a.m. to 11:30 a.m.**

| |
|---------------|
| AGENDA |
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- | | |
|-------------|---|
| 9:30 - 9:31 | 1. Call to Order |
| 9:31 - 9:33 | 2. Action Item: Approval of November 8, 2023 Meeting Minutes |

| |
|------------------------|
| PUBLIC COMMENTS |
|------------------------|

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

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|---------------------------------------|
| PRESENTATIONS/DISCUSSION ITEMS |
|---------------------------------------|

- | | |
|---------------|---|
| 9:40 – 10:25 | 4. Information Item: Tour of the North Inland Live Well Center: Yvonne Hose, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 10:25 – 11:00 | 5. Presentation Item: County Selected BenefitsCal Opt-In Features: Steven Hoadley, Program Specialist II, Self-Sufficiency Services, Health and Human Services Agency (HHSA) and Gabby Davidson, Policy Advocate, California Association of Food Banks |
| 11:00 – 11:30 | 6. 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) |

| |
|----------------------------------|
| ADJOURNMENT/ NEXT MEETING |
|----------------------------------|

Next regular meeting will be held on January 10, 2024 at 5055 Ruffin Road, 2nd 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

**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://zoom.us/j/93327025309>

**SSAB Meeting Minutes
November 8, 2023**

Members Present

Vino Pajanor
Jan Spencley
Robin Maxson
Daniela Murphy
Buck Martin
Greg Anglea

Members Absent

Rachel Morineau
Keara O'Laughlin
Phil Thalheimer

Staff Present

Rick Wanne, Director, Self-Sufficiency Services
Alberto Banuelos, HHSA
Assmaa Elayyat, HHSA
Allison Boyer, HHSA
Jeannie Hufford, HHSA
Albert Garcia, HHSA
Yenissa Salgado, HHSA
Janelle Jones-Phillips, HHSA
Karina Gallardo, HHSA
Patty Baker, HHSA
Gloria Garcia, HHSA
Ismael Lopez, HHSA
Gabriela Damian, HHSA
Christopher Kaeg, HHSA
Mathew Brown, HHSA

Guests

Stephanie Phann, HASDIC
Jessica Peter, 2-1-1 San Diego
Jack Dailey, Legal Aid Society of San Diego
Alexondria Harris, HHSA Staff
Iris Trammel, HHSA Staff
Gerrell Howard, HHSA Staff
Eduardo Gaeta, HHSA Staff
Kimberly Smith, HHSA Staff
Angel Wright, HHSA Staff
Walter Olivas, HHSA Staff
Yesenia Hidalgo
Carlyn Obringer
Mia Hall
Bob Stonebrook

1. Meeting called to order at 9:36 by Chair, Vino Pajanor.
2. Buck Martin received a Recognition of Service award from Self-Sufficiency Services and the Social Services Advisory Board (SSAB).
3. The September 13, 2023 Meeting Minutes were approved, with all Board Members present voting yes.
4. Public Comments:
 - No public comment

5. **Information Item:** Information Item: 2023 HHSA Sunset Review - General Relief Admin Code XV-C: Rick Wanne, Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Mr Wanne shared a two Board of Supervisor meeting change, to remove and replace the word “Alien” from the Administrative Code for the General Relief program in accordance with the Welfare Institution Code, previously in sections 264 and 265. This was the only update during the 2023 Sunset Review, no updates to the program’s eligibility, enrollment or participation were made.
6. **Presentation Item:** Leave No Veterans Homeless Initiative: Mathew Brown, Chief, Agency Operations; Homeless Solutions and Equitable Communities, Health and Human Services Agency (HHSA). Mr. Brown provided the SSAB with an overview of the status of Veterans' Homelessness and their goal to achieve Functional Zero, the nationwide concept that homelessness will be rare, brief, and non-recurring.
7. **Information Item:** Review Legislative Advocacy Bills that Support SSAB Strategic Priorities: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat shared an update on the bills that the SSAB sent Advocacy Letters for, including the codified AB 843 on EBT skimming and scamming, along with an update of FNS’ recent approval of California’s plan for benefit replacement. She also shared the status of AB 274, SB 600 and AB 991, which are currently being held.

A public comment was made by Mauricio Medina, Public Affairs Manager of San Diego Hunger Coalition stated that AB 843 according to his notes was vetoed by the governor, however a lot of meat and substance of the bill were included in this year’s budget, \$76.5M for technology and EBT card upgrades and the reimbursement for skimmed cards was \$42M. He is also looking forward to hearing the County’s advocacy plans around the continued resolution, appropriation bills coming forward and the Farm Bill, such as weighing in on WIC and strengthening the Farm Bill through marker bills.

8. **Information Item:** 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). Ms. Elayyat shared updates on program flexibilities and PHE unwinding waivers for CalFresh along with a heavier focus on Medi-Cal updates, and no changes on the CalWORKs program. She shared the various features of a brand new EBT phone application, which will help facilitate self-service for customers as well as provide greater security against skimming and scamming.

A public comment was made by Jack Dailey, Director of Policy and Training of the Consumer Center for Health Education and Advocacy at Legal Aid Society of San Diego. He expressed credit to Assmaa for the concise and comprehensive overview of a myriad of changes happening in the Medi-Cal program. In relation to a prior question on what people can do to if they experience a disruption of care, including their rights to file complaints and grievances with their Managed Care Plans and ability to facilitate the managed health care help center, he stated that Legal Aid Society provides a free consumer advocacy service to help and represent people navigate these procedures to ensure that people don’t experience disruption to care. They are

also advising all San Diegans about these transitions and educating them about their rights in the process. Mr. Dailey also expressed his gratitude for the relationship that Legal Aid Society has with the County and the Human Service Specialists who are continually referring customers to them, to provide additional clarification and information on the changes in the Medi-Cal eligibility rules.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:31 a.m. Next regular meeting will be held on December 13, 2023.

DRAFT

ITEM #4: TOUR OF NORTH INLAND LIVE WELL CENTER

*Yvonne Hose, Chief, Self-Sufficiency Services
Health and Human Services Agency (HHSA)*



ITEM #5: COUNTY SELECTED BENEFITS OPT-IN FEATURES

*Steven Hoadley, Program Specialist II, Self-Sufficiency Services Health and Human
Services Agency (HHSA)*

*Gabby Davidson, Policy Advocate
California Association of Food Banks*

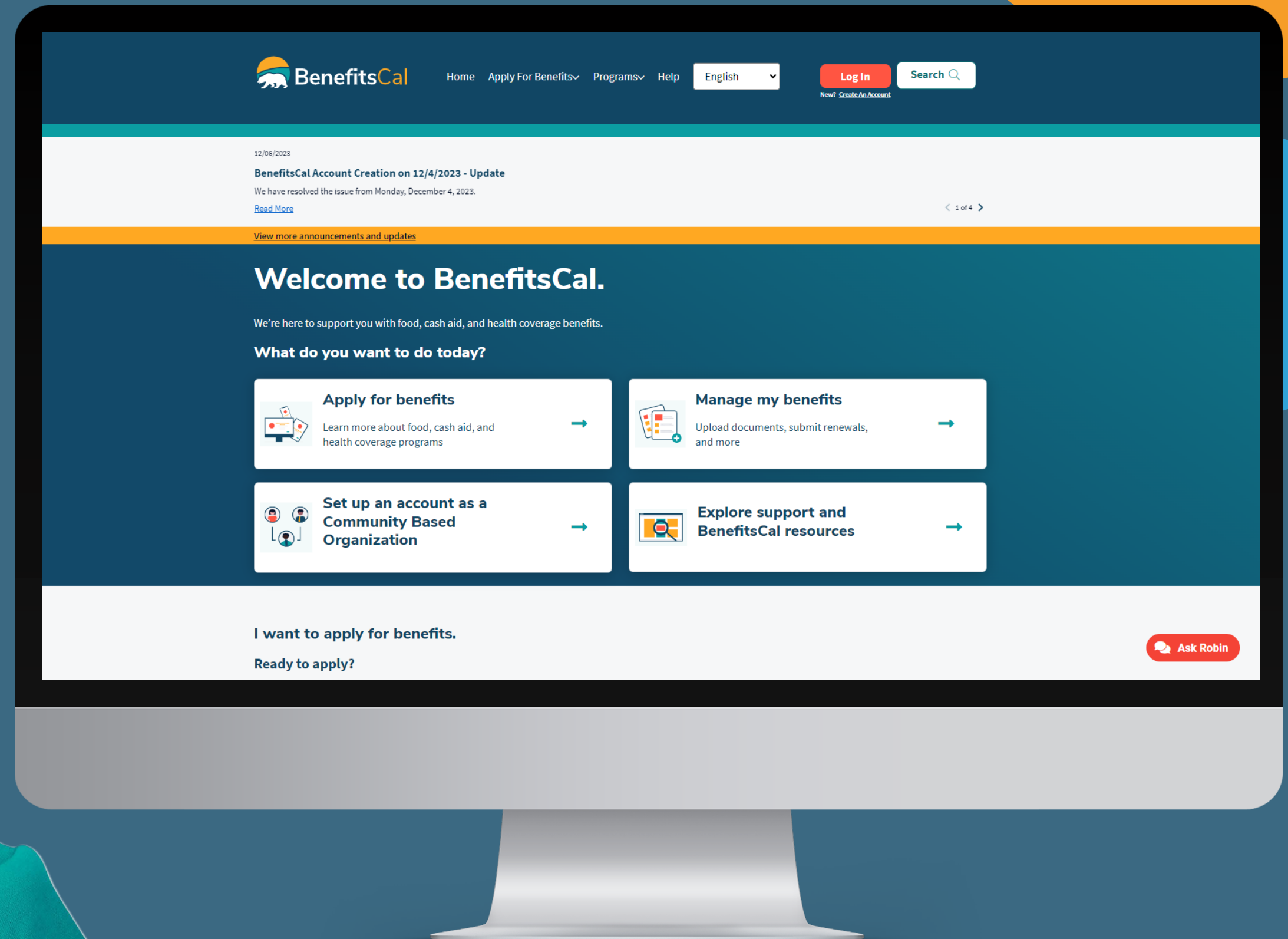
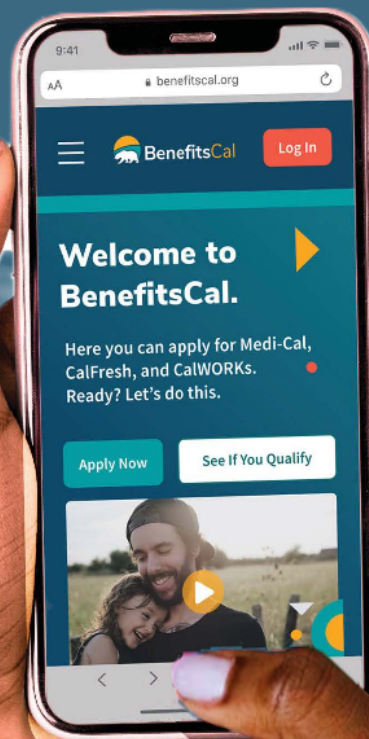




BenefitsCal



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Metrics Report



Total Applications Submitted



3,194,434

households took the first step to receive food, cash, and/or medical assistance

1,548,286 Applications submitted through **GetCalFresh**

1,434,309 Applications submitted by **Customers***

211,839 Applications submitted by **CBOs**

105,560 Households completed an application in their **native language** (19 languages available)

Customer Accounts Created



3,108,280

Customers created accounts to apply for and manage their benefits on BenefitsCal

CBO Accounts Created



8,425

CBOs are now equipped to assist customers on BenefitsCal

Total RE/PR/Change Reporting



2,459,003

1,098,448 **Renewals** completed by households

689,850 **Periodic Reports** completed by households

670,705 Households **reported a change** with no need to call or go into a county office

Documents Uploaded

32,388,200

Sheets of paper saved from printed verifications + time saved by reducing steps to share documents

Together, we **benefit.**

BenefitsCal Features



**EBT/BIC
Replacement**

General Assistance / General Relief



Other Cash Aid (GA/GR)

Cash aid program for people who don't qualify other types cash aid programs.

The General Assistance or General Relief (GA/GR) Program is for single adults without children that can't get cash aid with other programs.

Verification of Benefits



[Home](#) [Messages](#) [Help](#)

English

TC

Search

[Back to Dashboard](#)

Case 1009094

Program Information

Food (CalFresh)

Recertification Due 07/31/2024

View Program Details

Benefit Amount

\$281.00 Monthly

Members Status

Test Case (33)

Income Reporting Threshold (IRT)

CalFresh

Your Income Reporting Threshold (IRT) is based on your income and household size. For CalFresh, your IRT is:

\$1,473.00

What does this mean?

You have to report a change within 10 days if your total monthly income goes over the IRT amount listed above.

Not sure what to report? [View program reporting rules.](#)

For more details, [view the message about your IRT.](#)

SCAN ME

Verification of Benefits

Need a proof of your monthly benefits? Download your verification of benefits to see your programs and benefit amounts.[Download your verification of benefits](#)



COUNTY OF SAN DIEGO

Date: 11/20/2023

Case Name: Sample Customer

Case Number: #####

Worker Name:

Worker ID:

Worker Phone Number:

Sample Customer

1234 Sample St.

San Diego, CA 92102

Physical Address:

1234 Sample St.

San Diego, CA 92102

Home Phone Number:

(619) 555-5555

VERIFICATION OF BENEFITS

| Monthly Benefits | | | | | | | |
|------------------|----------|-------|----------|-----|----|------|-------------|
| Month/Year | CalWORKs | GA/GR | CalFresh | RCA | MC | CMSP | Family Size |
| 07/23 | | | 135 | | N | N | 1 |
| 08/23 | | | 281 | | N | N | 1 |
| 09/23 | | | 281 | | N | N | 1 |
| 10/23 | | | 281 | | N | N | 1 |
| 11/23 | | | 281 | | N | N | 1 |

| Current Household Details | | | | | | | | | | |
|---------------------------|------------|----------|-------------|----------|----|-------|-----|----------|------|-------------|
| Name | DOB | Aid Code | In the Home | CalFresh | CW | GA/GR | OHC | Medi-Cal | CMSP | MC/CMSP SOC |
| Sample Customer | 01/01/1990 | 09 | Y | Y | N | N | N | N | N | 0.00 |

Comments

CSF 142 (10/2020)

10

Upload a Document



Need to upload a document?

Without an account, you can still upload documents for your application or an existing case. These can include your renewal, periodic report, forms of verification, and more.

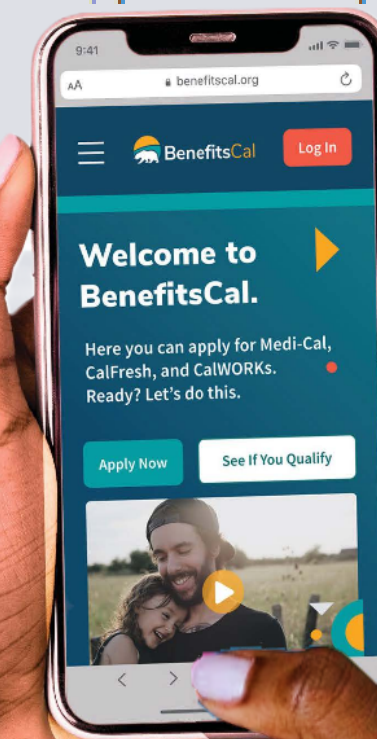
[UPLOAD DOCUMENTS](#)

Need to upload a document?


Without an account, you can still upload documents for your application.

Note: You can only upload documents for applications submitted on BenefitsCal.

[UPLOAD DOCUMENTS](#)



Forms



[Home](#) [Apply For Benefits](#) [Programs](#) [Help](#)

English

Log In

Search

New? [Create An Account](#)

[Back to Help Center](#)

Forms

Find, download, and print forms for your case.

2259

Report of Electronic Theft of Benefits (EBT 2259)
CalWORKs, CalFresh
[Download](#)

BACK TO TOP



How can CBOs use BenefitsCal?

- **Submit Applications**
- **Upload Documents**
- **Check Application Statuses**
- **View Reports of Activities**
- **Create Referral Campaigns**
- **Create and Manage Staff Accounts**



BenefitsCal: CBO Access Manager & Staff Accounts



| Feature | Manager | Staff |
|--|---------|-------|
| Login | X | X |
| Apply for Benefits | X | X |
| Upload Documents | X | X |
| View Reports on their customer applications | X | X |
| Export reports to Excel | X | X |
| View all applications for their staff | X | |
| View Reports that include all applications for their staff | X | |
| Resume an application on behalf of their staff | X | |
| Add/Remove staff within their organization | X | |
| Create a referral campaigns | X | |
| View and track referral campaigns | X | X |

Hi, John

Look at all you've accomplished!

You are on a roll!

1 You submitted 1 applications this month.

Staff Applications

Manage your staff's applications.

[View Staff Applications](#)

Applications

[New Application](#)

2 In Progress

[View](#)

1 Submitted

[View](#)

0 Received

[View](#)

0 Processed

[View](#)

0 Not Accepted

[View](#)

Documents Needed

1 Applications Need Documents

[View](#)

[View My Applications](#)

Submit Documents

Upload documents for an application or case to any county.

[Upload A Document](#)

My Reports

View key metrics about application you've created and submitted.

0

Applications Submitted This Week

0

Applications Processed This Month

[View Reports](#)

Staff Management

Manage your staff's information and BenefitsCal accounts.

[Manage Staff](#)

Referral Campaigns

Manage your referral campaigns and export your campaign reports.

5

Applications submitted using a referral code this month.

[View Referral Campaigns](#)

Help & Resources



Program Details



Contact County

[View Help Center](#)

CBO Dashboard



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Referral Campaign



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Share your Referral Campaign!

Referral URL

<https://uat2-app.uat.benefitscaldev.com/r/VEUQKKT>

 COPY REFERRAL URL

Referral QR Code



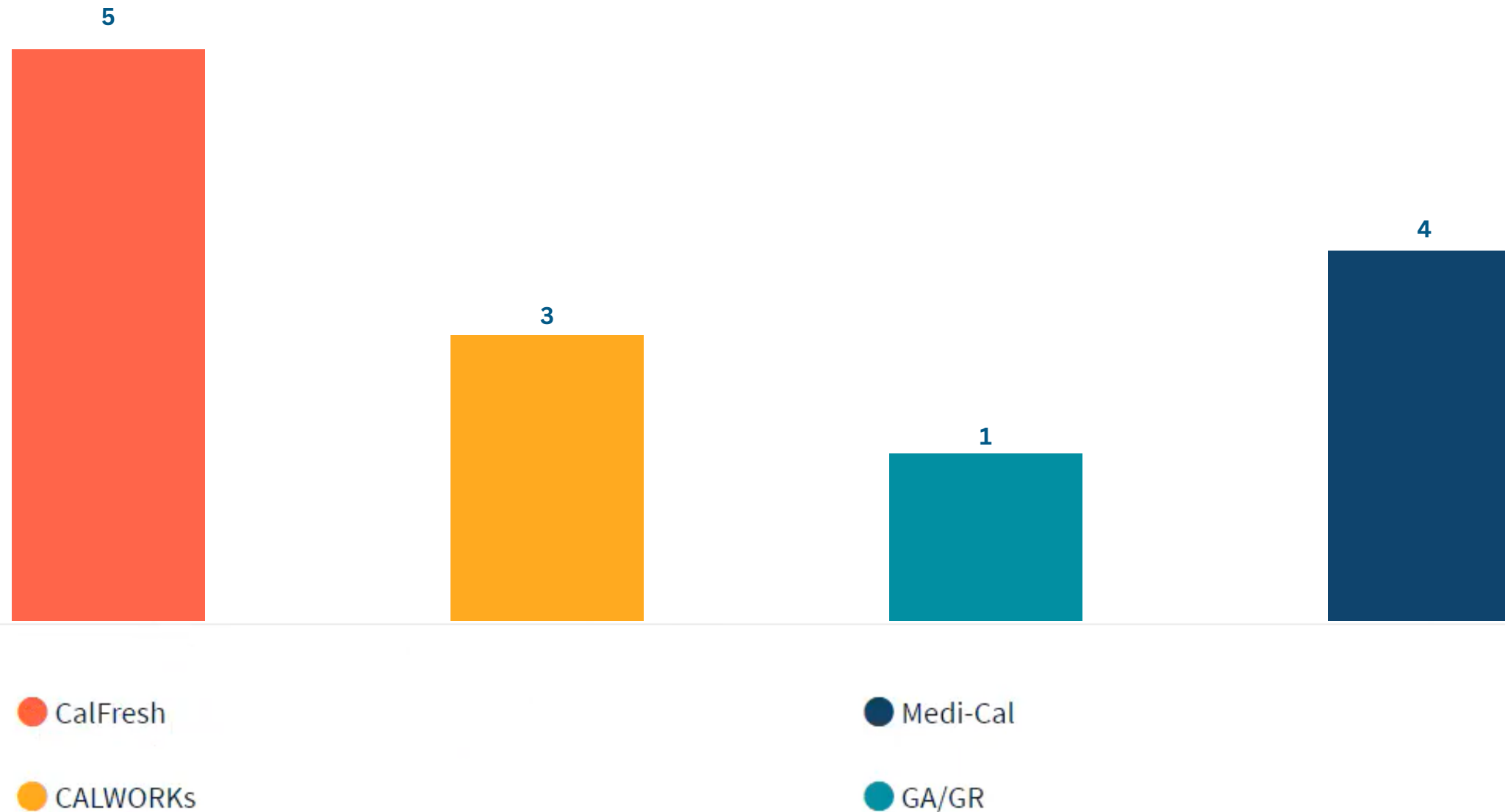
 DOWNLOAD QR CODE

Referral Campaign Statistics

Total Unique Applications Submitted

5

Applications Submitted per Program



Campaign Statistics

| | B | C | D | E |
|----|----------|----------|----------|------|
| | CalFresh | Medi-Cal | CalWORKS | CMSP |
| 30 | Y | N | N | N |
| 30 | N | Y | N | N |
| 31 | N | Y | N | N |
| 38 | N | Y | N | N |
| 44 | Y | N | N | N |
| 36 | Y | N | N | N |
| 32 | Y | Y | N | N |
| 57 | Y | N | N | N |
| 58 | Y | Y | N | N |
| 59 | Y | N | N | N |
| 33 | Y | N | N | N |
| 62 | Y | N | N | N |
| 29 | Y | N | N | N |
| 48 | Y | N | N | N |
| 50 | Y | N | N | N |
| 74 | Y | N | N | N |

Applications
Staff Management
Reports
Help & Resources
English
JD

[Back to Dashboard](#)

Reports

Let's review your reports.

Use the date filter to select a date range or select the name of a staff member

Date From
08/09/2021

Date To
09/08/2021

Staff Name
All

APPLY

CalFresh Applications

13 Total

- In Progress (3)
- Submitted (9)
- Received (0)
- Processed (0)
- Not Accepted (1)

Date Range : 08/09/2021 - 09/08/2021

Assister : All Staff

[Export Data](#)

Health Coverage Applications

5 Total

- In Progress (0)
- Submitted (5)



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SAN DIEGO

Reports

"X" indicates the feature is turned on for the county

| County # | County | 1 Interview Nudge | 2 GA/GR | 3 EBT/BIC Replacement | 4 VITA | 5 Two Way Messaging | 6 Click to Chat | 7 Call Me | CalWIN Wave |
|----------|--------------|-------------------------|------------|-----------------------------|-----------|---------------------------|-----------------------|--------------|----------------|
| 1 | Alameda | | | X | | | | | Wave 5 |
| 2 | Alpine | | | X | | | | | |
| 3 | Amador | | X | X | | X | | | |
| 4 | Butte | | X | X | | X | | | |
| 5 | Calaveras | | X | X | | X | | | |
| 6 | Colusa | | | X | | | | | |
| 7 | Contra Costa | | X | X | | | | | |
| 8 | Del Norte | | X | X | | X | | | |
| 9 | El Dorado | | | X | | X | | | |
| 10 | Fresno | | X | | | | | X | Wave 5 |
| 11 | Glenn | | X | X | | X | | | |
| 12 | Humboldt | | X | X | | | | | |
| 13 | Imperial | | | X | X | X | | | |
| 14 | Inyo | | X | X | | | | | |
| 15 | Kern | | X | X | | | | | |
| 16 | Kings | | | X | | | | | |
| 17 | Lake | | X | X | | x | | | |
| 18 | Lassen | | X | X | | | | | |
| 19 | Los Angeles | X | X | x | | | | | |
| 20 | Madera | | X | X | | X | | | |
| 21 | Marin | | X | X | | X | x | | |
| 22 | Mariposa | | X | X | | X | | | |
| 23 | Mendocino | | X | X | | | | | |
| 24 | Merced | | | X | | X | | | |
| 25 | Modoc | | X | X | | X | | | |
| 26 | Mono | | X | X | | | | | |
| 27 | Monterey | | X | X | | | x | | |
| 28 | Napa | X | X | X | X | X | | | |
| 29 | Nevada | | X | X | X | | | | |
| 30 | Orange | X | X | | | | | X | |
| 31 | Placer | | x | x | | | | | |
| 32 | Plumas | | X | X | | | | | |



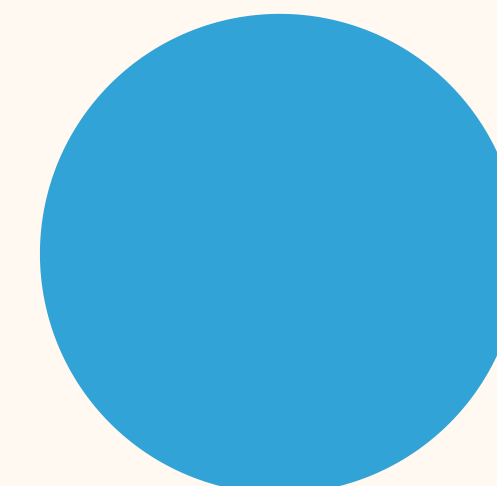
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"X" indicates the feature is turned on for the county

| County # | County | 1 Interview Nudge | 2 GA/GR | 3 EBT/BIC Replacement | 4 VITA | 5 Two Way Messaging | 6 Click to Chat | 7 Call Me | CalWIN Wave |
|----------|-----------------|-------------------------|------------|-----------------------------|-----------|---------------------------|-----------------------|--------------|----------------|
| 33 | Riverside | | | X | | | | | |
| 34 | Sacramento | | X | X | | X | | X | Wave 6 |
| 35 | San Benito | | | X | | X | | | |
| 36 | San Bernardino | | | X | | | x | x | |
| 37 | San Diego | | X | X | | | | | |
| 38 | San Francisco | | X | | | | | | Wave 6 |
| 39 | San Joaquin | | | X | | X | | | |
| 40 | San Luis Obispo | | X | X | | X | | | Wave 6 |
| 41 | San Mateo | X | X | X | | | | | |
| 42 | Santa Barbara | | X | X | X | X | | | |
| 43 | Santa Clara | | X | X | | X | | X | |
| 44 | Santa Cruz | | X | X | | X | | X | |
| 45 | Shasta | | | X | | | | | |
| 46 | Sierra | | | X | | X | | | |
| 47 | Siskiyou | | X | X | | X | | | |
| 48 | Solano | | | X | | | | | |
| 49 | Sonoma | | X | X | | | | | Wave 5 |
| 50 | Stanislaus | | | X | X | X | | | |
| 51 | Sutter | | | X | | | | | |
| 52 | Tehama | | | X | X | | | | |
| 53 | Trinity | | | X | | | | | |
| 54 | Tulare | | X | | | | | | |
| 55 | Tuolumne | | X | X | | X | | | |
| 56 | Ventura | | X | X | | | | | |
| 57 | Yolo | | | | | | | | |
| 58 | Yuba | | | X | | | x | | |



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BenefitsCal

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BenefitsCal: Welcome to BenefitsCal with Robin

2.7K views · 2 months ago




BenefitsCal: How to link a case

6.8K views · 2 months ago




BenefitsCal: How to request support from your caseworker

6.8K views · 6 months ago




BenefitsCal: How to view your messages and notices

3.2K views · 6 months ago




BenefitsCal: How to download your Verification of Benefits

12K views · 6 months ago




BenefitsCal: How to upload a document

1.6K views · 7 months ago




BenefitsCal: Customer Dashboard Overview

5K views · 7 months ago




BenefitsCal: Community Based Organization (CBO) Accounts

7.5K views · 7 months ago




BenefitsCal: Periodic Report (SAR7)

25K views · 2 years ago




BenefitsCal: Disaster CalFresh

4.2K views · 2 years ago




BenefitsCal: How to submit a CalFresh recertification.

26K views · 2 years ago




BenefitsCal: How to submit a Medi-Cal renewal.

81K views · 2 years ago




BenefitsCal: How to create an account

21K views · 2 years ago




BenefitsCal: How to apply for benefits

22K views · 2 years ago




BenefitsCal: How to report a change

15K views · 2 years ago




BenefitsCal: How to reset a password

7.2K views · 2 years ago



Journey to BenefitsCal

8.8K views · 2 years ago



Welcome to BenefitsCal

16K views · 2 years ago

BenefitsCal

YouTube Page





*Thank
you!*



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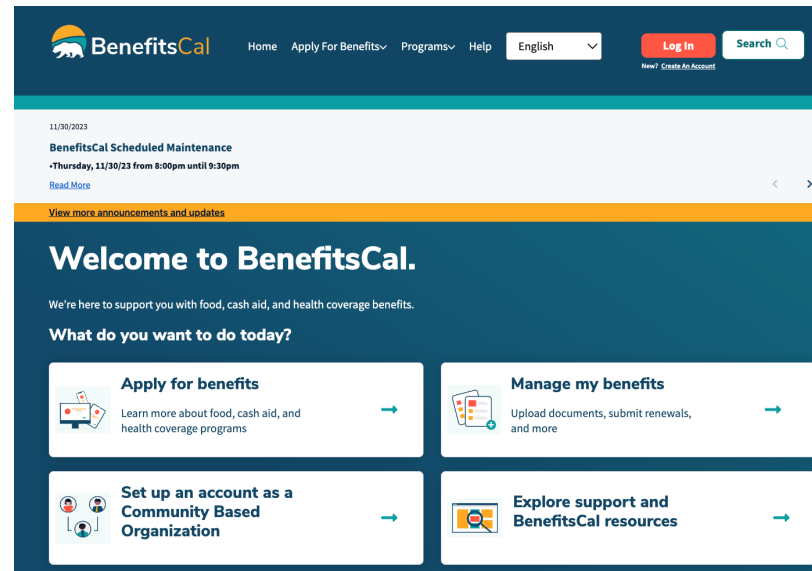
Opt-In Features on BenefitsCal

Gabby Davidson, California Association of Food
Banks

What is BenefitsCal?



- A statewide portal where Californians can get and manage benefits online.
 - All counties migrated to BenefitsCal as of October 30, 2023
 - Customers can apply for food, cash, and healthcare benefits and manage their case on this platform.




Opt-In Features in BenefitsCal




- EBT/BIC Card Replacement*
- GA/GR Applications*
- Two Way Messaging
- Volunteer Income Tax Assistance (VITA) Requests
- Call Me
- Click to Chat with a county representative
- Interview Nudge

**Features San Diego County has opted-in to*

Congrats! We received your application. Now, let's complete your interview.

 **Application Submitted**
[Save a copy of your application](#)

 **Complete your interview**
Call our interview phone line at [\(844\) 936-4380](tel:8449364380)
Call Center Hours:
Monday 12:00 am-11:30 pm
Tuesday 12:00 am-11:30 pm
Wednesday 12:00 am-11:30 pm
Thursday 12:00 am-11:30 pm
Friday 12:00 am-11:30 pm
TIP: The sooner you complete your interview, the sooner you may get your benefits.

What have counties opted in to?

- **EBT/BIC Replacement:** 53 counties (91%)
- **GA/GR:** 38 counties (66%)
- **Two Way Messaging:** 25 counties (43%)
- **VITA:** 6 counties (10%)
- **Call Me:** 6 counties (10%)
- **Click to Chat:** 4 counties (7%)
- **Interview Nudge:** 4 counties (7%)

How can a county opt-in to more features?

- The primary point of contact (PPOC) for CalSAWS at a county can submit a CalSAWS Enhancement Request (CER) to update and add opt-in features. A notification will be sent to the county's PPOC indicating receipt of the request. The CER will be reviewed, and a SCR created for the change.
- If you have questions or would like to get in touch with the PPOC, please reach out to Rick Wanne, Director, Self-Sufficiency Services richard.wanne@sdcounty.ca.gov

How have these features impacted customers, outreach workers, and eligibility workers?

- *“I’m glad our county has opted in to two-way messaging because calls to the county can take hours and this allows customers to get help more efficiently.” - CalFresh Outreach Assister*
- *“The two-way messaging feature was easy to be trained on. It only took 30-40 minutes of training.” – Eligibility Worker*
- *“The Interview Nudge feature is helpful as it allows customers to easily see when they can call the county to complete their interview and take action if they cannot make the interview date and time assigned to them.” - CalFresh Outreach Assister*

Questions?

ITEM #6: 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)*



Monthly Medi-Cal Renewal Report

| | | | | Data as of 6/30 | | | | 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 | | | | | | | |
|---|--------|------|--------|-----------------|--------|------|--------|-----------------|--------|------|--------|-----------------|--------|------|--------|-----------------|--------|------|--------|------------------|--------|------|--------|------------------|--------|------|--------|------|--------|------|--|
| Medi-Cal Renewals | Jun-23 | % | Jun-23 | % | Jul-23 | % | Jul-23 | % | Aug-23 | % | Aug-23 | % | Sep-23 | % | Sep-23 | % | Oct-23 | % | Oct-23 | % | Nov-23 | % | Nov-23 | % | Dec-23 | % | Dec-23 | % | Jan-24 | % | |
| Total Medi-Cal Renewals Due | 46,900 | 100% | 46,900 | 100% | 47,860 | 100% | 47,860 | 100% | 46,879 | 100% | 46,879 | 100% | 48,907 | 100% | 48,907 | 100% | 50,251 | 100% | 50,251 | 100% | 51,890 | 100% | 51,890 | 100% | 58,313 | 100% | 58,313 | 100% | 47,936 | 100% | |
| Total Medi-Cal Renewals Auto Renewed | 12,890 | 27% | 12,890 | 27% | 13,110 | 27% | 13,110 | 27% | 13,581 | 29% | 13,581 | 29% | 11,327 | 23% | 11,327 | 23% | 13,208 | 26% | 13,208 | 26% | 14,258 | 27% | 14,258 | 27% | 26,371 | 45% | 26,371 | 45% | 21,176 | 44% | |
| Total Medi-Cal Renewals Renewed via Combo Case* | 7,364 | 16% | 15,046 | 32% | 7,081 | 15% | 11,359 | 24% | 7,053 | 15% | 18,102 | 39% | 7,440 | 15% | 20,262 | 41% | 7,298 | 15% | 19,715 | 39% | 6,786 | 13% | 20,000 | 39% | 10,415 | 18% | 11,901 | 20% | 9,619 | 20% | |
| Total Medi-Cal Renewal Packets Mailed | 26,646 | 57% | 26,646 | 57% | 27,669 | 58% | 27,669 | 58% | 25,601 | 55% | 25,601 | 55% | 28,971 | 59% | 28,971 | 59% | 28,508 | 57% | 28,508 | 57% | 29,654 | 57% | 29,654 | 57% | 20,706 | 36% | 20,706 | 36% | 16,689 | 35% | |
| Packets Received, Not Yet Processed | | | 5,967 | 13% | 4,691 | 10% | 5,839 | 12% | 10 | 0% | 4,035 | 9% | 326 | 1% | 10,420 | 21% | 507 | 1% | 10,951 | 22% | 414 | 1% | 10,958 | 21% | 1,059 | 2% | 4,760 | 8% | 1,055 | 2% | |
| Total Medi-Cal Renewals Completed | 20,254 | 43% | 27,936 | 60% | 20,191 | 42% | 24,469 | 51% | 20,634 | 44% | 31,683 | 68% | 18,767 | 38% | 31,589 | 65% | 20,506 | 41% | 32,923 | 66% | 21,044 | 41% | 34,258 | 66% | 36,786 | 63% | 38,272 | 66% | 30,795 | 64% | |
| Total Medi-Cal Renewals Pending Receipt | 26,646 | 57% | 12,997 | 28% | 22,978 | 48% | 17,552 | 37% | 26,235 | 56% | 11,161 | 24% | 29,814 | 61% | 6,898 | 14% | 29,238 | 58% | 6,377 | 13% | 30,432 | 59% | 6,674 | 13% | 20,468 | 35% | 15,281 | 26% | 16,086 | 34% | |

Source: Daily RRR Status Report
*Combo: Medi-Cal With Active CF/GR/CW
Report Date: 12/01/2023

| Count of SERIAL_NUM_IDENTIF | | | | | | | |
|---|--------------|--------------|---------------|---------------|---------------|---------------|---------------|
| Reasons | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Grand Total |
| Failed to Complete Redetermination | 6,090 | 1,272 | 9,588 | 7,763 | 7,306 | 8,668 | 40,687 |
| No Eligible Mem | 1,501 | 1,119 | 2,115 | 1,981 | 3,251 | 2,731 | 12,698 |
| Inter-County Transfer | 15 | 282 | 541 | 502 | 591 | 552 | 2,483 |
| Failed MAGI | 196 | 136 | 468 | 537 | 626 | 489 | 2,452 |
| Requested Disc. - Written | | 75 | 138 | 118 | 232 | 208 | 771 |
| Elected MAGI | 543 | 100 | 8 | 6 | 2 | 3 | 662 |
| Written Withdrawal | 1 | 13 | 43 | 50 | 61 | 68 | 236 |
| Out of the Home - Primary Applicant | | 8 | 15 | 16 | 66 | 26 | 131 |
| Elected Non-MAGI | 93 | 18 | 2 | 2 | 2 | 1 | 118 |
| FTP Verification | 80 | 21 | 1 | | | | 102 |
| FTP Income | 73 | 22 | 1 | | 2 | | 98 |
| (blank) | 54 | 9 | 11 | 5 | 2 | 2 | 83 |
| Eligible to MC | 59 | 11 | 1 | | | 1 | 72 |
| FTP - Verification (GR) | | 6 | 15 | 12 | 16 | 11 | 60 |
| Failed to Complete Determination | | | 3 | 16 | 13 | 14 | 46 |
| Whereabouts Unknown | | 4 | 3 | 7 | 2 | 28 | 44 |
| Incomplete MAGI Application | | 1 | 4 | 1 | 9 | 9 | 24 |
| Duplicate Application | 1 | | 1 | 2 | 10 | 3 | 17 |
| Property/Resource Exceed the Limit | 5 | 1 | | | 2 | | 8 |
| FTP Eligibility Forms | 1 | 2 | 1 | 1 | 3 | | 8 |
| Didn't Sign SOF | 6 | | | | | | 6 |
| Worker Initiated-Skip CalHEERS | | | | | 2 | 2 | 4 |
| Application Opened in Error | | 2 | | | | 1 | 3 |
| FTP Required Info | 1 | 1 | | | | | 2 |
| Edwards v. Kizer (38) - Determined Ineligible for Medi-Cal Only | | 1 | 1 | | | | 2 |
| Gets CalWORKs | | | | 1 | 1 | | 2 |
| No Linkage - MSP | | | | | 1 | | 1 |
| Verbal Withdrawal | 1 | | | | | | 1 |
| Required Forms Not Received | | 1 | | | | | 1 |
| Potential Non-MAGI Eligibility | | | | 1 | | | 1 |
| Other Property | | | | | | 1 | 1 |
| Grand Total | 8,720 | 3,105 | 12,960 | 11,021 | 12,200 | 12,818 | 60,824 |

Have restricted Medi-Cal? You could soon get full Medi-Cal!



Starting January 1, 2024, more people will be eligible for full Medi-Cal benefits.

Immigration status doesn't matter.

If you qualify and currently have restricted Medi-Cal:

- In December 2023, you will get a letter in the mail telling you if and when you will get full Medi-Cal.
- You do not need to fill out a new application for full Medi-Cal. If you qualify, you will be automatically enrolled.

Full Medi-Cal is different from the restricted Medi-Cal you may have now. Restricted Medi-Cal only covers emergency services. Full Medi-Cal covers:

- Doctor visits
- Prescribed medications
- Vaccines
- Mental health care
- Substance use care
- Vision care/eyeglasses
- Dental care
- Emergency services
- Referrals to specialists

You may soon be eligible if you:

- Live in California
- Are 26 to 49 years old*
- Meet household income eligibility requirements

*Californians under the age of 26 or over 49 are already eligible for full Medi-Cal.



Learn more at
[GetMedi-CalCoverage.dhcs.ca.gov](https://getmedicalcoverage.dhcs.ca.gov)



Medi-Cal

For more information, call:

1-866-262-9881



**LIVE WELL
SAN DIEGO**

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- Prescribed medications
- Vaccines
- Mental health care
- Substance use care
- Vision care/eyeglasses
- Dental care
- Emergency services
- Referrals to specialists

These services are free. Everyone is welcome to apply. Applying for or using Medi-Cal will not affect your immigration status.

Enroll today online, by phone, or at your local Medi-Cal office. Help is available in multiple languages and through trusted community organizations.

You may soon be eligible if you:

- Live in California
- Are 26 to 49 years old*
- Meet household income eligibility requirements

*Californians under the age of 26 or over 49 are already eligible for full Medi-Cal.



Learn more at
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**LIVE WELL
SAN DIEGO**

HEALTH

New Year Will Bring Expanded Medi-Cal Coverage to People Ages 26-49



By **Cassie N. Saunders**, County of San Diego Communications Office
Dec. 8, 2023 | 9:31 AM

Starting Jan. 1, more San Diegans will be eligible for full Medi-Cal coverage. A new state law gives full Medi-Cal coverage to adults ages 26-49, regardless of immigration status.

“Expanding Medi-Cal to cover younger adults is desperately needed in such difficult financial times. Providing a safety net to our most vulnerable neighbors is incredibly important and builds the opportunity for San Diegans to thrive,” said Rick Wanne, Director of Self Sufficiency Services in the County of San Diego Health and Human Services Agency.

All Californians under age 26 and over age 50 are already eligible for full Medi-Cal benefits. Some of those who have previously been denied full Medi-Cal are now expected to be eligible.

All other Medi-Cal eligibility rules, including household income limits, still apply.

Full-scope Medi-Cal covers vital services that help families stay healthy. It includes:

- Doctor visits.
- Prescribed medications.
- Vaccines.
- Mental health care.
- Substance use care.
- Vision care/eyeglasses.
- Dental care.
- Emergency services.
- Referrals to specialists and more.

Everyone is welcome to apply. Applying for or using Medi-Cal will not affect your immigration status.

Learn more about Medi-Cal and apply for benefits at [BenefitsCal.com](https://www.benefitscal.com) or at [SanDiegoCounty.gov/Medi-Cal](https://www.sandiegocounty.gov/medi-cal).

People with restricted Medi-Cal, which only covers emergency services, may also get full-scope services. Those with restricted Medi-Cal automatically will get a

letter in the mail on their eligibility for full-scope Medi-Cal. They do not need to fill out a new application and will be automatically enrolled if eligible.

Those applying are urged to watch out for scams. Medi-Cal will never require payment to submit a renewal or application. Anyone who gets a call asking for payment to apply or renew is asked to report it by calling the Medi-Cal fraud hotline at 1-800-822-6222.

Related:

[expanded health care coverage](#)

[Medi-Cal](#)

[Rick Wanne](#)



Cassie N. Saunders is a communications specialist with the County of San Diego Communications Office.
[Contact](#)

RELATED STORIES

MONTHLY UPDATES



| <div>Legend</div> <div>Approved/Chartered</div> <div>Advocacy Support</div> <div>Support</div> <div>Support, if Amended or Watch</div> | Self-Sufficiency Services Legislative Tracking Log | | | | |
|--|--|--|-------------------------------------|-------------------------------|---|
| Revised: 12/1/2023 | | | | | |
| Bill Number and Name | Date Introduced | Description | Affected Programs | Support/Oppose/Watch/Concerns | Status |
| SB 462 - General Assistance | 2/13/2023 | Currently the County of San Diego provides General Relief to indigent customers not supported by other means. These records are to be confidential and not be open to examination or inspection, except as specified. This bill would provide that those provisions do not prohibit sharing of confidential information for purposes directly connected with the administration of relief or with the administration of public social services, as defined. | GR | Support | 7/21/2023: Approved by Governor - Chartered by Secretary of State. Chapter 110, Statutes of 2023. |
| AB 712 - CalFresh: hot and prepared foods | 2/13/2023 | CalFresh and California Food Assistance Program (CFAP) households that are experiencing homelessness or contain an elderly or disabled individual may purchase hot and ready to consume meals. The bill would extend the option to all CalFresh and CFAP households | CalFresh | Support | 7/27/2023: Approved by Governor - Chartered by Secretary of State - Chapter 121, Statutes of 2023. |
| AB 843 - Electronic Benefits Transfer System | 2/17/2023 | This bill would prohibit a recipient from incurring any loss of electronic benefits stolen in that manner, thereby codifying the existing regulation described above. To the extent this bill would expand county duties relating to the administration of food benefits, this bill would impose a state-mandated local program. This bill would expand county duties relating to the administration of food benefits, this bill would impose a state-mandated local program. | CalWORKs/CAPI/GR/CalFresh /Medi-Cal | Support | 9/19/2023: Approved by the Governor - Enrolled and presented to the Governor at 4 p.m. |
| AB 372 - CalWORKs: Eligibility: Income Exclusions | 2/1/2023 | This bill would exempt income received by an apprentice or pre-apprentice for performing work as part of a specified apprentice program or pre-apprenticeship program from consideration as income for purposes of determining eligibility or calculating grant amount under the CalWORKs program. As a result, 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. | CalWORKs | Support | 10/8/2023: Vetoed by Governor. |
| AB 928 - CalFresh Data Dashboard: Students | 2/14/2023 | This bill would require on annual basis to publish certain data specific to students’ receipt of CalFresh benefits on the department’s existing CalFresh Data Dashboard, in order to assist in monitoring information about access to CalFresh by students enrolled in an institution of higher education, as defined. | CalFresh | Support | 9/8/2023: Approved by the Governor - Chartered by Secretary of State - Chapter 168, Statutes of 2023. |
| SB 628 - State Healthy Food Access Policy | 2/16/2023 | The bill would require all state agencies to consider the state policy regarding the human right to access affordable and healthy food when revising, adopting, establishing policies and regulations when they are relevant to the distribution of affordable and nutritious food. This bill will not expand any obligation of the state to provide food or nutrition assistance or to require the expenditure of additional resources to develop food infrastructure. | CalFresh | Support | 10/13/2023: Approved by the Governor - Chartered by Secretary of State. Chapter 879, Statutes of 2023. |
| AB 1536 - Cash Assistance Program for Aged, Blind, and Disabled Immigrants | 2/17/2023 | This bill would expand eligibility to aged, blind, and disabled customers regardless of immigration status if the customer meets the eligibility criteria for the CAPI program and is not eligible solely due to their immigration status. This bill would exempt customers who are not qualified immigrants, as specified, from having to apply for SSI to receive benefits. This bill will impact the amount of CAPI reimbursements that are made to the State from retroactive SSI payments. | CAPI | Support | 10/8/2023: Vetoed by Governor. |
| AB 1457 - Medi-Cal: Serious Mental Illness | 2/17/2023 | This bill would add CFAP, CAPI, IHSS, and APS to the list of programs for which any decisions governing eligibility that are made by a county would be made exclusively by a merit or civil service employee of the county. | CF/CAPI | Support | 9/30/2023: Approved by Governor - Chartered by Secretary of State - Chapter 279, Statutes of 2023. |
| AB 847 - Medi-Cal: Pediatric Palliative Care Services | 2/14/2023 | This bill does not impact county operations. Currently customers under age 21 can receive palliative care or hospice services through the Medi-Cal Early and Periodic Screening, Diagnostic, and Treatment benefit. This bill would extend those benefits for children who turn 21 while receiving palliative care or hospice services. | Medi-Cal | Support | 10/13/2023: Approved by the Governor - Chartered by Secretary of State - Chapter 814, Statutes of 2023. |

| | | | | | |
|--|-----------|--|------------------------------------|----------------|--|
| SB 521 - CalWORKs: Pregnancy and Parenting | 2/14/2023 | This bill will add denial of reasonable pregnancy or parenting related accommodations, in violation of Title IX, to the list of conditions that may be considered good cause for excuse from participation in WTW activities. This additional consideration will allow these customers to seek appropriate and reasonable accommodations without the concern of the noncompliance process being initiated and a potential sanction being applied for not meeting mandatory participation requirements due to the lack of needed accommodations. | CalWORKs | Support | 10/8/2023: Approved by the Governor - Chaptered by Secretary of State. Chapter 615, Statutes of 2023. |
| SB 770 - Health Care: Unified Health Care Financing | 2/17/2023 | This bill requires the Secretary of the California HHSA to enter discussions with the federal government to obtain a Medicaid waiver to establish single payer health care coverage in CA. The bill also requires the secretary to create a workgroup of stakeholders to advise on the transition to single payer and provide a report to the legislature with recommendations no later than 6/1/2024. While establishing single payer health care would have a profound effect on Medi-Cal operations, the bill requiring a workgroup and recommendations does not impact county operations. | Medi-Cal | Support | 10/7/2023: Approved by the Governor - Chaptered by Secretary of State. Chapter 412, Statutes of 2023. |
| AB 1481 - Medi-Cal: Presumptive Eligibility | 2/17/2023 | This bill would change the language in law for the presumptive eligibility for women program to include all pregnant people and the name of the program from Presumptive Eligibility for Pregnant Women to Presumptive Eligibility for Pregnant People (PE4PP). The bill would also allow children under the age of 26 who are pregnant and can consent to medical care to be determined eligible to presumptive eligibility through a qualified hospital. The changes require federal approval prior to implementation. | Medi-Cal | Support | 10/7/2023: Approved by the Governor - Chaptered by Secretary of State. Chapter 412, Statutes of 2023. |
| SB 311 - Medi-Cal: Part A Buy-In | 2/6/2023 | The bill requires the state to enter into a Medicare Part A buy-in agreement with the Centers for Medicare and Medicaid Services (CMS). Currently, the state pays Medicare part A buy-in for customers who don't qualify for free Part A and qualify for the Qualified Medicare Beneficiaries Program (QMB). It is not clear to what extent the State is expanding Part A buy-in payments under the proposed agreement in the bill. | Medi-Cal | Watch | 10/10/2023: Approved by the Governor - Chaptered by Secretary of State. Chapter 707, Statutes of 2023. |
| AB 274 - CalWORKs: CalFresh: eligibility: income exclusions | 1/23/2023 | This bill would exempt as income any grant, award, scholarship, loan, or fellowship benefit provided to any CalWORKs assistance unit member and/or CalFresh household for educational purposes. The bill will eliminate the verification requirement of financial aid, expediting the availability of benefits, and may increase student eligibility for CalFresh. | CalFresh | Support | 9/12/2023: Active Bill - In floor process. Ordered to inactive file at the request of Senator Ashby. |
| SB 600 - California CalFresh Minimum Benefit Adequacy Act of 2023 | 2/15/2023 | This bill would, by January 1, 2025, require the department to establish the CalFresh Minimum Nutrition Benefit (MNB) Program to provide a household with a monthly CalFresh allotment of less than a minimum monthly benefit, established by the bill to be \$50, with an additional state-funded monthly MNB that is equal to the difference between their monthly CalFresh allotment and \$50. The bill would require the department to annually adjust the minimum monthly benefit amount, as prescribed, and would require these benefits to be delivered through the EBT system. By imposing additional duties on counties administering the program, the bill would impose a state-mandated local program | CalFresh | Support | 7/11/2023: Active Bill - July 11 set for first hearing canceled at the request of author. |
| AB 991 - Public Social Services: Reporting and Verifications | 2/15/2023 | This bill has no impact on current policy and procedure as it would, to the extent permitted under federal law, require state and county agencies to accept the reporting by an applicant or recipient of public social services of any lawfully required information, changes, and verification required by law that affect eligibility and benefit amounts, by any means available to the applicant or recipient, including, but not limited to, in person, by telephone, through fax, by email, or by any other electronic means. | CalWORKs/CAP/GR/CalFresh /Medi-Cal | Active Support | 5/18/2023: Active Bill - In committee: Held under submission. |
| AB 46 - Personal Income Taxes: Exclusion: Military Services Retirement and Surviving Spouse Benefit Payment Act. | 12/5/2022 | This bill excludes from gross income, under the Personal Income Tax (PIT) Law, uniformed services retirement pay and annuity payments from a United States Department of Defense Survivor Benefit Plan received by qualified taxpayers, as specified. California compared to other states: A significant number of states exclude military retirement pay from being taxed in the state, and California appears to be an outlier. Twenty-seven states do not tax military retirement pay and fourteen states tax military retirement income partially through income exemptions and exclusions. | OMVA | Support | 9/1/2023: Active Bill - In committee: Held under submission. |
| AB 311 - An act to amend Section 18930 of the Welfare and Institutions Code, relating to public social services. | 1/26/2023 | This bill would remove the age limitation of 55 years of age or older for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program. | CalFresh | Support | 6/15/2023: Active Bill - In committee: Set, first hearing. Hearing canceled at the request of author. |
| SB 245 - California Food Assistance Program: Eligibility and Benefits | 1/26/2023 | This bill would remove the age limitation of 55 years of age or older and make any individual eligible for the program if the individual's immigration status is the sole basis for their ineligibility for CalFresh benefits. By extending eligibility for CFAP, which is administered by the counties, this bill would impose a state-mandated local program. | CalFresh | Support | 6/20/2023: Active Bill - June 20 set for first hearing canceled at the request of author. |

| | | | | | |
|---|-----------|--|---------------------------------|----------------|--|
| SB 260 - CalWORKs: Supportive Services | 1/30/2023 | This bill would include menstrual product costs as a necessary supportive service, and, on and after April 1, 2025, would make a member of an authorized assistance unit who is between 10 and 55 years of age, inclusive, eligible for an unspecified allocation per month to assist with menstrual product costs if they are documented in the case file as female or the county has received verification that a nonfemale member of the household is menstruating. | CalWORKs | Active Support | 9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission. |
| SB 262 - California Farmworkers Drought Resilience Pilot Project | 1/30/2023 | This bill would require the California Drought Resilience Pilot project to provide monthly supplemental cash payments to households (HH's) in which one member of the HH is a farmworker. This payment would be exempt for CalFresh and CalWORKs. The bill would benefit customers, as the provisions would allow for less income to be counted when determining CalWORKs and CalFresh eligibility. | CalWORKs/CalFresh | Support | 5/18/2023: Active Bill - May 18 hearing: Held in committee and under submission. |
| AB 325 - Human Services: Noncitizen Victims | 1/30/2023 | This bill would prohibit the discontinuance of benefits due to a denial of a T or U Visa if the customer is eligible for these benefits on another basis. This bill expands services to noncitizen victims of parental maltreatment, noncitizen children who have been abused, neglected, or abandoned and noncitizens who fear persecution. The bill would add to the categories of eligible customers for the benefits to include individuals who have filed a formal application or petition with the appropriate federal agency for status or relief under the federal Violence Against Women Act.This bill will increase participation for CalFresh and remove barriers to eligibility for noncitizen population. | CalWORKs/CAPI/CalFresh/Medi-Cal | Support | 9/1/2023: Active Bill - In committee: Held under submission. |
| AB 605 - CalFresh Fruit and Vegetable Supplemental Benefits Expansion Program | 2/9/2023 | This bill requires to include within the EBT system a supplemental benefits mechanism that allows an authorized retailer to deliver and redeem supplemental benefits, additional funds delivered to a CalFresh recipient's EBT card upon purchase of California-grown fresh fruits and vegetables using CalFresh benefits. This bill would provide a minimum of 3 grants to nonprofit organizations or governmental agencies for pilot projects to implement and test the supplemental benefits mechanism | CalFresh | Support | 5/18/2023: Active Bill - In committee: Held under submission. |
| AB 870 - Public Social Services: Benefits for Students | 2/14/2023 | This bill will have the California Department of Social Services (CDSS) create a workgroup comprised of CDSS staff and relevant stakeholders that meets quarterly to share best practices, updates, challenges, or other topics related to programs and services offered to students. The workgroup must submit a report to the legislature with findings and recommendations relating to increasing enrollment in programs and services offered by the department that may be available to students, as specified, on or before June 30, 2024, and every 3 years thereafter. | CalWORKs/CalFresh | Support | 5/18/2023: Active Bill - In committee: Held under submission. |
| AB 866 - Food Assistance for Nonminor Dependents | 2/14/2023 | The bill would establish a state-funded program to provide food assistance to nonminor dependents who receive Aid to Families with Dependent Children-Foster Care (AFDC-FC) and reside in a supervised independent living placement or a transitional living setting. | CalFresh | Support | 9/1/2023: Active Bill - In committee: Held under submission. |
| AB 1239 - Incarcerated persons: Family Planning, Access, Care, and Treatment Program. | 2/16/2023 | This bill does not impact county operations. This bill requires DHCS to provide a list of family planning providers to jails to share with inmates upon release, no later than 9/1/2025. For purposes of a list of Family PACT Program providers and clinics to assist county jail inmates, with the list being issued to an entity designated by county jails. Under the bill, any assistance provided to inmates would be provided only to the extent that the inmate elects to apply for the program and receive assistance, as specified. | Medi-Cal | Support | 9/14/2023: Active Bill - In Senate. Held at Desk. |
| AB 1393 - Student Aid Commission: California Dream Act applicants: Food Support Pilot Program | 2/17/2023 | The Student Aid Commission establishing the Food Support Program to issue grants to students who meet the eligibility criteria for the California Dream Act. These are students who are non-immigrants, such as DACA, TPS, or U Visa holders who normally would not be eligible to CF to receive a quarterly grant for food, while attending school. | CalFresh | Support | 9/1/2023: Active Bill - In committee: Held under submission. |
| AB 1470 - Medi-Cal: Behavioral Health Services: Documentation Standards | 2/17/2023 | This bill does not impact county operations. This bill requires DHCS to standardize forms including intake and assessment forms, relating to medical necessity criteria, mandatory screening and transition of care tools, and documentation requirements pursuant to CalAIM Terms and Conditions. The bill would require the department to consult with representatives of specified associations and programs for purposes of implementing these provisions. The bill would authorize the department to develop and maintain a list of department-approved nonstandard forms. | Medi-Cal | Support | 9/13/2023: Active Bill - In Senate. Held at Desk. |
| AB 1644 - Medi-Cal: medically supportive food and nutrition services. | 2/17/2023 | This bill does not impact county operations. This bill is regarding establishing a medically supportive food benefit for Medi-Cal customers. | Medi-Cal | Support | 5/18/2023: Active Bill - In committee: Held under submission. |
| SB 819 - Medi-Cal: Certification | 2/17/2023 | This bill does not impact county operations. This bill would additionally exempt from the Medi-Cal enrollment procedures an intermittent site or mobile health care unit that is operated by the above-described government-run license-exempt clinic if that clinic has notified the department of its separate locations, premises, sites, or units. | Medi-Cal | Support | 8/28/2023: Active Bill - Ordered to inactive file on request of Assembly Member Bryan. |

| | | | | | |
|---|-----------|--|-------------------------------------|----------------------|---|
| SB 870 - Medi-Cal: Managed Care Organization Provider Tax | 2/17/2023 | This bill does not impact county operations. This bill extends the tax on managed care organizations which is used to fund the non-federal share of provider reimbursement. | Medi-Cal | Support | 5/18/2023: Active Bill - May 18 hearing: Held in committee and under submission. |
| AB 1514: Public Social Services: Student Eligibility | 2/17/2023 | This bill would require that a workgroup is created to provide recommendations for data usage from Free Application for Federal Student Aid (FAFSA) by county welfare departments. The data will then be used to prepopulate applications for students to receive public social services. The workgroup would be comprised of members of County Welfare Directors Association of California. The bill would require those recommendations to be submitted to the Legislature by December 31, 2024. | CalWORKs/CAPI/GR/CalFresh /Medi-Cal | Support | 5/18/2023: Active Bill - In committee: Held under submission. |
| H.R. 3520: The Veteran Care Improvement Act | 5/18/2023 | This bill will improve the provision of care and services under the Veterans Community Care Program of the Department of Veterans Affairs, and for other purposes. | OMVA | Support | 7/18/2023: Active Bill - Subcommittee Consideration and Mark-up Session Held (Amended) by Voice Vote. |
| SB 9 | 12/5/2022 | This bill would expand the dependency and jurisdiction of the juvenile court to the age of 22 years if the court finds that the NMD is experiencing homelessness or is at risk of homelessness (if not under the jurisdiction of the juvenile court). This bill would also expand the age limit for NMDs to be eligible for cash aid to the age of 22. The provisions of this bill would increase the number of customers who qualify for NMD CalWORKs aid. | CalWORKs | Support, if amended | 6/27/2023: Active Bill - From committee: Do pass and re-refer to Com. on APPR. with recommendation: To consent calendar. (Ayes 11. Noes 0.) (June 27). Re-referred to Com. on APPR. |
| AB 94 - Administration of Public Social Services-Blocked Telephone Calls | 1/9/2023 | This bill would prohibit outgoing calls from displaying a blocked phone number. The bill would impose a state mandated local program. | CalFresh | Watch | 5/18/2023: Active Bill - In committee: Held under submission. |
| SB 85 - Immigration – Case Management and Social Services | 1/13/2023 | This bill would reallocate state funds in order to expand the Reception and Placement Program (commonly known as R&P in California) for refugees and asylees. The reallocated funding would allow recipients of the funding to provide an additional 90 days of state funded R&P case management services to refugees and asylees. Because San Diego is a refugee impacted county, San Diego RAs are likely to be eligible for the reallocation of funds from nonimpacted counties. There will be no additional funding allocated for this program extension and the funding will only be available subject to appropriation. As such, this bill would not impact Self-Sufficiency Services staffing or workload. | Self-Sufficiency Services HHSA | Watch | 5/18/2023: Active Bill - May 18 hearing: Held in committee and under submission. |
| SB 242 - California HOPE for Children Trust Account Program | 1/25/2023 | The bill would require eligibility workers to not consider California Hope, Opportunity, Perseverance, and Empowerment (HOPE) Trust accounts as property for the purposes of determining eligibility for means tested social services programs such as Medi-Cal, CalWORKs, CalFresh, General Assistance, Medi-Cal, Kinship Guardianship Assistance Payment, Adoption Assistance Program (AAP), and Cash Assistance Program for Immigrants (CAPI). | CalWORKs/CAPI/GR/CalFresh /Medi-Cal | Support, if amended | 6/8/2023: Active Bill - Referred to Com. on HUM. S. |
| AB 310 - CalWORKs | 1/26/2023 | This bill would reduce current workload regarding CalWORKs school attendance, deprivation and immunization as it would eliminate the deprivation rule that decreases CalWORKs benefits for school attendance if a child in the AU who is age 16 or over is not attending school or participating in Welfare-to-Work or immunization penalty if the children under the age of 6 is not up to date with their immunizations. | CalWORKs | Support, if amended | 6/27/2023: Active Bill - In committee: Set, first hearing. Hearing canceled at the request of author. |
| AB 435 - Public Social Services: Automated Application Process | 2/6/2023 | This bill would require CalSAWS to accept and process electronic applications for additional cash assistance programs including the Cash Assistance Program for Immigrants (CAPI), the Trafficking and Crime Victims Assistance Program (TCVAP) and Refugee Cash Assistance (RCA). This bill would require that customers have access to apply for these cash assistance programs online by December 1, 2024. This bill would require that automation activities to be prioritized over county initiatives. | CalWORKs/CAPI | Support, if amended | 5/18/2023: Active Bill - In committee: Held under submission. |
| SB 333 - Homeless Pupils: California Success, Opportunity, and Academic Resilience (SOAR) Guaranteed Income Program | 2/7/2023 | This bill would exempt SOAR Guaranteed Income Program award received by a 12th grade student experiencing homelessness from being considered as income or resource for purposes of determining CalWORKs, CalFresh, Medi-Cal, CAPI, and/or General Relief eligibility. Additionally, this bill will encourage students to continue their education. The bill would benefit customers, as the provisions would allow for less income to be counted when determining eligibility. As a result, customers who would otherwise be ineligible, receive a lower benefit amount, or less beneficial program, would become and/or remain eligible to the programs affected by this bill and associated supportive programs (or would not have a reduction in their benefits). | CalWORKs/CAPI/GR/CalFresh /Medi-Cal | Support, if amended | 7/3/2023: Active Bill - From committee with author's amendments. Read second time and amended. Re-referred to Com. on ED. |
| AB 564 - Medi-Cal Enrollment | 2/8/2023 | The bill requires the Department of Health Care Services to allow applicants and providers to submit to submit electronic signatures for all enrollment forms, including, but not limited to, claims and remit forms, in the Medi-Cal program. | Medi-Cal | Watch | 6/14/2023: Active Bill - Referred to Com. on HEALTH. |
| AB 596 - Early Learning and Care: Rate Reform | 2/9/2023 | | CalWORKs | No Analysis Attached | 9/1/2023: Active Bill - In committee: Held under submission. |

| | | | | | |
|---|-----------|--|------------------------------------|---------------------|--|
| SB 491 - Public Social Services: County Departments | 2/14/2023 | This bill would require counties to develop and implement a program to ensure residents without a permanent mailing address have a place to receive and pick-up all government related (includes city, county, state, federal, and contracted agencies) mail. The bill does not provide detail on how it should be implemented. | CalWORKs/CAP/GR/CalFresh /Medi-Cal | Watch | 9/1/2023: Active Bill - September 1 hearing: Held in committee and under submission. |
| SB 773 - CalWORKs: Homeless Assistance | 2/17/2023 | This bill would require benefit calculation for the PHA program to include benefits received from other government and nonprofit housing and homeless subsidy programs and any regularly received private support intended or designed to help the family with housing. This would not benefit customers because currently any housing subsidies received are deducted from the customer's housing obligation. | CalWORKs | Support, if amended | 10/7/2023: Active Bill - In Senate. Consideration of Governor's veto pending. |



ELIGIBILITY SERVICES BY THE NUMBERS...

December 2023 *(Data Month: November 2023)*

PARTICIPANTS

- **CalFresh:** 386,084 recipients, up 4.18% from last year.
 - 128,249 child recipients (0-18), up 0.62% from last year.
 - 92,039 senior recipients (60+), up 11.11% from last year.
- **CalWORKs:** 49,318 recipients, up 8.29% from last year.
 - 35,283 child recipients (0-18), up 9.43% from last year.
 - Welfare-to-Work: 14,854 participants, up 14.38% from last year.
- **CMS:** 8 CMS recipients, no change from last year.
- **General Relief:** 4,707 recipients, up 27.11% from last year.
- **Medi-Cal:** 974,461 recipients, down 3.04% from last year.
 - 323,747 child recipients (0-18), down 2.16% from last year.
 - 16,524 Medi-Cal Expansion Over 50 Years.

| Program | Cases | Recipients | % Change in Recipients Previous Month | Previous Year | Unduplicated Number of Recipients (November 2022– November 2023) |
|----------------|----------------|------------------|---|------------------|---|
| CalFresh | 227,445 | 386,084 | 0.53% | 4.18% | 527,494 |
| CalWORKs | 17,116 | 49,318 | 0.87% | 8.29% | 67,010 |
| CMS | 8 | 8 | -33.33% | 0.00% | 38 |
| General Relief | 4,693 | 4,707 | 1.27% | 27.11% | 12,711 |
| Medi-Cal | 553,251 | 974,461 | -0.68% | -3.04% | 1,092,586 |
| Total | 802,513 | 1,414,578 | -0.30% | -0.72% | 1,204,271** |

*Recipients include 373,736 under ACA Medicaid Coverage Expansion.

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

PROCESSING

| Applications Registered | | |
|-------------------------|---------------|----------------|
| Program | November 2023 | FYTD |
| CalFresh | 19,642 | 109,634 |
| CalWORKs | 2,603 | 14,051 |
| CMS | 35 | 160 |
| General Relief | 3,370 | 17,306 |
| Medi-Cal | 12,223 | 57,461 |
| Total | 37,873 | 198,612 |

| Renewals Generated | | |
|--------------------|---------------|----------------|
| Program | November 2023 | FYTD |
| CalFresh | 11,049 | 55,619 |
| CalWORKs | 1,629 | 7,462 |
| CMS | 5 | 13 |
| General Relief | 103 | 542 |
| Medi-Cal | 51,890 | 245,787 |
| Total | 64,676 | 309,423 |

| Periodic Reports Generated | | |
|----------------------------|---------------|---------------|
| Program | November 2023 | FYTD |
| CalFresh | 12,450 | 68,143 |
| CalWORKs | 1,126 | 6,400 |
| General Relief | 0 | 5 |
| Medi-Cal | 12 | 86 |
| Total | 13,588 | 74,634 |

| Documents Imaged | |
|------------------|-----------|
| November 2023 | FYTD |
| 484,668 | 1,850,335 |

| Tasks Created | |
|---------------|-----------|
| November 2023 | FYTD |
| 562,658 | 2,980,512 |

ACCESS CUSTOMER SERVICE CENTER

| Customer Service | | | | |
|-------------------|---------------|---------------|--------|-----------|
| Month | November 2022 | November 2023 | Change | FYTD |
| Total Calls | 175,295 | 258,846 | 83,551 | 1,382,742 |
| Abandoned | 5,579 | 14,046 | 8,467 | 141,460 |
| Average Wait Time | 2:48 | 2:57 | 0:09 | 6:05 |

| Community Based Organization (CBO) | | | | |
|------------------------------------|---------------|---------------|--------|--------|
| Month | November 2022 | November 2023 | Change | FYTD |
| Total Calls | 4,534 | 6,428 | 1,894 | 33,070 |
| Abandoned | 337 | 210 | -127 | 1,366 |
| Average Wait Time | 7:07 | 4:10 | -2:57 | 5:22 |

| Emails Received | |
|-----------------|--------|
| November 2023 | FYTD |
| 2,026 | 12,712 |

FAMILY RESOURCE CENTER VISITS

| Month | November 2022 | November 2023 | Change | FYTD |
|--------------------------|---------------|---------------|--------|---------|
| Total Tickets Issued | 34,456 | 47,309 | 27% | 235,823 |
| Average Wait Time (min.) | (*) | (*) | N/A | |

* Due to COVID-19 Waivers, Avg time is not available for November 2023

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

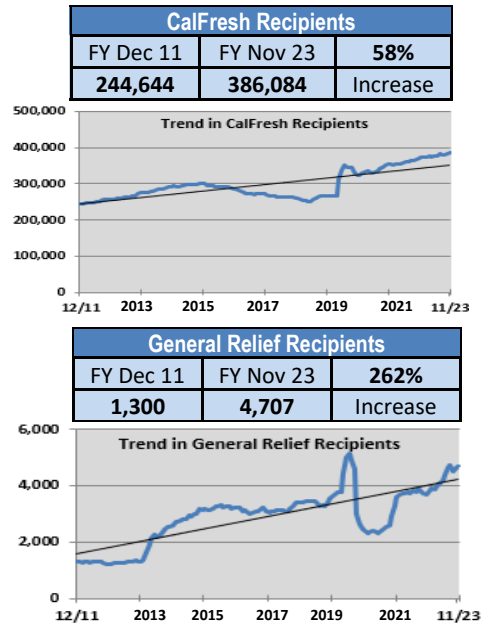
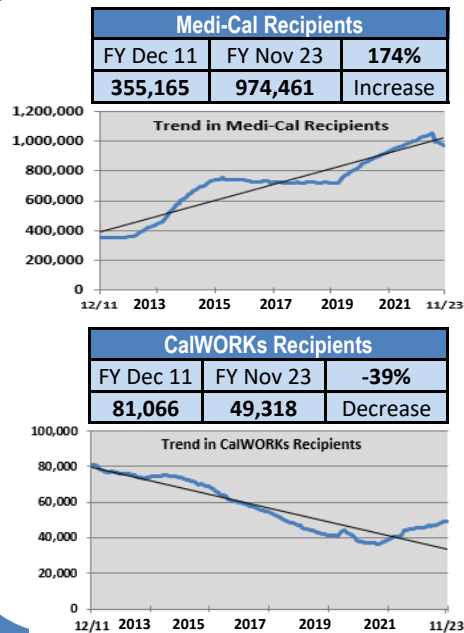
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 21 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 94.99%
- Annual Renewal Timeliness = 86.23%

CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 20 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 96.67%
- Annual Renewal Timeliness = 87.04%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 27 Days
- Annual Renewal Timeliness = 68.91%



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

| OMVA Service Delivery | Monthly Total | FYTD |
|--|---------------|---------|
| Calls Received | 2,984 | 10,601 |
| Calls Received- Average Wait Times | 0:00:56 | 0:00:57 |
| In-Person Customer Visits | 1,622 | 5,304 |
| Driver's License Applications | 59 | 698 |
| License Plate Applications | 691 | 1406 |
| College Fee Waiver Applications | 119 | 1005 |
| VA Claim Appointments Made | 171 | 315 |
| VA Claim Appointments Wait Time (Days) | 13 | 24 |
| Community Events | 19 | 44 |
| Contacts Made at Community Events | 516 | 2,808 |

* New data metrics as of 10/2023

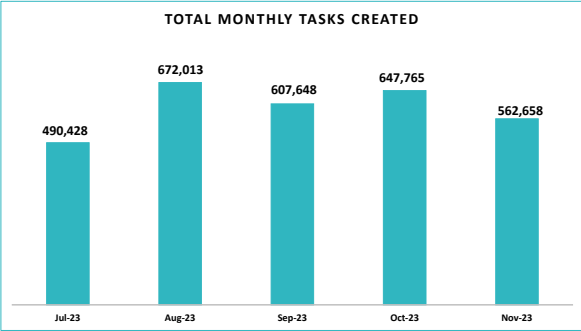


Monthly Self-Sufficiency Services Performance Dashboard (FY 23/24)

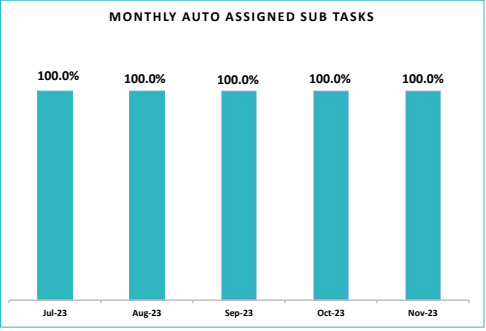
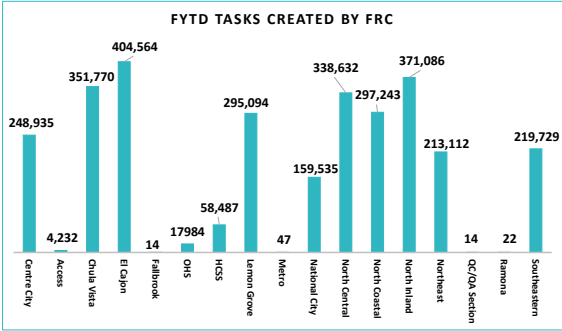
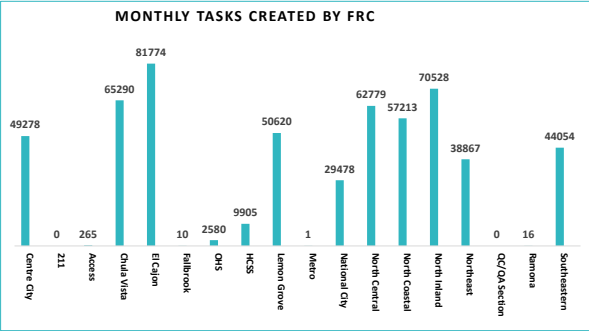
San Diego County

Data Month : November 2023

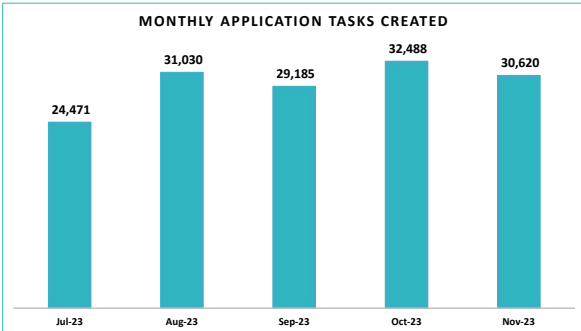
CalSAWS Tasks Created



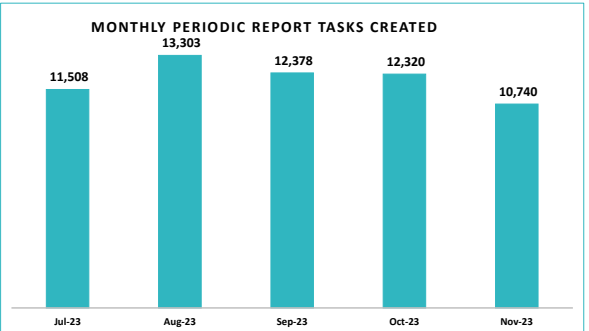
FYTD 2,980,512



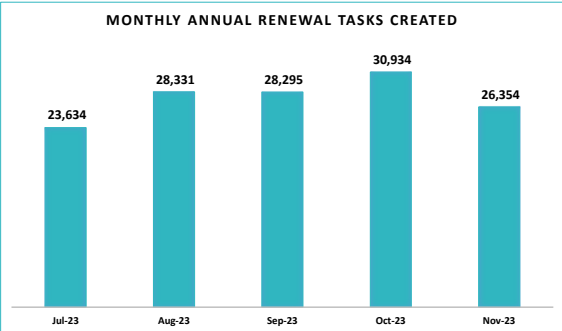
FYTD 100.0%



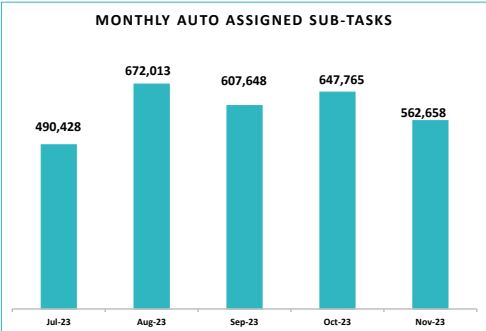
FYTD 147,794



FYTD 60,249

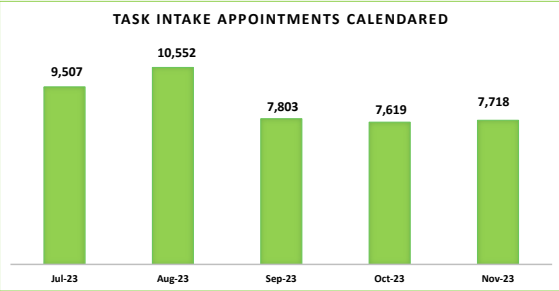


FYTD 137,548

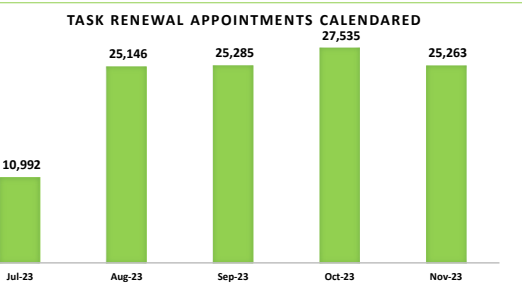


FYTD 2,980,512

MONTHLY CALSAWS CALENDARED APPOINTMENTS

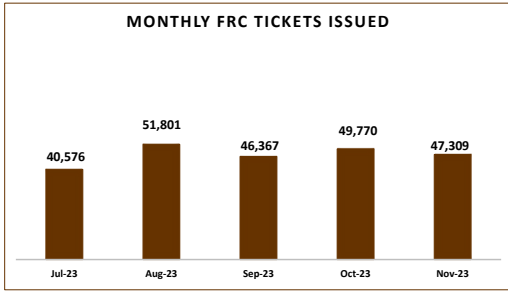


FYTD 43,199

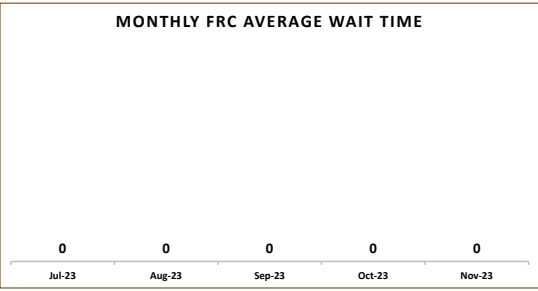


FYTD 114,221

LOBBY MANAGEMENT



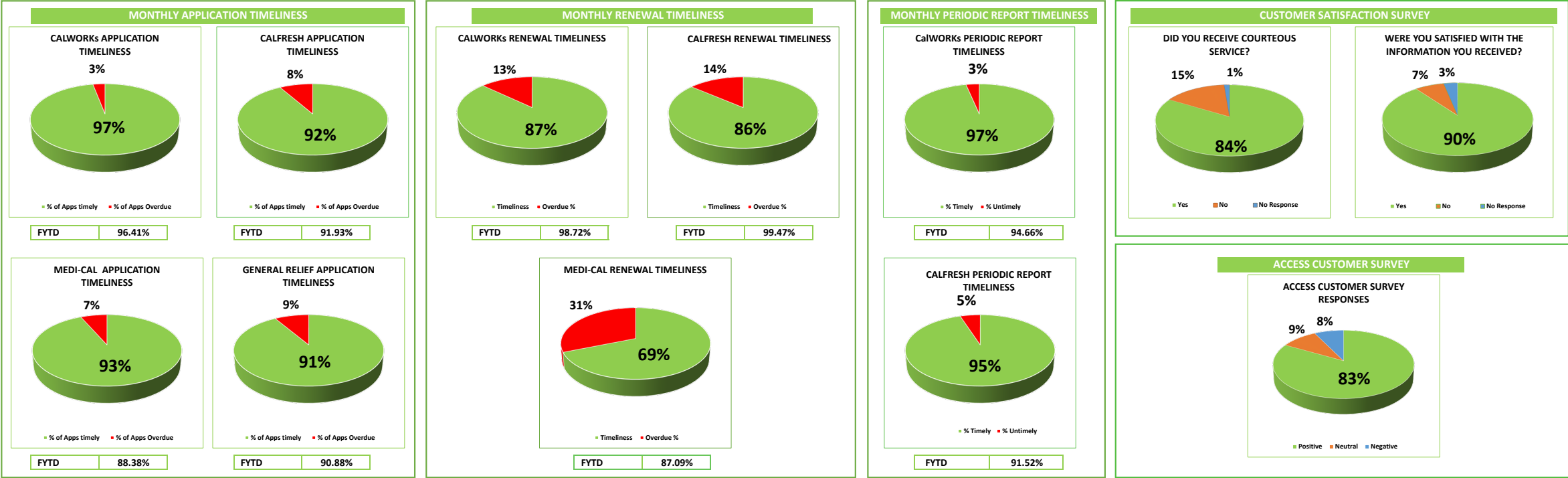
FYTD 235,823



*Average time is not available

FYTD 0.00

CASE PROCESSING PERFORMANCE (CALSAWS)





Monthly Robo-Calls & Text Messaging Report FY 2023/2024

| Automated (Robo) Call Summary | Program | | | | |
|-------------------------------|--------------------|--------------|----------------------------|-------------------------------------|---------------|
| Month | CW/CF SAR Reminder | CW Balderas | MC Renewal Robo Pre Packet | MC Renewal Robo No Renewal Received | Grand Total |
| July 2023 | 4,343 | 507 | 742 | 362 | 5,954 |
| August 2023 | 10,430 | 491 | | | 10,921 |
| September 2023 | 7,779 | 479 | | | 8,258 |
| October 2023 | 6,685 | 359 | | | 7,044 |
| November 2023 | 8,840 | 412 | | | 9,252 |
| December 2023 | | | | | |
| January 2024 | | | | | |
| February 2024 | | | | | |
| March 2024 | | | | | |
| April 2024 | | | | | |
| May 2024 | | | | | |
| June 2024 | | | | | |
| Grand Total | 38,077 | 2,248 | 742 | 362 | 41,429 |

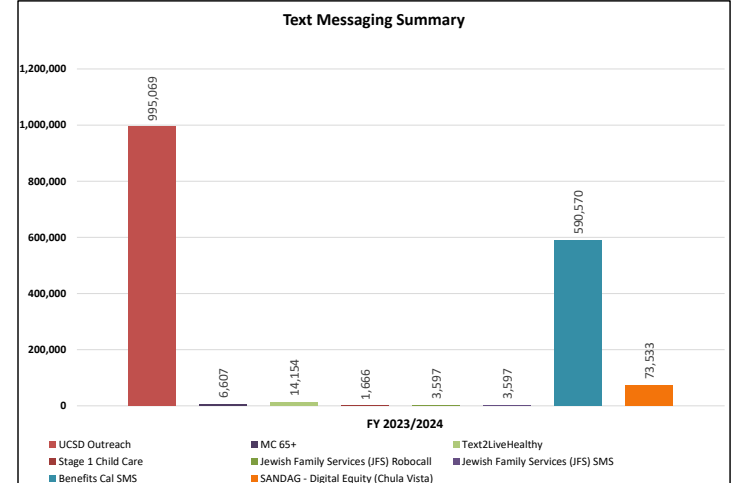
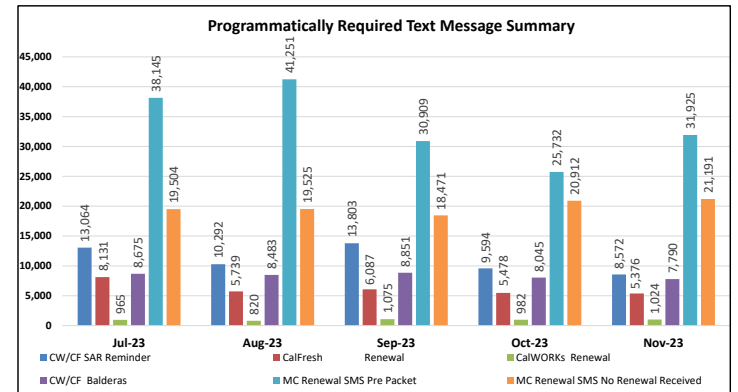
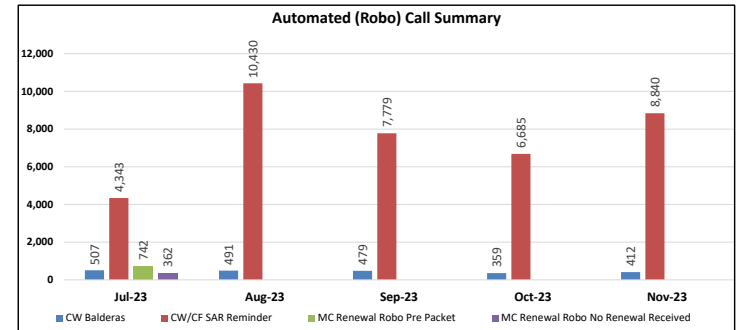
| Text Messaging Summary | Program | | | | | | |
|------------------------|--------------------|----------------|------------------|------------------|---------------------------|------------------------------------|----------------|
| Month | CW/CF SAR Reminder | CW/CF Balderas | CalFresh Renewal | CalWORKs Renewal | MC Renewal SMS Pre Packet | MC Renewal SMS No Renewal Received | Grand Total |
| July 2023 | 13,064 | 8,675 | 8,131 | 965 | 38,145 | 19,504 | 88,484 |
| August 2023 | 10,292 | 8,483 | 5,739 | 820 | 41,251 | 19,525 | 86,110 |
| September 2023 | 13,803 | 8,851 | 6,087 | 1,075 | 30,909 | 18,471 | 79,196 |
| October 2023 | 9,594 | 8,045 | 5,478 | 982 | 25,732 | 20,912 | 70,743 |
| November 2023 | 8,572 | 7,790 | 5,376 | 1,024 | 31,925 | 21,191 | 75,878 |
| December 2023 | | | | | | | |
| January 2024 | | | | | | | |
| February 2024 | | | | | | | |
| March 2024 | | | | | | | |
| April 2024 | | | | | | | |
| May 2024 | | | | | | | |
| June 2024 | | | | | | | |
| Grand Total | 55,325 | 41,844 | 30,811 | 4,866 | 167,962 | 99,603 | 400,411 |

| Text Messaging Summary | Special Campaign | | | | | | | | |
|------------------------|------------------|--------------|------------------|--------------------|---------------------------------------|----------------------------------|------------------|---------------------------------------|------------------|
| Month | UCSD Outreach | MC 65+ | Text2LiveHealthy | Stage 1 Child Care | Jewish Family Services (JFS) Robocall | Jewish Family Services (JFS) SMS | Benefits Cal SMS | SANDAG - Digital Equity (Chula Vista) | Grand Total |
| July 2023 | 196,100 | 1,375 | 6,398 | 1,666 | | | | | 205,539 |
| August 2023 | 191,165 | 1,320 | 7,756 | | 785 | 785 | | | 201,811 |
| September 2023 | 204,036 | 1,344 | | | 651 | 651 | 590,570 | | 797,252 |
| October 2023 | 203,476 | 1,341 | | | 570 | 570 | | 73,533 | 279,490 |
| November 2023 | 200,292 | 1,227 | | | 1,591 | 1,591 | | | 204,701 |
| December 2023 | | | | | | | | | |
| January 2024 | | | | | | | | | |
| February 2024 | | | | | | | | | |
| March 2024 | | | | | | | | | |
| April 2024 | | | | | | | | | |
| May 2024 | | | | | | | | | |
| June 2024 | | | | | | | | | |
| Grand Total | 995,069 | 6,607 | 14,154 | 1,666 | 3,597 | 3,597 | 590,570 | 73,533 | 1,688,793 |

*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.

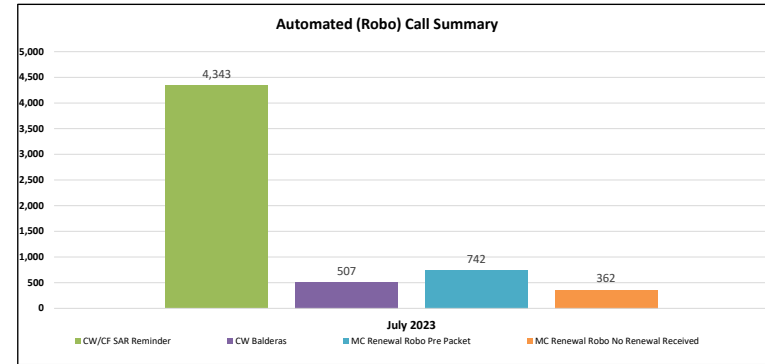
*Note: PR Text Message Summary methodology updated to count CW/CF Household once. These household's are sent one text message. CW/CF households are included in CW Text Message Count.

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

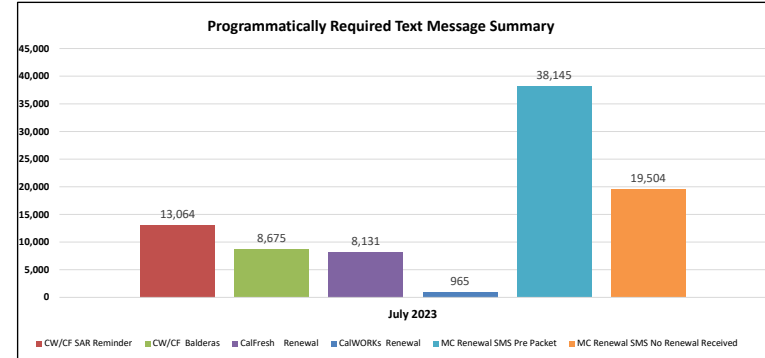


July 2023

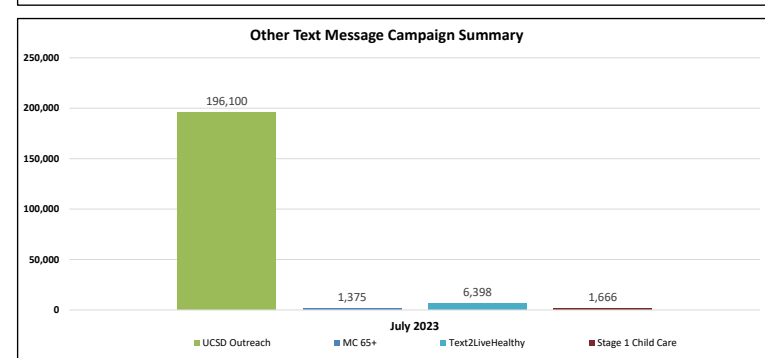
| Automated (Robo) Call Summary | Program | | | | |
|-------------------------------|--------------------|-------------|----------------------------|-------------------------------------|--------------|
| Month | CW/CF SAR Reminder | CW Balderas | MC Renewal Robo Pre Packet | MC Renewal Robo No Renewal Received | Grand Total |
| July 2023 | 4,343 | 507 | 742 | 362 | 5,954 |
| Grand Total | 4,343 | 507 | 742 | 362 | 5,954 |



| 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 2023 | 13,064 | 8,675 | 8,131 | 965 | 38,145 | 19,504 | 205,539 | 294,023 |
| Grand Total | 13,064 | 8,675 | 8,131 | 965 | 38,145 | 19,504 | 205,539 | 294,023 |

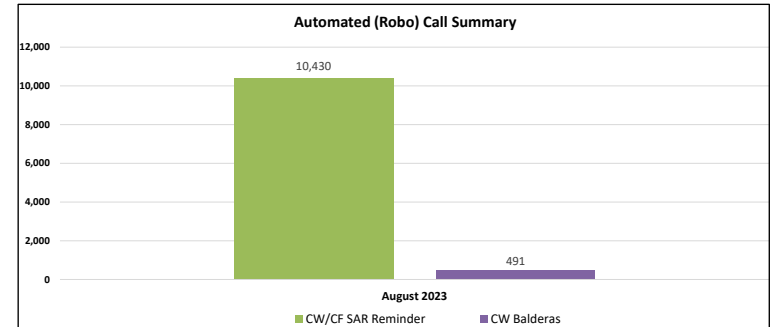


| Text Messaging Summary | Special Campaign | | | | |
|------------------------|------------------|--------------|------------------|--------------------|----------------|
| Month | UCSD Outreach | MC 65+ | Text2LiveHealthy | Stage 1 Child Care | Grand Total |
| July 2023 | 196,100 | 1,375 | 6,398 | 1,666 | 205,539 |
| Grand Total | 196,100 | 1,375 | 6,398 | 1,666 | 205,539 |

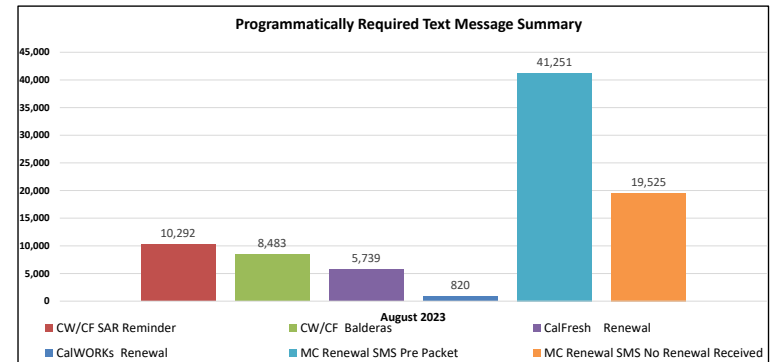


August 2023

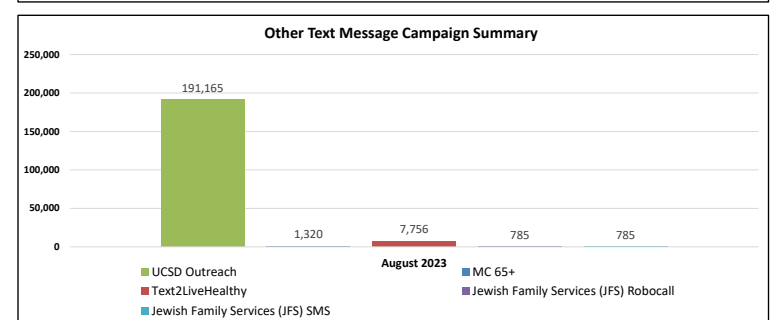
| Automated (Robo) Call Summary | Program | | |
|-------------------------------|--------------------|-------------|---------------|
| Month | CW/CF SAR Reminder | CW Balderas | Grand Total |
| August 2023 | 10,430 | 491 | 10,921 |
| Grand Total | 10,430 | 491 | 10,921 |



| 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 2023 | 10,292 | 8,483 | 5,739 | 820 | 41,251 | 19,525 | 201,811 | 287,921 |
| Grand Total | 10,292 | 8,483 | 5,739 | 820 | 41,251 | 19,525 | 201,811 | 287,921 |



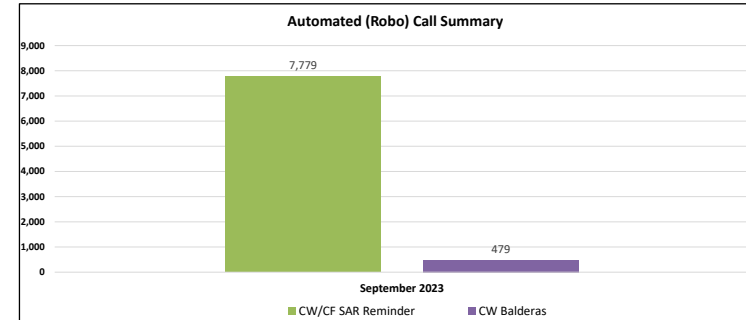
| Text Messaging Summary | Special Campaign | | | | | |
|------------------------|------------------|--------------|------------------|---------------------------------------|----------------------------------|----------------|
| Month | UCSD Outreach | MC 65+ | Text2LiveHealthy | Jewish Family Services (JFS) Robocall | Jewish Family Services (JFS) SMS | Grand Total |
| August 2023 | 191,165 | 1,320 | 7,756 | 785 | 785 | 201,811 |
| Grand Total | 191,165 | 1,320 | 7,756 | 785 | 785 | 201,811 |



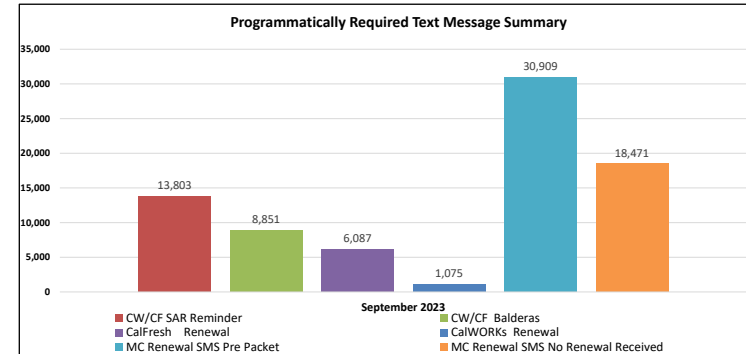
Report Data Month: 08/2023
 Report Run Date: 11/7/2023

September 2023

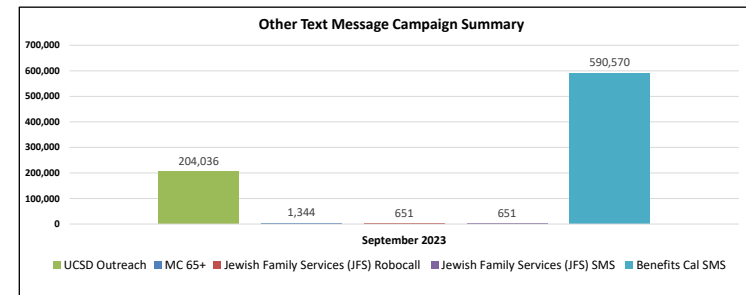
| Automated (Robo) Call Summary | Program | | |
|-------------------------------|--------------------|-------------|--------------|
| Month | CW/CF SAR Reminder | CW Balderas | Grand Total |
| September 2023 | 7,779 | 479 | 8,258 |
| Grand Total | 7,779 | 479 | 8,258 |



| 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 2023 | 13,803 | 8,851 | 6,087 | 1,075 | 30,909 | 18,471 | 797,252 | 876,448 |
| Grand Total | 13,803 | 8,851 | 6,087 | 1,075 | 30,909 | 18,471 | 797,252 | 876,448 |



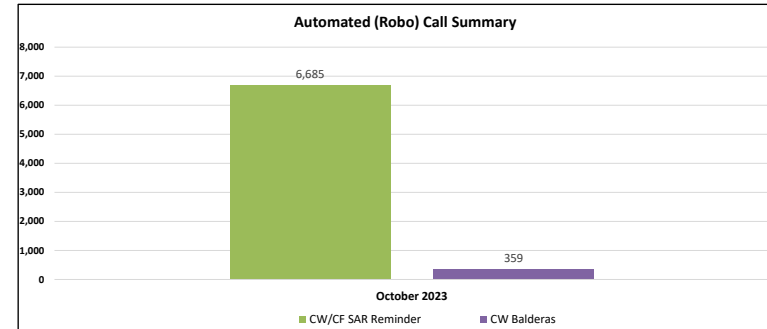
| Text Messaging Summary | Special Campaign | | | | | |
|------------------------|------------------|--------------|---------------------------------------|----------------------------------|------------------|----------------|
| Month | UCSD Outreach | MC 65+ | Jewish Family Services (JFS) Robocall | Jewish Family Services (JFS) SMS | Benefits Cal SMS | Grand Total |
| September 2023 | 204,036 | 1,344 | 651 | 651 | 590,570 | 797,252 |
| Grand Total | 204,036 | 1,344 | 651 | 651 | 590,570 | 797,252 |



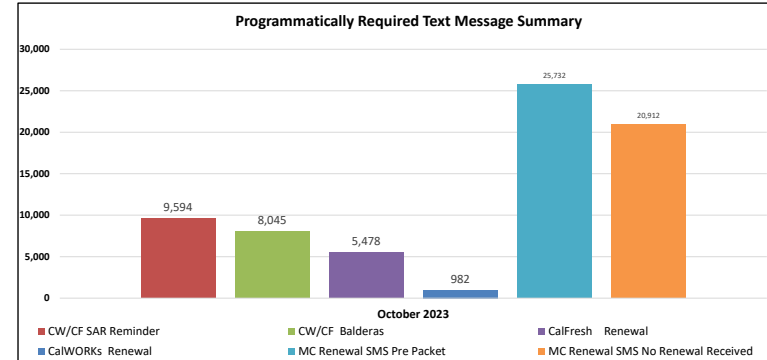
Report Data Month: 09/2023
 Report Run Date: 11/7/2023

October 2023

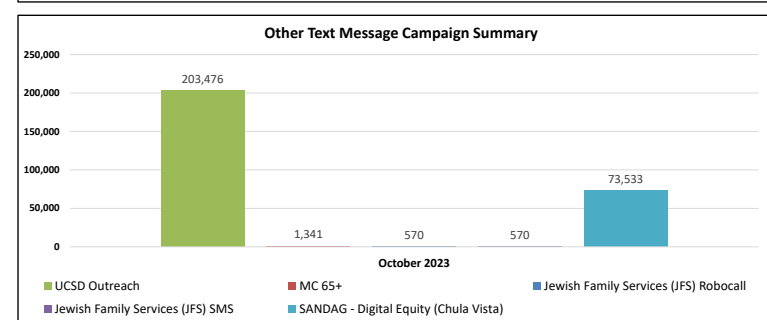
| Automated (Robo) Call Summary | Program | | |
|-------------------------------|--------------------|-------------|--------------|
| Month | CW/CF SAR Reminder | CW Balderas | Grand Total |
| October 2023 | 6,685 | 359 | 7,044 |
| Grand Total | 6,685 | 359 | 7,044 |



| 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 2023 | 9,594 | 8,045 | 5,478 | 982 | 25,732 | 20,912 | 279,490 | 350,233 |
| Grand Total | 9,594 | 8,045 | 5,478 | 982 | 25,732 | 20,912 | 279,490 | 350,233 |



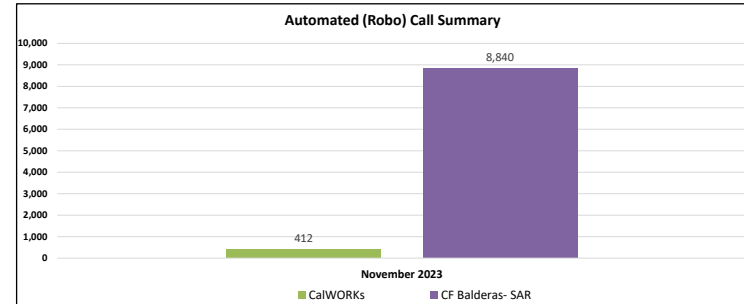
| Text Messaging Summary | Special Campaign | | | | | |
|------------------------|------------------|--------------|---------------------------------------|----------------------------------|---------------------------------------|----------------|
| Month | UCSD Outreach | MC 65+ | Jewish Family Services (JFS) Robocall | Jewish Family Services (JFS) SMS | SANDAG - Digital Equity (Chula Vista) | Grand Total |
| October 2023 | 203,476 | 1,341 | 570 | 570 | 73,533 | 279,490 |
| Grand Total | 203,476 | 1,341 | 570 | 570 | 73,533 | 279,490 |



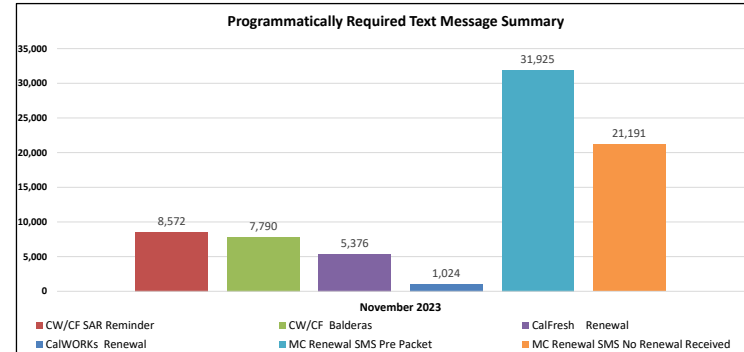
Report Data Month: 10/2023
 Report Run Date: 11/7/2023

November 2023

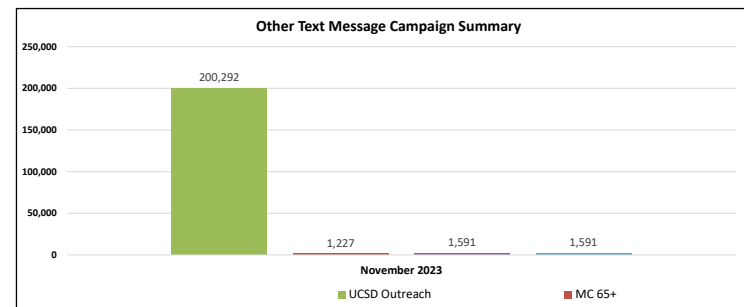
| Automated (Robo) Call Summary | Program | | |
|-------------------------------|----------|------------------|-------------|
| Month | CalWORKs | CF Balderas- SAR | Grand Total |
| November 2023 | 412 | 8,840 | 9,252 |
| Grand Total | 412 | 8,840 | 9,252 |



| 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 2023 | 8,572 | 7,790 | 5,376 | 1,024 | 31,925 | 21,191 | 204,701 | 280,579 |
| Grand Total | 8,572 | 7,790 | 5,376 | 1,024 | 31,925 | 21,191 | 204,701 | 280,579 |



| Text Messaging Summary | Special Campaign | | | | |
|------------------------|------------------|--------|---------------------------------------|----------------------------------|-------------|
| Month | UCSD Outreach | MC 65+ | Jewish Family Services (JFS) Robocall | Jewish Family Services (JFS) SMS | Grand Total |
| November 2023 | 200,292 | 1,227 | 1,591 | 1,591 | 204,701 |
| Grand Total | 200,292 | 1,227 | 1,591 | 1,591 | 204,701 |



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: 11/2023
Report Run Date: 11/7/2023

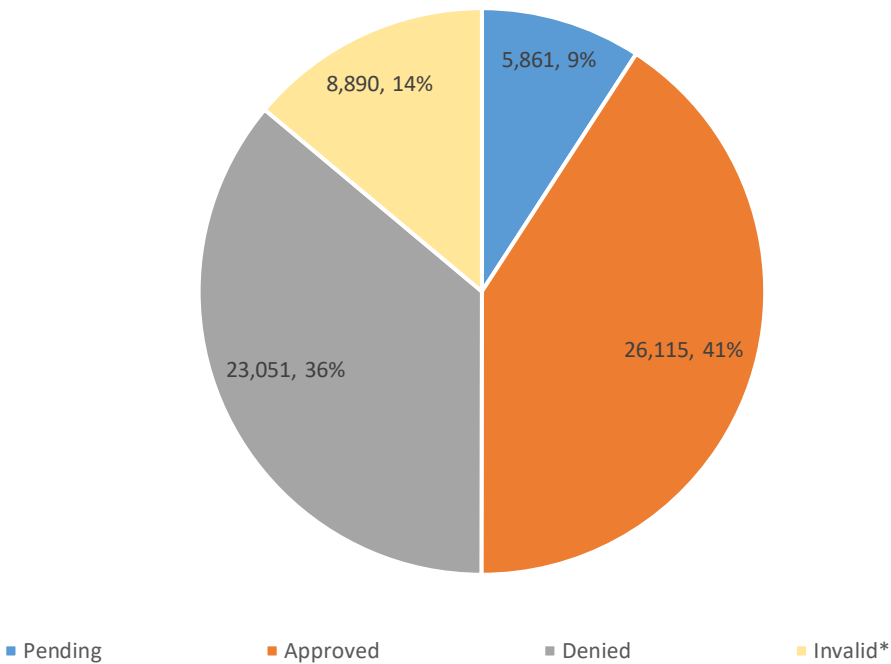


Community Based Organizations CalFresh Referrals

07/2023-11/2023

| CalFresh Application Referrals by Application Status | | | | | | | | | | |
|---|---------------------------|---------|------|----------|------|--------|------|----------|------|--------|
| CBO | HCSS Outstation Staff Y/N | Pending | | Approved | | Denied | | Invalid* | | Total |
| Code for America | | 5,223 | 9% | 22,608 | 40% | 21,061 | 37% | 8,140 | 14% | 57,032 |
| 211 San Diego | | 389 | 10% | 2,096 | 52% | 1,120 | 28% | 394 | 10% | 3,999 |
| Family Health Centers of San Diego | | 75 | 11% | 308 | 46% | 206 | 31% | 83 | 12% | 672 |
| La Maestra Community Health Centers | | 58 | 9% | 308 | 50% | 182 | 29% | 71 | 11% | 619 |
| Scripps Health | Y | 18 | 6% | 136 | 48% | 83 | 29% | 49 | 17% | 286 |
| San Ysidro Health | Y | 14 | 6% | 142 | 57% | 69 | 28% | 25 | 10% | 250 |
| Vista Community Clinic | | 23 | 10% | 111 | 47% | 76 | 32% | 28 | 12% | 238 |
| Sharp Health | Y | 5 | 4% | 68 | 49% | 42 | 30% | 24 | 17% | 139 |
| Casa Familiar | | 9 | 10% | 45 | 52% | 27 | 31% | 5 | 6% | 86 |
| Bonita Family Resource Center | | 7 | 9% | 41 | 51% | 23 | 28% | 10 | 12% | 81 |
| Jewish Family Service | | 5 | 8% | 32 | 48% | 18 | 27% | 11 | 17% | 66 |
| Home Start CalFresh Grant | | 7 | 14% | 36 | 73% | 6 | 12% | 0 | | 49 |
| TrueCare | | 3 | 6% | 17 | 35% | 22 | 45% | 7 | 14% | 49 |
| Neighborhood Health Care | | 2 | 5% | 26 | 62% | 12 | 29% | 2 | 5% | 42 |
| Chula Vista Community Collaborative | | 0 | | 24 | 59% | 16 | 39% | 1 | 2% | 41 |
| Indian Health Council Inc | | 5 | 14% | 22 | 63% | 8 | 23% | 0 | | 35 |
| South bay Community Services | | 0 | | 10 | 56% | 6 | 33% | 2 | 11% | 18 |
| Southern Indian Health Council Inc | | 0 | | 13 | 72% | 4 | 22% | 1 | 6% | 18 |
| UCSD Medical Center | Y | 2 | 12% | 7 | 41% | 2 | 12% | 6 | 35% | 17 |
| Interfaith Community Services | | 1 | 7% | 2 | 14% | 7 | 50% | 4 | 29% | 14 |
| Catholic Charities Diocese of San Diego | | 1 | 9% | 2 | 18% | 5 | 45% | 3 | 27% | 11 |
| Rady Childrens Hospital | Y | 1 | 9% | 3 | 27% | 5 | 45% | 2 | 18% | 11 |
| San Diego Food Bank | Y | 0 | | 5 | 50% | 4 | 40% | 1 | 10% | 10 |
| Union of Pan Asian Communities | | 1 | 10% | 4 | 40% | 5 | 50% | 0 | | 10 |
| Borrego Health | | 0 | | 4 | 50% | 1 | 13% | 3 | 38% | 8 |
| San Ysidro Health Center | | 0 | | 5 | 63% | 2 | 25% | 1 | 13% | 8 |
| Capalina Comprehensive Treatment Center | | 2 | 29% | 3 | 43% | 1 | 14% | 1 | 14% | 7 |
| San Diego Family Care | | 1 | 14% | 1 | 14% | 3 | 43% | 2 | 29% | 7 |
| Catholic Charities Diocese of San Diego - Homeless Services | | 1 | 17% | 0 | | 5 | 83% | 0 | | 6 |
| Metro Community Ministries Inc | | 0 | | 4 | 67% | 1 | 17% | 1 | 17% | 6 |
| Catholic Charities San Diego | | 0 | | 1 | 20% | 3 | 60% | 1 | 20% | 5 |
| San Diegans for Healthcare Coverage | Y | 0 | | 4 | 80% | 0 | | 1 | 20% | 5 |
| Aid Finders | | 0 | | 1 | 25% | 3 | 75% | 0 | | 4 |
| Bayside Community Center | | 1 | 25% | 1 | 25% | 2 | 50% | 0 | | 4 |
| Community Resource Center | | 1 | 25% | 0 | | 3 | 75% | 0 | | 4 |
| Feeding San Diego | Y | 0 | | 3 | 75% | 0 | | 1 | 25% | 4 |
| Julian Pathways Inc | | 0 | | 2 | 50% | 2 | 50% | 0 | | 4 |
| San Diego Unified School District | | 0 | | 2 | 50% | 1 | 25% | 1 | 25% | 4 |
| Tri City Medical Center | Y | 0 | | 3 | 75% | 0 | | 1 | 25% | 4 |
| MedData | | 0 | | 2 | 67% | 1 | 33% | 0 | | 3 |
| Safe Connections | | 0 | | 2 | 67% | 1 | 33% | 0 | | 3 |
| Somali Bantu Association of America | | 0 | | 0 | | 1 | 33% | 2 | 67% | 3 |
| Center Star ACT | | 0 | | 2 | 100% | 0 | | 0 | | 2 |
| Deaf Community Services of San Diego | | 0 | | 0 | | 0 | | 2 | 100% | 2 |
| Escondido Comprehensive Treatment Center | | 0 | | 0 | | 2 | 100% | 0 | | 2 |
| Gary and Mary West Pace | | 0 | | 1 | 50% | 1 | 50% | 0 | | 2 |
| Mental Health Systems TURN BHS Action Central | | 2 | 100% | 0 | | 0 | | 0 | | 2 |
| Neighborhood Healthcare | | 0 | | 1 | 50% | 1 | 50% | 0 | | 2 |
| Palomar Health | Y | 0 | | 2 | 100% | 0 | | 0 | | 2 |
| St. Paul's PACE | | 1 | 50% | 0 | | 1 | 50% | 0 | | 2 |
| TERI Inc | | 0 | | 0 | | 2 | 100% | 0 | | 2 |
| UC San Diego | Y | 0 | | 1 | 50% | 1 | 50% | 0 | | 2 |
| Urban Street Angels | | 0 | | 0 | | 1 | 50% | 1 | 50% | 2 |
| 211 Orange County | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Alpha Lofts | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Change Lanes Youth Support Services | | 0 | | 1 | 100% | 0 | | 0 | | 1 |
| Community Research Foundation | | 0 | | 1 | 100% | 0 | | 0 | | 1 |
| Community Research Foundation Senior Impact | | 0 | | 0 | | 0 | | 1 | 100% | 1 |
| CompSpec Inc | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| Cottage Health System | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| Everest Hospice | | 0 | | 0 | | 0 | | 1 | 100% | 1 |
| Jackson House Temecula | | 0 | | 1 | 100% | 0 | | 0 | | 1 |
| Los Angeles County CSC 8 | | 0 | | 0 | | 0 | | 1 | 100% | 1 |
| Marin City Health and Wellness | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Stepping Stone of San Diego | | 0 | | 1 | 100% | 0 | | 0 | | 1 |
| Visionary Care Consultants | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| El Sol NEC | | 0 | | 0 | | 0 | | 0 | | 0 |
| Alvarado Hospital LLC | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Aviara Healthcare Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Borrego Community Health Foundation | | 0 | | 0 | | 0 | | 0 | | 0 |
| Buddhist Tzu Chi Medical Foundation | | 0 | | 0 | | 0 | | 0 | | 0 |
| Castle Manor Nursing and Rehabilitation Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| CCC Health Services Department | | 0 | | 0 | | 0 | | 0 | | 0 |
| Community Health Systems, Inc. - Moreno Valley | | 0 | | 0 | | 0 | | 0 | | 0 |
| DMH - Office of the Public Guardian | | 0 | | 0 | | 0 | | 0 | | 0 |
| Elevate Patient Financial Solutions | | 0 | | 0 | | 0 | | 0 | | 0 |
| GETIX HEALTH | | 0 | | 0 | | 0 | | 0 | | 0 |
| Golden Valley Health Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| HAS | | 0 | | 0 | | 0 | | 0 | | 0 |
| HERALD CHRISTIAN HEALTH CENTER | | 0 | | 0 | | 0 | | 0 | | 0 |
| Medi-Cal Regulation Specialists | | 0 | | 0 | | 0 | | 0 | | 0 |
| Mountain Shadows | | 0 | | 0 | | 0 | | 0 | | 0 |
| Neighborhood Health Insurance Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Packard Senior Services | | 0 | | 0 | | 0 | | 0 | | 0 |
| Paradise Valley Health | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Paradise Valley Healthcare Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Park Avenue Healthcare Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Pineridge Healthcare Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Revive Pathway | | 0 | | 0 | | 0 | | 0 | | 0 |
| Rolling Start, Inc. | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diego Freedom Ranch | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diego Regional Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Santa Barbara County Education Office | | 0 | | 0 | | 0 | | 0 | | 0 |
| The Light for Seniors | | 0 | | 0 | | 0 | | 0 | | 0 |
| Third Avenue Charitable Organization | | 0 | | 0 | | 0 | | 0 | | 0 |
| Vista Community Clinic The Gary Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Vista Knoll Specialized Care | | 0 | | 0 | | 0 | | 0 | | 0 |
| Windsor Health Care SNF Management Company LLC | | 0 | | 0 | | 0 | | 0 | | 0 |
| Total | | 5,861 | 9% | 26,115 | 41% | 23,051 | 36% | 8,890 | 14% | 63,917 |

CalFresh Percentage of Referrals



* Invalid applications received for a CalFresh program already in Pending or Approved status.

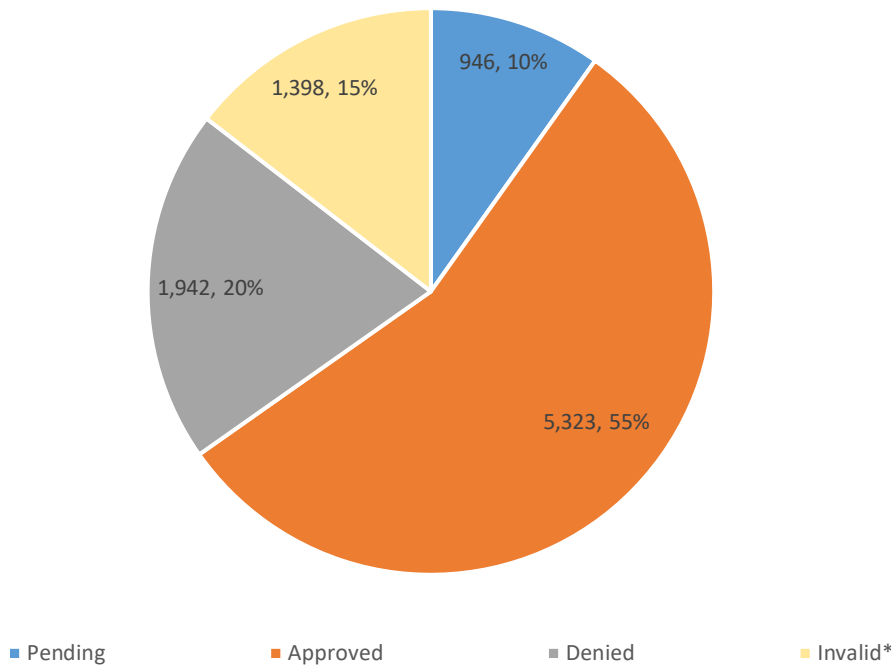


Community Based Organizations Medi-Cal Referrals

07/2023-11/2023

| Medi-Cal Application Referrals by Application Status | | | | | | | | | | |
|---|---------------------------|---------|------|----------|------|--------|------|----------|------|-------|
| CBO | HCSS Outstation Staff Y/N | Pending | | Approved | | Denied | | Invalid* | | Total |
| 211 San Diego | | 143 | 9% | 648 | 43% | 384 | 25% | 345 | 23% | 1,520 |
| Scripps Health | Y | 65 | 4% | 854 | 58% | 338 | 23% | 219 | 15% | 1,476 |
| Family Health Centers of San Diego | | 202 | 16% | 665 | 52% | 258 | 20% | 148 | 12% | 1,273 |
| Sharp Health | Y | 27 | 3% | 550 | 70% | 123 | 16% | 86 | 11% | 786 |
| UCSD Medical Center | Y | 30 | 4% | 507 | 68% | 146 | 20% | 65 | 9% | 748 |
| La Maestra Community Health Centers | | 84 | 12% | 320 | 47% | 119 | 18% | 155 | 23% | 678 |
| Vista Community Clinic | | 93 | 16% | 323 | 57% | 88 | 16% | 62 | 11% | 566 |
| TrueCare | | 81 | 17% | 235 | 49% | 117 | 25% | 42 | 9% | 475 |
| Neighborhood Health Care | | 30 | 9% | 197 | 61% | 63 | 20% | 33 | 10% | 323 |
| Tri City Medical Center | Y | 12 | 5% | 172 | 68% | 55 | 22% | 15 | 6% | 254 |
| MedData | | 40 | 17% | 110 | 48% | 51 | 22% | 30 | 13% | 231 |
| Palomar Health | Y | 19 | 8% | 141 | 62% | 48 | 21% | 20 | 9% | 228 |
| Paradise Valley Health | Y | 4 | 3% | 95 | 73% | 11 | 8% | 20 | 15% | 130 |
| Rady Childrens Hospital | Y | 10 | 10% | 74 | 72% | 9 | 9% | 10 | 10% | 103 |
| San Ysidro Health Center | | 24 | 24% | 55 | 56% | 8 | 8% | 12 | 12% | 99 |
| San Diego Family Care | | 16 | 16% | 61 | 62% | 13 | 13% | 8 | 8% | 98 |
| Borrego Health | | 12 | 18% | 35 | 54% | 9 | 14% | 9 | 14% | 65 |
| Casa Familiar | | 7 | 11% | 33 | 53% | 11 | 18% | 11 | 18% | 62 |
| Bonita Family Resource Center | | 8 | 14% | 32 | 54% | 9 | 15% | 10 | 17% | 59 |
| Alvarado Hospital LLC | Y | 1 | 2% | 32 | 64% | 10 | 20% | 7 | 14% | 50 |
| San Diego Unified School District | | 4 | 9% | 24 | 53% | 8 | 18% | 9 | 20% | 45 |
| San Diegans for Healthcare Coverage | Y | 1 | 3% | 25 | 66% | 5 | 13% | 7 | 18% | 38 |
| Chula Vista Community Collaborative | | 0 | | 18 | 49% | 10 | 27% | 9 | 24% | 37 |
| Indian Health Council Inc | | 1 | 4% | 23 | 88% | 1 | 4% | 1 | 4% | 26 |
| Park Avenue Healthcare Center | | 5 | 21% | 10 | 42% | 4 | 17% | 5 | 21% | 24 |
| Paradise Valley Healthcare Center | | 3 | 17% | 8 | 44% | 6 | 33% | 1 | 6% | 18 |
| Neighborhood Health Insurance Center | | 2 | 17% | 1 | 8% | 1 | 8% | 8 | 67% | 12 |
| St. Paul's PACE | | 2 | 17% | 4 | 33% | 4 | 33% | 2 | 17% | 12 |
| Bayside Community Center | | 1 | 9% | 5 | 45% | 2 | 18% | 3 | 27% | 11 |
| Borrego Community Health Foundation | | 0 | | 4 | 40% | 1 | 10% | 5 | 50% | 10 |
| San Diego Freedom Ranch | | 0 | | 9 | 90% | 1 | 10% | 0 | | 10 |
| Capalina Comprehensive Treatment Center | | 1 | 11% | 1 | 11% | 3 | 33% | 4 | 44% | 9 |
| Neighborhood Healthcare | | 0 | | 4 | 44% | 4 | 44% | 1 | 11% | 9 |
| Somali Bantu Association of America | | 0 | | 2 | 25% | 0 | | 6 | 75% | 8 |
| Metro Community Ministries Inc | | 0 | | 3 | 43% | 1 | 14% | 3 | 43% | 7 |
| Pineridge Healthcare Center | | 2 | 29% | 1 | 14% | 1 | 14% | 3 | 43% | 7 |
| Community Health Systems, Inc. - Moreno Valley | | 2 | 33% | 3 | 50% | 1 | 17% | 0 | | 6 |
| Packard Senior Services | | 0 | | 6 | 100% | 0 | | 0 | | 6 |
| San Diego Regional Center | | 1 | 17% | 4 | 67% | 1 | 17% | 0 | | 6 |
| Catholic Charities Diocese of San Diego | | 0 | | 3 | 60% | 1 | 20% | 1 | 20% | 5 |
| Catholic Charities Diocese of San Diego - Homeless Services | | 1 | 20% | 2 | 40% | 1 | 20% | 1 | 20% | 5 |
| El Sol NEC | | 0 | | 0 | | 2 | 50% | 2 | 50% | 4 |
| Gary and Mary West Pace | | 1 | 25% | 0 | | 2 | 50% | 1 | 25% | 4 |
| Interfaith Community Services | | 0 | | 0 | | 1 | 25% | 3 | 75% | 4 |
| Mountain Shadows | | 0 | | 2 | 50% | 0 | | 2 | 50% | 4 |
| Aviara Healthcare Center | | 1 | 33% | 2 | 67% | 0 | | 0 | | 3 |
| Castle Manor Nursing and Rehabilitation Center | | 0 | | 0 | | 1 | 33% | 2 | 67% | 3 |
| CCC Health Services Department | | 0 | | 1 | 33% | 1 | 33% | 1 | 33% | 3 |
| Community Research Foundation Senior Impact | | 0 | | 2 | 67% | 1 | 33% | 0 | | 3 |
| Deaf Community Services of San Diego | | 1 | 33% | 0 | | 1 | 33% | 1 | 33% | 3 |
| Vista Knoll Specialized Care | | 1 | 33% | 0 | | 0 | | 2 | 67% | 3 |
| Catholic Charities San Diego | | 0 | | 2 | 100% | 0 | | 0 | | 2 |
| DMH - Office of the Public Guardian | | 0 | | 2 | 100% | 0 | | 0 | | 2 |
| Escondido Comprehensive Treatment Center | | 0 | | 0 | | 1 | 50% | 1 | 50% | 2 |
| Jewish Family Service | | 1 | 50% | 0 | | 0 | | 1 | 50% | 2 |
| Revive Pathway | | 0 | | 1 | 50% | 0 | | 1 | 50% | 2 |
| Southern Indian Health Council Inc | | 0 | | 2 | 100% | 0 | | 0 | | 2 |
| TERI Inc | | 0 | | 2 | 100% | 0 | | 0 | | 2 |
| The Light for Seniors | | 1 | 50% | 0 | | 0 | | 1 | 50% | 2 |
| Union of Pan Asian Communities | | 0 | | 2 | 100% | 0 | | 0 | | 2 |
| Alpha Lofts | | 0 | | 0 | | 0 | | 1 | 100% | 1 |
| Buddhist Tzu Chi Medical Foundation | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| Change Lanes Youth Support Services | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Community Research Foundation | | 0 | | 1 | 100% | 0 | | 0 | | 1 |
| CompSpec Inc | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| Cottage Health System | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| Elevate Patient Financial Solutions | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Everest Hospice | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| GETIX HEALTH | | 0 | | 1 | 100% | 0 | | 0 | | 1 |
| Golden Valley Health Center | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| HAS | | 0 | | 1 | 100% | 0 | | 0 | | 1 |
| HERALD CHRISTIAN HEALTH CENTER | | 0 | | 1 | 100% | 0 | | 0 | | 1 |
| Home Start CalFresh Grant | | 0 | | 1 | 100% | 0 | | 0 | | 1 |
| Marin City Health and Wellness | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Medi-Cal Regulation Specialists | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| Rolling Start, Inc. | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Santa Barbara County Education Office | | 0 | | 0 | | 0 | | 1 | 100% | 1 |
| South bay Community Services | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Third Avenue Charitable Organization | | 0 | | 0 | | 0 | | 1 | 100% | 1 |
| Visionary Care Consultants | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| Vista Community Clinic The Gary Center | | 0 | | 0 | | 0 | | 1 | 100% | 1 |
| Windsor Health Care SNF Management Company LLC | | 0 | | 1 | 100% | 0 | | 0 | | 1 |
| 211 Orange County | | 0 | | 0 | | 0 | | 0 | | 0 |
| Aid Finders | | 0 | | 0 | | 0 | | 0 | | 0 |
| Center Star ACT | | 0 | | 0 | | 0 | | 0 | | 0 |
| Code for America | | 0 | | 0 | | 0 | | 0 | | 0 |
| Community Resource Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Feeding San Diego | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Jackson House Temecula | | 0 | | 0 | | 0 | | 0 | | 0 |
| Julian Pathways Inc | | 0 | | 0 | | 0 | | 0 | | 0 |
| Los Angeles County CSC 8 | | 0 | | 0 | | 0 | | 0 | | 0 |
| Mental Health Systems TURN BHS Action Central | | 0 | | 0 | | 0 | | 0 | | 0 |
| Safe Connections | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diego Food Bank | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| San Ysidro Health | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Stepping Stone of San Diego | | 0 | | 0 | | 0 | | 0 | | 0 |
| UC San Diego | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Urban Street Angels | | 0 | | 0 | | 0 | | 0 | | 0 |
| Total | | 946 | 10% | 5,323 | 55% | 1,942 | 20% | 1,398 | 15% | 9,609 |

Medi-Cal Percentage of Referrals



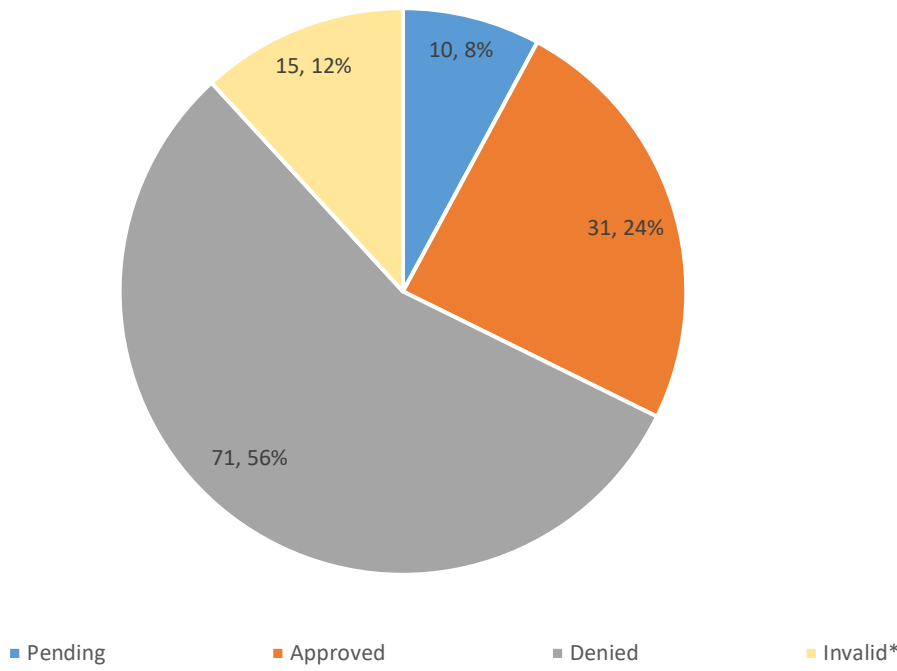
* Invalid applications received for a Medi-Cal program already in Pending or Approved status.



Community Based Organizations CalWORKS Referrals
07/2023-11/2023

| CalWORKS Application Referrals by Application Status | | | | | | | | | | |
|---|---------------------------|---------|-----|----------|------|--------|------|----------|-----|-------|
| CBO | HCSS Outstation Staff Y/N | Pending | | Approved | | Denied | | Invalid* | | Total |
| La Maestra Community Health Centers | | 4 | 10% | 11 | 28% | 17 | 43% | 8 | 20% | 40 |
| Chula Vista Community Collaborative | | 1 | 8% | 3 | 25% | 7 | 58% | 1 | 8% | 12 |
| Vista Community Clinic | | 2 | 18% | 6 | 55% | 2 | 18% | 1 | 9% | 11 |
| Family Health Centers of San Diego | | 2 | 20% | 1 | 10% | 6 | 60% | 1 | 10% | 10 |
| 211 San Diego | | 0 | | 0 | | 7 | 88% | 1 | 13% | 8 |
| Interfaith Community Services | | 0 | | 0 | | 6 | 100% | 0 | | 6 |
| Casa Familiar | | 0 | | 2 | 40% | 3 | 60% | 0 | | 5 |
| Sharp Health | Y | 0 | | 1 | 20% | 4 | 80% | 0 | | 5 |
| TrueCare | | 0 | | 1 | 20% | 3 | 60% | 1 | 20% | 5 |
| Catholic Charities Diocese of San Diego | | 0 | | 0 | | 2 | 67% | 1 | 33% | 3 |
| Indian Health Council Inc | | 1 | 33% | 1 | 33% | 1 | 33% | 0 | | 3 |
| Aid Finders | | 0 | | 2 | 100% | 0 | | 0 | | 2 |
| Catholic Charities San Diego | | 0 | | 0 | | 2 | 100% | 0 | | 2 |
| Catholic Charities Diocese of San Diego - Homeless Services | | 0 | | 0 | | 2 | 100% | 0 | | 2 |
| Rady Childrens Hospital | Y | 0 | | 1 | 50% | 1 | 50% | 0 | | 2 |
| Somali Bantu Association of America | | 0 | | 0 | | 1 | 50% | 1 | 50% | 2 |
| Capalina Comprehensive Treatment Center | | 0 | | 1 | 100% | 0 | | 0 | | 1 |
| CompSpec Inc | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Cottage Health System | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Jewish Family Service | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Julian Pathways Inc | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Neighborhood Health Care | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Scripps Health | Y | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| South bay Community Services | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Southern Indian Health Council Inc | | 0 | | 1 | 100% | 0 | | 0 | | 1 |
| El Sol NEC | | 0 | | 0 | | 0 | | 0 | | 0 |
| 211 Orange County | | 0 | | 0 | | 0 | | 0 | | 0 |
| Alpha Lofts | | 0 | | 0 | | 0 | | 0 | | 0 |
| Alvarado Hospital LLC | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Aviara Healthcare Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Bayside Community Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Bonita Family Resource Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Borrego Community Health Foundation | | 0 | | 0 | | 0 | | 0 | | 0 |
| Borrego Health | | 0 | | 0 | | 0 | | 0 | | 0 |
| Buddhist Tzu Chi Medical Foundation | | 0 | | 0 | | 0 | | 0 | | 0 |
| Castle Manor Nursing and Rehabilitation Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| CCC Health Services Department | | 0 | | 0 | | 0 | | 0 | | 0 |
| Center Star ACT | | 0 | | 0 | | 0 | | 0 | | 0 |
| Change Lanes Youth Support Services | | 0 | | 0 | | 0 | | 0 | | 0 |
| Code for America | | 0 | | 0 | | 0 | | 0 | | 0 |
| Community Health Systems, Inc. - Moreno Valley | | 0 | | 0 | | 0 | | 0 | | 0 |
| Community Research Foundation | | 0 | | 0 | | 0 | | 0 | | 0 |
| Community Research Foundation Senior Impact | | 0 | | 0 | | 0 | | 0 | | 0 |
| Community Resource Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Deaf Community Services of San Diego | | 0 | | 0 | | 0 | | 0 | | 0 |
| DMH - Office of the Public Guardian | | 0 | | 0 | | 0 | | 0 | | 0 |
| Elevate Patient Financial Solutions | | 0 | | 0 | | 0 | | 0 | | 0 |
| Escondido Comprehensive Treatment Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Everest Hospice | | 0 | | 0 | | 0 | | 0 | | 0 |
| Feeding San Diego | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Gary and Mary West Pace | | 0 | | 0 | | 0 | | 0 | | 0 |
| GETIX HEALTH | | 0 | | 0 | | 0 | | 0 | | 0 |
| Golden Valley Health Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| HAS | | 0 | | 0 | | 0 | | 0 | | 0 |
| HERALD CHRISTIAN HEALTH CENTER | | 0 | | 0 | | 0 | | 0 | | 0 |
| Home Start CalFresh Grant | | 0 | | 0 | | 0 | | 0 | | 0 |
| Jackson House Temecula | | 0 | | 0 | | 0 | | 0 | | 0 |
| Los Angeles County CSC 8 | | 0 | | 0 | | 0 | | 0 | | 0 |
| Marin City Health and Wellness | | 0 | | 0 | | 0 | | 0 | | 0 |
| MedData | | 0 | | 0 | | 0 | | 0 | | 0 |
| Medi-Cal Regulation Specialists | | 0 | | 0 | | 0 | | 0 | | 0 |
| Mental Health Systems TURN BHS Action Central | | 0 | | 0 | | 0 | | 0 | | 0 |
| Metro Community Ministries Inc | | 0 | | 0 | | 0 | | 0 | | 0 |
| Mountain Shadows | | 0 | | 0 | | 0 | | 0 | | 0 |
| Neighborhood Health Insurance Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Neighborhood Healthcare | | 0 | | 0 | | 0 | | 0 | | 0 |
| Packard Senior Services | | 0 | | 0 | | 0 | | 0 | | 0 |
| Palomar Health | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Paradise Valley Health | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Paradise Valley Healthcare Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Park Avenue Healthcare Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Pineridge Healthcare Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Revive Pathway | | 0 | | 0 | | 0 | | 0 | | 0 |
| Rolling Start, Inc. | | 0 | | 0 | | 0 | | 0 | | 0 |
| Safe Connections | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diegans for Healthcare Coverage | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diego Family Care | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diego Food Bank | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diego Freedom Ranch | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diego Regional Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diego Unified School District | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Ysidro Health | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| San Ysidro Health Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Santa Barbara County Education Office | | 0 | | 0 | | 0 | | 0 | | 0 |
| St. Paul's PACE | | 0 | | 0 | | 0 | | 0 | | 0 |
| Stepping Stone of San Diego | | 0 | | 0 | | 0 | | 0 | | 0 |
| TERI Inc | | 0 | | 0 | | 0 | | 0 | | 0 |
| The Light for Seniors | | 0 | | 0 | | 0 | | 0 | | 0 |
| Third Avenue Charitable Organization | | 0 | | 0 | | 0 | | 0 | | 0 |
| Tri City Medical Center | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| UC San Diego | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| UCSD Medical Center | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Union of Pan Asian Communities | | 0 | | 0 | | 0 | | 0 | | 0 |
| Urban Street Angels | | 0 | | 0 | | 0 | | 0 | | 0 |
| Visionary Care Consultants | | 0 | | 0 | | 0 | | 0 | | 0 |
| Vista Community Clinic The Gary Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Vista Knoll Specialized Care | | 0 | | 0 | | 0 | | 0 | | 0 |
| Windsor Health Care SNF Management Company LLC | | 0 | | 0 | | 0 | | 0 | | 0 |
| Total | | 10 | 8% | 31 | 24% | 71 | 56% | 15 | 12% | 127 |

CalWORKS Percentage of Referrals



* Invalid applications received for a CalWORKS program already in Pending or Approved status.

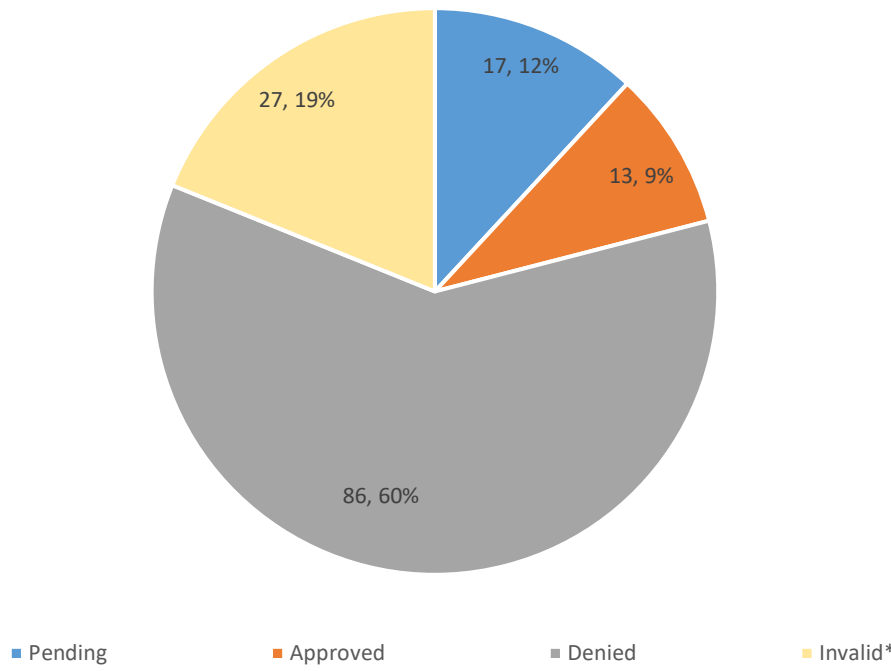


Community Based Organizations General Relief Referrals

07/2023-11/2023

| General Relief Application Referrals by Application Status | | | | | | | | | | |
|---|---------------------------|---------|------|----------|-----|--------|------|----------|------|-------|
| CBO | HCSS Outstation Staff Y/N | Pending | | Approved | | Denied | | Invalid* | | Total |
| 211 San Diego | | 2 | 4% | 6 | 13% | 30 | 67% | 7 | 16% | 45 |
| Family Health Centers of San Diego | | 0 | | 1 | 8% | 9 | 69% | 3 | 23% | 13 |
| La Maestra Community Health Centers | | 1 | 8% | 0 | | 10 | 83% | 1 | 8% | 12 |
| Capalina Comprehensive Treatment Center | | 1 | 10% | 1 | 10% | 1 | 10% | 7 | 70% | 10 |
| Casa Familiar | | 2 | 33% | 0 | | 2 | 33% | 2 | 33% | 6 |
| Aid Finders | | 0 | | 2 | 40% | 3 | 60% | 0 | | 5 |
| Escondido Comprehensive Treatment Center | | 0 | | 1 | 20% | 2 | 40% | 2 | 40% | 5 |
| Indian Health Council Inc | | 3 | 60% | 1 | 20% | 1 | 20% | 0 | | 5 |
| Bonita Family Resource Center | | 0 | | 0 | | 2 | 50% | 2 | 50% | 4 |
| Catholic Charities Diocese of San Diego | | 0 | | 0 | | 3 | 100% | 0 | | 3 |
| Center Star ACT | | 1 | 33% | 0 | | 1 | 33% | 1 | 33% | 3 |
| Chula Vista Community Collaborative | | 1 | 33% | 0 | | 2 | 67% | 0 | | 3 |
| Mental Health Systems TURN BHS Action Central | | 2 | 67% | 0 | | 0 | | 1 | 33% | 3 |
| Bayside Community Center | | 0 | | 0 | | 2 | 100% | 0 | | 2 |
| Deaf Community Services of San Diego | | 0 | | 0 | | 2 | 100% | 0 | | 2 |
| Metro Community Ministries Inc | | 0 | | 1 | 50% | 1 | 50% | 0 | | 2 |
| Sharp Health | Y | 0 | | 0 | | 2 | 100% | 0 | | 2 |
| Vista Community Clinic | | 0 | | 0 | | 2 | 100% | 0 | | 2 |
| Catholic Charities San Diego | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Change Lanes Youth Support Services | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Community Resource Center | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Interfaith Community Services | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| Jackson House Temecula | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| MedData | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Neighborhood Healthcare | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| Safe Connections | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| San Diego Food Bank | Y | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| San Ysidro Health Center | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Scripps Health | Y | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| South bay Community Services | | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| Southern Indian Health Council Inc | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| Tri City Medical Center | Y | 0 | | 0 | | 1 | 100% | 0 | | 1 |
| TrueCare | | 0 | | 0 | | 0 | | 1 | 100% | 1 |
| Visionary Care Consultants | | 1 | 100% | 0 | | 0 | | 0 | | 1 |
| El Sol NEC | | 0 | | 0 | | 0 | | 0 | | 0 |
| 211 Orange County | | 0 | | 0 | | 0 | | 0 | | 0 |
| Alpha Lofts | | 0 | | 0 | | 0 | | 0 | | 0 |
| Alvarado Hospital LLC | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Aviara Healthcare Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Borrego Community Health Foundation | | 0 | | 0 | | 0 | | 0 | | 0 |
| Borrego Health | | 0 | | 0 | | 0 | | 0 | | 0 |
| Buddhist Tzu Chi Medical Foundation | | 0 | | 0 | | 0 | | 0 | | 0 |
| Castle Manor Nursing and Rehabilitation Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Catholic Charities Diocese of San Diego - Homeless Services | | 0 | | 0 | | 0 | | 0 | | 0 |
| CCC Health Services Department | | 0 | | 0 | | 0 | | 0 | | 0 |
| Code for America | | 0 | | 0 | | 0 | | 0 | | 0 |
| Community Health Systems, Inc. - Moreno Valley | | 0 | | 0 | | 0 | | 0 | | 0 |
| Community Research Foundation | | 0 | | 0 | | 0 | | 0 | | 0 |
| Community Research Foundation Senior Impact | | 0 | | 0 | | 0 | | 0 | | 0 |
| CompSpec Inc | | 0 | | 0 | | 0 | | 0 | | 0 |
| Cottage Health System | | 0 | | 0 | | 0 | | 0 | | 0 |
| DMH - Office of the Public Guardian | | 0 | | 0 | | 0 | | 0 | | 0 |
| Elevate Patient Financial Solutions | | 0 | | 0 | | 0 | | 0 | | 0 |
| Everest Hospice | | 0 | | 0 | | 0 | | 0 | | 0 |
| Feeding San Diego | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Gary and Mary West Pace | | 0 | | 0 | | 0 | | 0 | | 0 |
| GETIX HEALTH | | 0 | | 0 | | 0 | | 0 | | 0 |
| Golden Valley Health Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| HAS | | 0 | | 0 | | 0 | | 0 | | 0 |
| HERALD CHRISTIAN HEALTH CENTER | | 0 | | 0 | | 0 | | 0 | | 0 |
| Home Start CalFresh Grant | | 0 | | 0 | | 0 | | 0 | | 0 |
| Jewish Family Service | | 0 | | 0 | | 0 | | 0 | | 0 |
| Julian Pathways Inc | | 0 | | 0 | | 0 | | 0 | | 0 |
| Los Angeles County CSC 8 | | 0 | | 0 | | 0 | | 0 | | 0 |
| Marin City Health and Wellness | | 0 | | 0 | | 0 | | 0 | | 0 |
| Medi-Cal Regulation Specialists | | 0 | | 0 | | 0 | | 0 | | 0 |
| Mountain Shadows | | 0 | | 0 | | 0 | | 0 | | 0 |
| Neighborhood Health Care | | 0 | | 0 | | 0 | | 0 | | 0 |
| Neighborhood Health Insurance Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Packard Senior Services | | 0 | | 0 | | 0 | | 0 | | 0 |
| Palomar Health | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Paradise Valley Health | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Paradise Valley Healthcare Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Park Avenue Healthcare Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Pineridge Healthcare Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Rady Childrens Hospital | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Revive Pathway | | 0 | | 0 | | 0 | | 0 | | 0 |
| Rolling Start, Inc. | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diegans for Healthcare Coverage | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diego Family Care | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diego Freedom Ranch | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diego Regional Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Diego Unified School District | | 0 | | 0 | | 0 | | 0 | | 0 |
| San Ysidro Health | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Santa Barbara County Education Office | | 0 | | 0 | | 0 | | 0 | | 0 |
| Somali Bantu Association of America | | 0 | | 0 | | 0 | | 0 | | 0 |
| St. Paul's PACE | | 0 | | 0 | | 0 | | 0 | | 0 |
| Stepping Stone of San Diego | | 0 | | 0 | | 0 | | 0 | | 0 |
| TERI Inc | | 0 | | 0 | | 0 | | 0 | | 0 |
| The Light for Seniors | | 0 | | 0 | | 0 | | 0 | | 0 |
| Third Avenue Charitable Organization | | 0 | | 0 | | 0 | | 0 | | 0 |
| UC San Diego | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| UCSD Medical Center | Y | 0 | | 0 | | 0 | | 0 | | 0 |
| Union of Pan Asian Communities | | 0 | | 0 | | 0 | | 0 | | 0 |
| Urban Street Angels | | 0 | | 0 | | 0 | | 0 | | 0 |
| Vista Community Clinic The Gary Center | | 0 | | 0 | | 0 | | 0 | | 0 |
| Vista Knoll Specialized Care | | 0 | | 0 | | 0 | | 0 | | 0 |
| Windsor Health Care SNF Management Company LLC | | 0 | | 0 | | 0 | | 0 | | 0 |
| Total | | 17 | 12% | 13 | 9% | 86 | 60% | 27 | 19% | 143 |

General Relief Percentage of Referrals



* Invalid applications received for a General Relief program already in Pending or Approved status.



Community Based Organizations CalFresh Referrals

07/2023-11/2023

| CalFresh Application Referrals by Application Status | |
|---|--------|
| CBO | Total |
| Code for America | 57,032 |
| 211 San Diego | 3,999 |
| Family Health Centers of San Diego | 672 |
| La Maestra Community Health Centers | 619 |
| Scripps Health | 286 |
| San Ysidro Health | 250 |
| Vista Community Clinic | 238 |
| Sharp Health | 139 |
| Casa Familiar | 86 |
| Bonita Family Resource Center | 81 |
| Jewish Family Service | 66 |
| Home Start CalFresh Grant | 49 |
| TrueCare | 49 |
| Neighborhood Health Care | 42 |
| Chula Vista Community Collaborative | 41 |
| Indian Health Council Inc | 35 |
| South bay Community Services | 18 |
| Southern Indian Health Council Inc | 18 |
| UCSD Medical Center | 17 |
| Interfaith Community Services | 14 |
| Catholic Charities Diocese of San Diego | 11 |
| Rady Childrens Hospital | 11 |
| San Diego Food Bank | 10 |
| Union of Pan Asian Communities | 10 |
| Borrego Health | 8 |
| San Ysidro Health Center | 8 |
| Capalina Comprehensive Treatment Center | 7 |
| San Diego Family Care | 7 |
| Catholic Charities Diocese of San Diego - Homeless Services | 6 |
| Metro Community Ministries Inc | 6 |
| Catholic Charirites San Diego | 5 |
| San Diegans for Healthcare Coverage | 5 |
| Aid Finders | 4 |
| Bayside Community Center | 4 |
| Community Resource Center | 4 |
| Feeding San Diego | 4 |
| Julian Pathways Inc | 4 |
| San Diego Unified School District | 4 |
| Tri City Medical Center | 4 |
| MedData | 3 |
| Safe Connections | 3 |
| Somali Bantu Association of America | 3 |
| Center Star ACT | 2 |
| Deaf Community Services of San Diego | 2 |
| Escondido Comprehensive Treatment Center | 2 |
| Gary and Mary West Pace | 2 |
| Mental Health Systems TURN BHS Action Central | 2 |
| Neighborhood Healthcare | 2 |
| Palomar Health | 2 |
| St. Paul's PACE | 2 |
| TERI Inc | 2 |
| UC San Diego | 2 |
| Urban Street Angels | 2 |
| 211 Orange County | 1 |
| Alpha Lofts | 1 |
| Change Lanes Youth Support Services | 1 |
| Community Research Foundation | 1 |
| Community Research Foundation Senior Impact | 1 |
| CompSpec Inc | 1 |
| Cottage Health System | 1 |
| Everest Hospice | 1 |
| Jackson House Temecula | 1 |
| Los Angeles County CSC 8 | 1 |
| Marin City Health and Wellness | 1 |
| Stepping Stone of San Diego | 1 |
| Visionary Care Consultants | 1 |
| El Sol NEC | 0 |
| Alvarado Hospital LLC | 0 |
| Aviara Healthcare Center | 0 |
| Borrego Community Health Foundation | 0 |
| Buddhist Tzu Chi Medical Foundation | 0 |
| Castle Manor Nursing and Rehabilitation Center | 0 |
| CCC Health Services Department | 0 |
| Community Health Systems, Inc. - Moreno Valley | 0 |
| DMH - Office of the Public Guardian | 0 |
| Elevate Patient Financial Solutions | 0 |
| GETIX HEALTH | 0 |
| Golden Valley Health Center | 0 |
| HAS | 0 |
| HERALD CHRISTIAN HEALTH CENTER | 0 |
| Medi-Cal Regulation Specialists | 0 |
| Mountain Shadows | 0 |
| Neighborhood Health Insurance Center | 0 |
| Packard Senior Services | 0 |
| Paradise Valley Health | 0 |
| Paradise Valley Healthcare Center | 0 |
| Park Avenue Healthcare Center | 0 |
| Pineridge Healthcare Center | 0 |
| Revive Pathway | 0 |
| Rolling Start, Inc. | 0 |
| San Diego Freedom Ranch | 0 |
| San Diego Regional Center | 0 |
| Santa Barbara County Education Office | 0 |
| The Light for Seniors | 0 |
| Third Avenue Charitable Organization | 0 |
| Vista Community Clinic The Gary Center | 0 |
| Vista Knoll Specialized Care | 0 |
| Windsor Health Care SNF Management Company LLC | 0 |
| Total | 63,917 |





Community Based Organizations Medi-Cal Referrals

07/2023-11/2023

| Medi-Cal Application Referrals by Application Status | | |
|---|--|-------|
| CBO | | Total |
| 211 San Diego | | 1,520 |
| Scripps Health | | 1,476 |
| Family Health Centers of San Diego | | 1,273 |
| Sharp Health | | 786 |
| UCSD Medical Center | | 748 |
| La Maestra Community Health Centers | | 678 |
| Vista Community Clinic | | 566 |
| TrueCare | | 475 |
| Neighborhood Health Care | | 323 |
| Tri City Medical Center | | 254 |
| MedData | | 231 |
| Palomar Health | | 228 |
| Paradise Valley Health | | 130 |
| Rady Childrens Hospital | | 103 |
| San Ysidro Health Center | | 99 |
| San Diego Family Care | | 98 |
| Borrego Health | | 65 |
| Casa Familiar | | 62 |
| Bonita Family Resource Center | | 59 |
| Alvarado Hospital LLC | | 50 |
| San Diego Unified School District | | 45 |
| San Diegans for Healthcare Coverage | | 38 |
| Chula Vista Community Collaborative | | 37 |
| Indian Health Council Inc | | 26 |
| Park Avenue Healthcare Center | | 24 |
| Paradise Valley Healthcare Center | | 18 |
| Neighborhood Health Insurance Center | | 12 |
| St. Paul's PACE | | 12 |
| Bayside Community Center | | 11 |
| Borrego Community Health Foundation | | 10 |
| San Diego Freedom Ranch | | 10 |
| Capalina Comprehensive Treatment Center | | 9 |
| Neighborhood Healthcare | | 9 |
| Somali Bantu Association of America | | 8 |
| Metro Community Ministries Inc | | 7 |
| Pineridge Healthcare Center | | 7 |
| Community Health Systems, Inc. - Moreno Valley | | 6 |
| Packard Senior Services | | 6 |
| San Diego Regional Center | | 6 |
| Catholic Charities Diocese of San Diego | | 5 |
| Catholic Charities Diocese of San Diego - Homeless Services | | 5 |
| El Sol NEC | | 4 |
| Gary and Mary West Pace | | 4 |
| Interfaith Community Services | | 4 |
| Mountain Shadows | | 4 |
| Aviara Healthcare Center | | 3 |
| Castle Manor Nursing and Rehabilitation Center | | 3 |
| CCC Health Services Department | | 3 |
| Community Research Foundation Senior Impact | | 3 |
| Deaf Community Services of San Diego | | 3 |
| Vista Knoll Specialized Care | | 3 |
| Catholic Charities San Diego | | 2 |
| DMH - Office of the Public Guardian | | 2 |
| Escondido Comprehensive Treatment Center | | 2 |
| Jewish Family Service | | 2 |
| Revive Pathway | | 2 |
| Southern Indian Health Council Inc | | 2 |
| TERI Inc | | 2 |
| The Light for Seniors | | 2 |
| Union of Pan Asian Communities | | 2 |
| Alpha Lofts | | 1 |
| Buddhist Tzu Chi Medical Foundation | | 1 |
| Change Lanes Youth Support Services | | 1 |
| Community Research Foundation | | 1 |
| CompSpec Inc | | 1 |
| Cottage Health System | | 1 |
| Elevate Patient Financial Solutions | | 1 |
| Everest Hospice | | 1 |
| GETIX HEALTH | | 1 |
| Golden Valley Health Center | | 1 |
| HAS | | 1 |
| HERALD CHRISTIAN HEALTH CENTER | | 1 |
| Home Start CalFresh Grant | | 1 |
| Marin City Health and Wellness | | 1 |
| Medi-Cal Regulation Specialists | | 1 |
| Rolling Start, Inc. | | 1 |
| Santa Barbara County Education Office | | 1 |
| South bay Community Services | | 1 |
| Third Avenue Charitable Organization | | 1 |
| Visionary Care Consultants | | 1 |
| Vista Community Clinic The Gary Center | | 1 |
| Windsor Health Care SNF Management Company LLC | | 1 |
| 211 Orange County | | 0 |
| Aid Finders | | 0 |
| Center Star ACT | | 0 |
| Code for America | | 0 |
| Community Resource Center | | 0 |
| Feeding San Diego | | 0 |
| Jackson House Temecula | | 0 |
| Julian Pathways Inc | | 0 |
| Los Angeles County CSC 8 | | 0 |
| Mental Health Systems TURN BHS Action Central | | 0 |
| Safe Connections | | 0 |
| San Diego Food Bank | | 0 |
| San Ysidro Health | | 0 |
| Stepping Stone of San Diego | | 0 |
| UC San Diego | | 0 |
| Urban Street Angels | | 0 |
| Total | | 9,609 |





Community Based Organizations CalWORKS Referrals

07/2023-11/2023

| CalWORKS Application Referrals by Application Status | | |
|---|-------|--|
| CBO | Total | |
| La Maestra Community Health Centers | 40 | |
| Chula Vista Community Collaborative | 12 | |
| Vista Community Clinic | 11 | |
| Family Health Centers of San Diego | 10 | |
| 211 San Diego | 8 | |
| Interfaith Community Services | 6 | |
| Casa Familiar | 5 | |
| Sharp Health | 5 | |
| TrueCare | 5 | |
| Catholic Charities Diocese of San Diego | 3 | |
| Indian Health Council Inc | 3 | |
| Aid Finders | 2 | |
| Catholic Charirites San Diego | 2 | |
| Catholic Charities Diocese of San Diego - Homeless Services | 2 | |
| Rady Childrens Hospital | 2 | |
| Somali Bantu Association of America | 2 | |
| Capalina Comprehensive Treatment Center | 1 | |
| CompSpec Inc | 1 | |
| Cottage Health System | 1 | |
| Jewish Family Service | 1 | |
| Julian Pathways Inc | 1 | |
| Neighborhood Health Care | 1 | |
| Scripps Health | 1 | |
| South bay Community Services | 1 | |
| Southern Indian Health Council Inc | 1 | |
| El Sol NEC | 0 | |
| 211 Orange County | 0 | |
| Alpha Lofts | 0 | |
| Alvarado Hospital LLC | 0 | |
| Aviara Healthcare Center | 0 | |
| Bayside Community Center | 0 | |
| Bonita Family Resource Center | 0 | |
| Borrego Community Health Foundation | 0 | |
| Borrego Health | 0 | |
| Buddhist Tzu Chi Medical Foundation | 0 | |
| Castle Manor Nursing and Rehabilitation Center | 0 | |
| CCC Health Services Department | 0 | |
| Center Star ACT | 0 | |
| Change Lanes Youth Support Services | 0 | |
| Code for America | 0 | |
| Community Health Systems, Inc. - Moreno Valley | 0 | |
| Community Research Foundation | 0 | |
| Community Research Foundation Senior Impact | 0 | |
| Community Resource Center | 0 | |
| Deaf Community Services of San Diego | 0 | |
| DMH - Office of the Public Guardian | 0 | |
| Elevate Patient Financial Solutions | 0 | |
| Escondido Comprehensive Treatment Center | 0 | |
| Everest Hospice | 0 | |
| Feeding San Diego | 0 | |
| Gary and Mary West Pace | 0 | |
| GETIX HEALTH | 0 | |
| Golden Valley Health Center | 0 | |
| HAS | 0 | |
| HERALD CHRISTIAN HEALTH CENTER | 0 | |
| Home Start CalFresh Grant | 0 | |
| Jackson House Temecula | 0 | |
| Los Angeles County CSC 8 | 0 | |
| Marin City Health and Wellness | 0 | |
| MedData | 0 | |
| Medi-Cal Regulation Specialists | 0 | |
| Mental Health Systems TURN BHS Action Central | 0 | |
| Metro Community Ministries Inc | 0 | |
| Mountain Shadows | 0 | |
| Neighborhood Health Insurance Center | 0 | |
| Neighborhood Healthcare | 0 | |
| Packard Senior Services | 0 | |
| Palomar Health | 0 | |
| Paradise Valley Health | 0 | |
| Paradise Valley Healthcare Center | 0 | |
| Park Avenue Healthcare Center | 0 | |
| Pineridge Healthcare Center | 0 | |
| Revive Pathway | 0 | |
| Rolling Start, Inc. | 0 | |
| Safe Connections | 0 | |
| San Diegans for Healthcare Coverage | 0 | |
| San Diego Family Care | 0 | |
| San Diego Food Bank | 0 | |
| San Diego Freedom Ranch | 0 | |
| San Diego Regional Center | 0 | |
| San Diego Unified School District | 0 | |
| San Ysidro Health | 0 | |
| San Ysidro Health Center | 0 | |
| Santa Barbara County Education Office | 0 | |
| St. Paul's PACE | 0 | |
| Stepping Stone of San Diego | 0 | |
| TERI Inc | 0 | |
| The Light for Seniors | 0 | |
| Third Avenue Charitable Organization | 0 | |
| Tri City Medical Center | 0 | |
| UC San Diego | 0 | |
| UCSD Medical Center | 0 | |
| Union of Pan Asian Communities | 0 | |
| Urban Street Angels | 0 | |
| Visionary Care Consultants | 0 | |
| Vista Community Clinic The Gary Center | 0 | |
| Vista Knoll Specialized Care | 0 | |
| Windsor Health Care SNF Management Company LLC | 0 | |
| Total | 127 | |

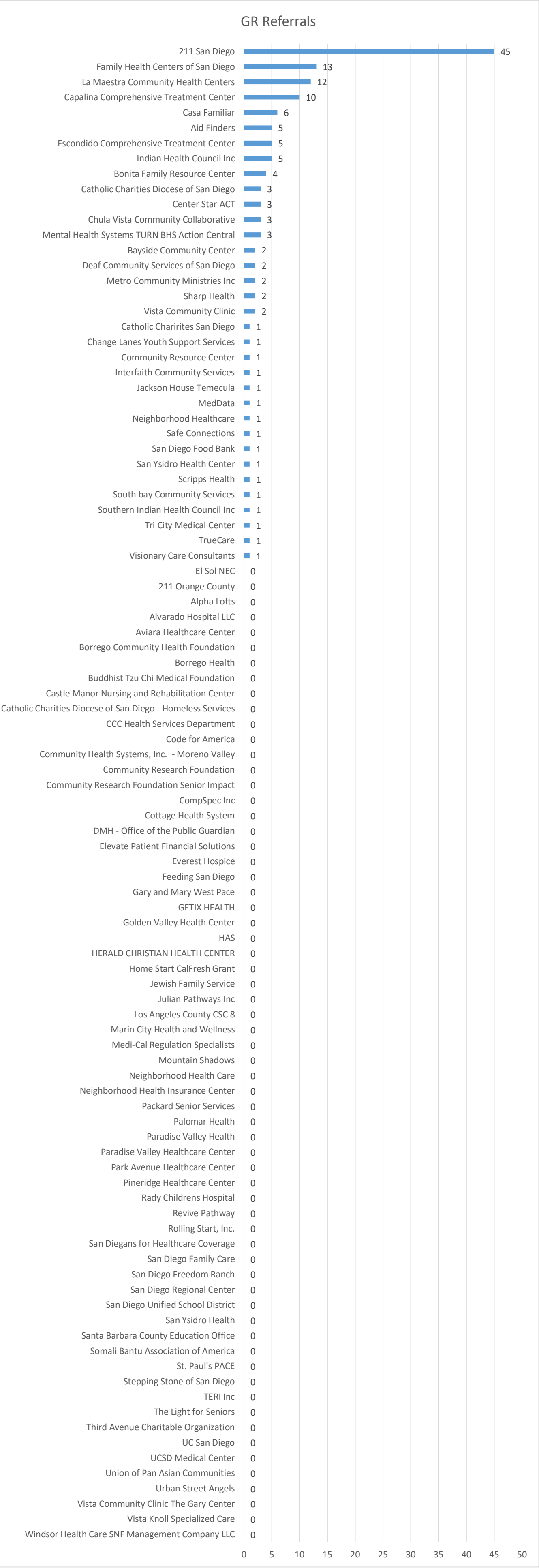




Community Based Organizations General Relief Referrals

07/2023-11/2023

| General Relief Application Referrals by Application Status | | |
|---|-------|--|
| CBO | Total | |
| 211 San Diego | 45 | |
| Family Health Centers of San Diego | 13 | |
| La Maestra Community Health Centers | 12 | |
| Capalina Comprehensive Treatment Center | 10 | |
| Casa Familiar | 6 | |
| Aid Finders | 5 | |
| Escondido Comprehensive Treatment Center | 5 | |
| Indian Health Council Inc | 5 | |
| Bonita Family Resource Center | 4 | |
| Catholic Charities Diocese of San Diego | 3 | |
| Center Star ACT | 3 | |
| Chula Vista Community Collaborative | 3 | |
| Mental Health Systems TURN BHS Action Central | 3 | |
| Bayside Community Center | 2 | |
| Deaf Community Services of San Diego | 2 | |
| Metro Community Ministries Inc | 2 | |
| Sharp Health | 2 | |
| Vista Community Clinic | 2 | |
| Catholic Charirites San Diego | 1 | |
| Change Lanes Youth Support Services | 1 | |
| Community Resource Center | 1 | |
| Interfaith Community Services | 1 | |
| Jackson House Temecula | 1 | |
| MedData | 1 | |
| Neighborhood Healthcare | 1 | |
| Safe Connections | 1 | |
| San Diego Food Bank | 1 | |
| San Ysidro Health Center | 1 | |
| Scripps Health | 1 | |
| South bay Community Services | 1 | |
| Southern Indian Health Council Inc | 1 | |
| Tri City Medical Center | 1 | |
| TrueCare | 1 | |
| Visionary Care Consultants | 1 | |
| El Sol NEC | 0 | |
| 211 Orange County | 0 | |
| Alpha Lofts | 0 | |
| Alvarado Hospital LLC | 0 | |
| Aviara Healthcare Center | 0 | |
| Borrego Community Health Foundation | 0 | |
| Borrego Health | 0 | |
| Buddhist Tzu Chi Medical Foundation | 0 | |
| Castle Manor Nursing and Rehabilitation Center | 0 | |
| Catholic Charities Diocese of San Diego - Homeless Services | 0 | |
| CCC Health Services Department | 0 | |
| Code for America | 0 | |
| Community Health Systems, Inc. - Moreno Valley | 0 | |
| Community Research Foundation | 0 | |
| Community Research Foundation Senior Impact | 0 | |
| CompSpec Inc | 0 | |
| Cottage Health System | 0 | |
| DMH - Office of the Public Guardian | 0 | |
| Elevate Patient Financial Solutions | 0 | |
| Everest Hospice | 0 | |
| Feeding San Diego | 0 | |
| Gary and Mary West Pace | 0 | |
| GETIX HEALTH | 0 | |
| Golden Valley Health Center | 0 | |
| HAS | 0 | |
| HERALD CHRISTIAN HEALTH CENTER | 0 | |
| Home Start CalFresh Grant | 0 | |
| Jewish Family Service | 0 | |
| Julian Pathways Inc | 0 | |
| Los Angeles County CSC 8 | 0 | |
| Marin City Health and Wellness | 0 | |
| Medi-Cal Regulation Specialists | 0 | |
| Mountain Shadows | 0 | |
| Neighborhood Health Care | 0 | |
| Neighborhood Health Insurance Center | 0 | |
| Packard Senior Services | 0 | |
| Palomar Health | 0 | |
| Paradise Valley Health | 0 | |
| Paradise Valley Healthcare Center | 0 | |
| Park Avenue Healthcare Center | 0 | |
| Pineridge Healthcare Center | 0 | |
| Rady Childrens Hospital | 0 | |
| Revive Pathway | 0 | |
| Rolling Start, Inc. | 0 | |
| San Diegans for Healthcare Coverage | 0 | |
| San Diego Family Care | 0 | |
| San Diego Freedom Ranch | 0 | |
| San Diego Regional Center | 0 | |
| San Diego Unified School District | 0 | |
| San Ysidro Health | 0 | |
| Santa Barbara County Education Office | 0 | |
| Somali Bantu Association of America | 0 | |
| St. Paul's PACE | 0 | |
| Stepping Stone of San Diego | 0 | |
| TERI Inc | 0 | |
| The Light for Seniors | 0 | |
| Third Avenue Charitable Organization | 0 | |
| UC San Diego | 0 | |
| UCSD Medical Center | 0 | |
| Union of Pan Asian Communities | 0 | |
| Urban Street Angels | 0 | |
| Vista Community Clinic The Gary Center | 0 | |
| Vista Knoll Specialized Care | 0 | |
| Windsor Health Care SNF Management Company LLC | 0 | |
| Total | 143 | |





**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% |

