

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

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

**Public Video Viewing/Comment Option:
<https://sdcounty-ca-gov.zoom.us/j/85398276035>**

**January 14, 2026
9:30 a.m. to 11:30 a.m.**

AGENDA

9:30 - 9:31 1. Call to Order

9:31 - 9:33 2. **Action Item:** Approval of September 10, 2025 Meeting Minutes

PUBLIC COMMENTS

9:33 - 9:40 3. Guidelines for Public Comment on Items not listed on the agenda:

- 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

PRESENTATIONS/DISCUSSION ITEMS

9:40 – 9:50 4. **Action Item:** Nomination and Selection of the 2026 SSAB Chair and Vice-Chair

9:50 – 10:30 5. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members

10:30 – 11:00 6. **Presentation Item:** SB 707 Updates to the Brown Act: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA)

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

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on February 11, 2026 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

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HEALTH AND HUMAN SERVICES AGENCY
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**Held In Person
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5055 Ruffin Road, 2nd Floor Conference Room, San Diego CA 92123
Phone (619) 338-2932 * * Fax (619) 338-2972**

**Public Video Viewing/Comment Option:
<https://sdcounty-ca-gov.zoom.us/j/82517912210>**

**SSAB Meeting Minutes
September 10, 2025**

Members Present

Robin Maxson
Lori Brown
Andrea Gonzalez
Daniela Murphy
Greg Anglea
Rachel Morineau

Members Absent

Vino Pajanor
Jan Spencley
Phil Thalheimer
Rachel Morineau

Staff Present

Rick Wanne, HHSA
Alberto Banuelos, HHSA
Assmaa Elayyat, HHSA
Adriana Ramirez, HHSA
Jeannie Hufford, HHSA
Brenda Vargas-Ramirez
Janelle Jones-Phillips, HHSA
Alberto Garcia, HHSA
Claudia Gurrola, HHSA
Eric Rubio, HHSA
Darlene Beltran, HHSA
Bianca Graciano, HHSA
Ismael Lopez, HHSA
Patty Baker, HHSA
David Sagaz, HHSA
Ricardo Hernandez, HHSA
Emmanuel Molina, HHSA
Mirna Lopez, HHSA
Rebecca Jauregui-Vargas, HHSA
Matthew Parr, EDGA

Guests

Lindsey Wade, Hospital Assoc. of SD & Imperial Counties
Bill York, 2-1-1 San Diego
Adrian Carstens, 2-1-1 San Diego
Jessica Peter, 2-1-1 San Diego
Peter Battistel, 2-1-1 San Diego
Amanda Berry, Health Care Partners of Southern California
Lauren Abrams, Health Care Partners of Southern California
Andrew Chousal, SD Hunger Coalition
Anae Evangelista, SD Hunger Coalition
Richard Rushton, Vista Hill
Dan Castillo, SEIU 221
Kimberly Smith, HHSA Staff
Dawn Schultheis-Musselman, HHSA Staff
Eduardo Gaeta, HHSA Staff
Iris Trammel, HHSA Staff
Jenny Doig

1. Meeting called to order at 9:37 by Social Services Advisory Board Member, Robin Maxson
2. The May 12, 2025 meeting minutes were approved, with all Members present voting yes.

3. Public Comments:

- No public comment

4. **Discussion Item:** SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members. The Members did not have any comments or discussion at this time.

5. **Presentation Item:** Overview of the Office of Economic Development and Government Affairs (EDGA) and HR 1: Matthew Parr, Director, Office of Economic Development and Government Affairs. Mr. Parr provided an overview of the EDGA department and outlined the three Legislative Program components: Sponsorship, Priority Issues, and Policy Guidelines. He presented data from their 2025 advocacy and legislative efforts, along with their top priority issues, which include Medicaid & SNAP, the Tijuana River, homelessness, and affordable housing. He also shared key federal and state updates, including the timeline for the H.R. 1 bill and its potential impacts on the CalFresh and Medi-Cal programs and their recipients.

6. **Information Item:** Review of Forecast of Federal Legislation and Proposed Rule Changes: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat expanded on the Trailer Bill Language referenced in Matthew Parr's presentation, particularly as it relates to budget measures. She also shared details from the latest memo issued to all states by the Food and Nutrition Service (FNS), which provides additional guidance on several H.R. 1 provisions, including the re-evaluation of the Thrifty Food Plan, changes to SNAP work requirements for able-bodied adults, etc. Additionally, Ms. Elayyat provided information on a potential federal shutdown and noted that our programs have a safety net that could sustain them for one to two months.

7. **Information Item:** Update on Medi-Cal Renewals, PHE Lift for Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Claudia Gurrola, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Gurrola provided a Medi-Cal update, noting that the asset limit test will be reinstated and that, beginning January 1, 2026, there will be an enrollment freeze for undocumented members ages 19 and older. She also shared that, starting July 2026, dental benefits will no longer be available to members without satisfactory immigration status, and beginning July 2027, these members will be required to pay \$30 per month to maintain full-scope Medi-Cal coverage. Ms. Gurrola also shared a letter that will be issued by the California Department of Health Care Services, as well as the efforts being made by Self-Sufficiency Services to help explain these changes to customers.

8. Action Item: Cancelation of the October 8, 2025 Social Services Advisory Board Meeting: All Social Services Advisory Board Members. Mr. Rick Wanne informed the Members that Self-Sufficiency Services leadership team will be attending the 2025 County Welfare Directors Association of California (CWDA) Annual Conference, October 8th to October 10th. All Board Members present voted to cancel the October 8, 2025 meeting.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:16 a.m. Next regular meeting will be held on November 12, 2025 at 5055 Ruffin Road, 2nd Floor Conference Room, San Diego, CA 92123.

ITEM #4: NOMINATION AND SELECTION OF 2026 CHAIR AND VICE-CHAIR

All Social Services Advisory Board Members



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ITEM #5: SSAB MEMBER SHARING, COMMENTS, AND TOPICS OF INTEREST

All Social Services Advisory Board Members



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ITEM #6: SB 707 UPDATES TO THE BROWN ACT

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



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COUNTY OF SAN DIEGO

INTER-DEPARTMENTAL CORRESPONDENCE

December 11, 2025

CONFIDENTIAL
ATTORNEY-CLIENT
COMMUNICATION

TO: County Departments that Support Brown Act Boards, Commissions, Committees, and Groups

FROM: Randall R. Sjoblom, Supervising Deputy County Counsel

RE: SB 707 (2025) Updates to the Brown Act

On October 3, 2025, the Governor signed SB 707. This bill reorganizes portions of the Brown Act and adds several new provisions. For purposes of providing support to the County's various boards, commissions, committees and other groups ("BCCs"), the changes to the teleconferencing rules are explained with a brief summary of the other changes applicable to the BCCs. SB 707 made several other substantive changes to the Brown Act that only apply to the Board of Supervisors and are not explained herein.

All of the provisions in SB 707 that apply to the BCCs will go into effect on January 1, 2026. Also attached for your reference are a teleconferencing procedures checklist and a comparison chart of the types of teleconferencing procedures available to the County's BCCs.

I. Teleconferencing Updates

A. Standard Teleconferencing Requirements

The standard teleconferencing requirements remain unchanged. That provision allows for a member of a legislative body to participate by teleconference, provided that:

- the location from which the member is participating is also noticed on the agenda and is open to the public;
- the majority of the membership must participate from within the jurisdiction of the County; and
- votes must be by roll call.

SB 707 made two clarifications. First, a person who is granted an accommodation under the Americans with Disabilities Act (“ADA”) to participate remotely is not required to follow the standard teleconferencing requirements. Second, the definition of teleconferencing was clarified to provide that watching or listening to a broadcast of a meeting without being able to interactively speak, discuss, or deliberate on matters is not considered teleconferencing.

B. ADA Participation

Participation via teleconferencing for a person with a disability is now allowed as a reasonable accommodation under the ADA. Such accommodation now counts as an in-person attendance for all teleconferencing participation. The member must:

- participate by audio and video technology (unless the disability would cause a need to participate only by audio technology); and
- disclose the presence of and their relationship with anyone 18 years or older in the room with them.

C. Non-standard Teleconferencing Participation Options

All other teleconferencing participation options in the Brown Act provide more flexibility for the BCC members. However, they are limited in use. SB 707 combined all these other options into one section of the Brown Act and provided general rules that apply to all of them. The options that are applicable to the County’s BCC are those for declared emergencies, just cause, and a new provision for eligible subsidiary bodies.

1. Non-standard Teleconferencing General Requirements

The following requirements apply for all teleconferencing options that do not comply with the standard teleconferencing provisions:

- The public must have access to: (i) a two-way audiovisual service, or (ii) telephonic service and live webcast.
- The agenda must give notice of how the public can participate.
- If service is disrupted such that the public cannot participate, then no further action can occur until the service is restored.
- The BCC cannot require comments be submitted prior to the meeting, and the public must be able to address the BCC in real time.

- If public comment is provided on each agenda item, a reasonable time shall be provided for the public to register, if required by the service, and to speak.
- If a timed public comment is provided, the public comment period cannot be closed until the time that was noticed has elapsed.
- A BCC member who participates telephonically shall be identified as such in the meeting minutes.
- The BCC shall have a procedure for resolving reasonable accommodation requests under ADA, and the agenda must give notice of how to make the request and how the request will be resolved.
- The BCC must comply with civil rights and nondiscrimination laws.
- A BCC member who teleconferences must disclose the presence of and their relationship with anyone 18 years or older in the room with them.

2. Declared Emergency

Teleconferencing for the BCC membership remains allowed without requiring any physical location for the meeting during a declared state of emergency. The one change from the prior law is that a locally declared state of emergency also qualifies, not just those declared by the State. This teleconferencing option does not have an expiration.

3. Just Cause

The emergency circumstances and just cause teleconferencing options are combined into one option for just cause. This option permits a BCC member to participate via teleconferencing without notice of the location from which the member is participating. A vote by the BCC is not required. In addition to the non-standard teleconferencing general requirements above, the following must be complied with:

- a quorum of the BCC meets in-person at the same physical location;
- the member must notify the BCC at the earliest opportunity of the need to teleconference;
- the member have one of the following “just causes”:
 - childcare/caregiving of child, parent, grandparent, grandchild, sibling or domestic partner that requires the member to participate remotely;
 - a contagious illness that prevents the member from participating in person;

- a need related to a physical or mental condition not addressed by an ADA accommodation;
- travel while on business of the County or state or local agency;
- an immunocompromised child, parent, grandparent, grandchild, sibling, spouse or domestic partner that requires the member to participate remotely;
- a physical or family emergency that prevents the member from attending in person; or
- military service in response to orders by the California National Guard or U.S. Military Reserve that requires the member to be more than 50 miles away outside the boundaries of the County,
- the member must participate through both audio and visual technology, and
- each member may only utilize this option a limited number of times per year per the following formula:
 - 2 times – if the BCC meets once per month or fewer
 - 5 times – if the BCC meets twice per month
 - 7 times – if the BCC meets three or more times per month.

The minutes of the meeting must reflect why the member participated under the just cause option, though no specifics related to medical conditions need to be provided. This option will expire on January 1, 2030.

4. Eligible Subsidiary Bodies

There is a new teleconferencing option for advisory bodies to the agency's governing body ("eligible subsidiary bodies") so that *any or all* of its members may teleconference. The subsidiary body must be created by charter, ordinance, resolution, or formal action of the Board of Supervisors. The subsidiary body must serve only in an advisory capacity, and it cannot be authorized to take final action on such items as legislation, regulations, contracts, permits, grants, allocation of funds, etc. Furthermore, the subsidiary body cannot have primary subject matter jurisdiction over elections, budgets, police oversight, privacy, access or removal of library materials, taxes, or spending proposals. The Clerk of the Board has a list of eligible subsidiary body BCCs and will notify each of those BCCs when and how to request use of this option by the Board of Supervisors as explained below. This option expires on January 1, 2030.

In addition to the non-standard teleconferencing general requirements above, the following steps and conditions are required for any eligible subsidiary body BCC to use this option:

- the BCC must be approved by Board of Supervisors to use this option by making findings (which findings must be renewed every 6 months) that:
 - it considered the circumstances of the eligible BCC,
 - teleconferenced meetings would enhance public participation,
 - the public would be aware of the teleconferencing option, and
 - teleconference meetings would enhance participation on the BCC,
- the BCC must then vote on whether to use this teleconferencing option at its next meeting,
- members must participate through both audio and video technology unless the reason is for a physical or mental condition where the member needs to participate off camera or there is a lack of reliable internet service—the member must announce the reason for not appearing through both audio and video technology, and
- there must be designated one physical meeting location for any members of the public to attend and participate in-person, and at least one staff member shall be present during the meeting at the physical location.

As a consequence of the Board authorizing this teleconferencing option for a BCC, SB 707 provides that the Board must hear any recommendation(s) from that BCC within 60 days of any request by that BCC to present such recommendation(s). The recommendation item cannot be on the Board's consent agenda, and no action on the recommendation, if any, can be taken until a subsequent meeting. Discussion on the item can be combined with any discussion of whether to renew the teleconferencing findings.

5. Multi-Jurisdictional Bodies

The County participates in and, in some cases, supports multi-jurisdictional agencies. SB 707 provides a new teleconferencing option for legislative bodies of these agencies, and this information is provided to those County departments that work with these multi-jurisdictional agencies. To qualify, the legislative body must: (i) have more than one county, city or special district representative on the governing board and be appointed members only, or (ii) be a joint powers authority. The legislative body must adopt a resolution to permit teleconferencing under this option, and they must follow the non-standard teleconferencing general requirements above. A quorum must participate in-

December 11, 2025

person from one or more physical locations within the agency's jurisdiction. Members who receive compensation (not just expense reimbursement) must participate in-person. Qualifying members can participate by teleconference if:

- they are identified in the agenda,
- they participate with both audio and video technology, and
- they participate from a location more than 20 miles away from physical location of the meeting.

Qualifying members may only use this option with the same frequency as those limits imposed under the just cause option as explained above. This option expires on January 1, 2030.

II. Miscellaneous Updates

Other miscellaneous provisions of the Brown Act were modified that apply to the BCCs as follows:

- The County is required to provide a copy of the Brown Act to any person elected or appointed to serve as a member of a BCC, whereas before the Brown Act merely encouraged the local agency to do so.
- Removal of a member of the public from a meeting for disruptive behavior can also occur for teleconferenced meetings and for members of the public who participate telephonically.

If you have any questions, please contact the attorney from County Counsel's office assigned to the board or commission for which your department supports.

Attachment 1: Teleconferencing Checklist

Attachment 2: Teleconferencing Chart

Teleconferencing Checklist

Procedures for Public Participation

Standard Rule: None

OR

- Public must be able to remotely hear, visually observe, and address the legislative body remotely and in person in real time
- Public must have the opportunity to participate via: 1) two-way audio or 2) a telephonic service with a webcasting service
- Public cannot be required to submit comments prior to the meeting
- If public comment is provided on each agenda item, a reasonable time shall be provided for the public to register, if required by the service, and to speak
- If a timed public comment is provided, the public comment period cannot be closed until the time that was noticed has elapsed

Procedures for Member Participation

Standard Rule: Member must make remote location available to public; and a majority of members are participating from within the jurisdiction

OR

- Member must participate through both audio and visual technology (can be excepted from video for medical reason)
- Member must disclose adults who are present in the room at the remote location with the member and the general nature of the relationship with those individuals

Emergency: None

Just Cause:

- Member must submit a general description of the need to teleconference to the legislative body at the earliest opportunity (do not disclose any medical diagnosis or disability) for:
 - Childcare or caregiving need of a child, parent, grandparent, grandchild, sibling, spouse or domestic partner
 - Contagious illness that prevents member from attending in person
 - A need related to a physical or mental disability not addressed by an ADA accommodation
 - Travel on official business of the legislative body or another state or local agency
 - An immunocompromised child, parent, grandparent, grandchild, sibling, spouse or domestic partner that requires the member to participate remotely

- A physical or family emergency that prevents the member from attending in person
- Military service in response to orders by the California National Guard or U.S. Military Reserve that requires the member to be more than 50 miles away outside the boundaries of the local agency
- **Limits per Member:** Just cause cannot be invoked collectively for more than: (1) two meetings if the legislative body meets one time or less per month, (2) five meetings if the legislative body meets twice per month, or (3) seven meetings if the legislative body meets three times or more per month

Eligible Subsidiary Body: None

Procedures for the Board/Commission/Committee/Group

Standard Rule:

- Agenda must list each teleconferencing location
- All votes must be taken by roll call

OR

- Include instructions on the agenda how the public can participate remotely and give notice of how to make a reasonable accommodation request under the ADA
- All votes must be taken by roll call
- Meeting must be stopped and no action taken if the broadcast of the meeting or ability of the public to comment is disrupted
- Meeting minutes must reflect who appeared telephonically
- Emergency:** State or County must declare an emergency, and the legislative body must make findings for emergency teleconferencing and renew every 45 days
- Just Cause:** A quorum of the members of the legislative body must participate in person at the noticed location that is open to the public

Eligible Subsidiary Body:

- Board of Supervisors must approve findings to permit the teleconferencing and renew the findings every 6 months
- Eligible subsidiary body must approve use of teleconferencing
- A member of staff must be present at the physical location for the public to participate

TELECONFERENCING RULES UNDER THE BROWN ACT

(AB 361/AB 2449/AB 557/AB 2302/SB 707)

Standard Rule		Declared Emergency	Just Cause	Eligible Subsidiary Body
In person participation of quorum¹	Required participation within jurisdiction	Not Required	Required	Not Required
Member participation via teleconferencing²	Audio or Audio-visual	Audio or Audio-visual	Audio-Visual	Audio-Visual ³
Required (minimum) opportunities for public participation	In-person	Call-in with webcast or internet-based	Call-in with webcast or internet-based <u>and</u> in person	Call-in with webcast or internet-based <u>and</u> in person with at least one member of staff present
Disruption of broadcast or public's ability to comment	Meeting can proceed	No further action taken	No further action taken	No further action taken
Reason must be approved by legislative body	No	Yes (initial findings and renewed findings every 45 days)	No, but general description to be provided to legislative body	Yes, approval for the group must be approved by BOS and findings renewed every 6 months; subsidiary body must also vote
Votes must be taken by roll call	Yes	Yes	Yes	Yes
Member's remote location included on agenda	Yes	No	No	No

¹ An ADA accommodation to participate remotely is counted as in-person.

² A member with a disability may participate only through audio if a physical condition related to their disability results in a need to participate off camera.

³ Member can participate by audio only due to non-ADA physical or mental condition or a lack of reliable internet service.

TELECONFERENCING RULES UNDER THE BROWN ACT

(AB 361/AB 2449/AB 557/AB 2302/SB 707)

Member to disclose anyone in the room with them who is 18+ years old and their relationship	No	Yes	Yes	Yes
Declared state or local emergency	No	Yes	No	No
Annual limits	None	None	2 – meets 1x or less per month 5 – meeting 2x per month 7 – meetings 3x or more per month	None
Effective Dates	Ongoing	Ongoing	Expires 12/31/2029	Expires 12/31/2029

ITEM #7: UPDATE ON PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY

Claudia Gurrola, Chief, Self-Sufficiency Services

Health and Human Services Agency (HHSA)



LIVE WELL
SAN DIEGO

CalFresh Overview

Able-Bodied Adults Without Dependents (ABAWD) Waivers

- 1-year waiver has expired effective November 1, 2025
 - California Department of Social Services (CDSS) released guidance on December 31, 2025
- H.R. 1 limits ABAWD waivers to areas with an unemployment rate above 10% and removes the lack of sufficient jobs as a qualifying factor



CalFresh Overview

Able Bodied Adults Without Dependents (ABAWD) Starting June 1, 2026

- Limits eligibility for CalFresh to three months within a 36-month period for individuals between the ages of 18 through 64 without dependent children under 14
 - Unless the individual satisfy the 30 hours per week work requirement or
 - The individual qualifies for an exemption such as pregnancy, being medically determined physically or mentally unable to work



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CalFresh Overview

Changes to Noncitizen Eligibility Policy Starting April 1, 2026

- H.R. 1 signed into law on July 4, 2025, narrowed eligibility for CalFresh to the following:
 - U.S. Citizens
 - Lawful permanent residents
 - Cuban-Haitian entrants
 - Citizens of the Republic of the Marshall Islands, the Republic of Palau, and the Federated States of Micronesia who are in the U.S. under the Compacts of Free Association



State Budget Changes Implemented January 1, 2026

- Asset limit test will be completed for new applications received and renewals
 - Asset limits will be \$130,000 for one person, \$65,000 will be added for each additional member up to 10 people max
 - This will not apply to individuals approved under the Pickle, Disabled Adult Child, and Disabled Widow/er programs



State Budget Changes Implemented January 1, 2026

- Enrollment Freeze will limit full-scope Medi-Cal coverage to those with Satisfactory Immigration Status (SIS)
 - Applicable to individuals who are 19 and older and not pregnant
 - Individuals who do not have SIS and were approved Medi-Cal prior to 1/1/2026 will continue receiving full-scope benefits unless they experience a 90-day loss of benefits



MONTHLY UPDATES



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Legend
Approved/Chaperoned
Advocacy Support
Support
Support, If Amended or Watch

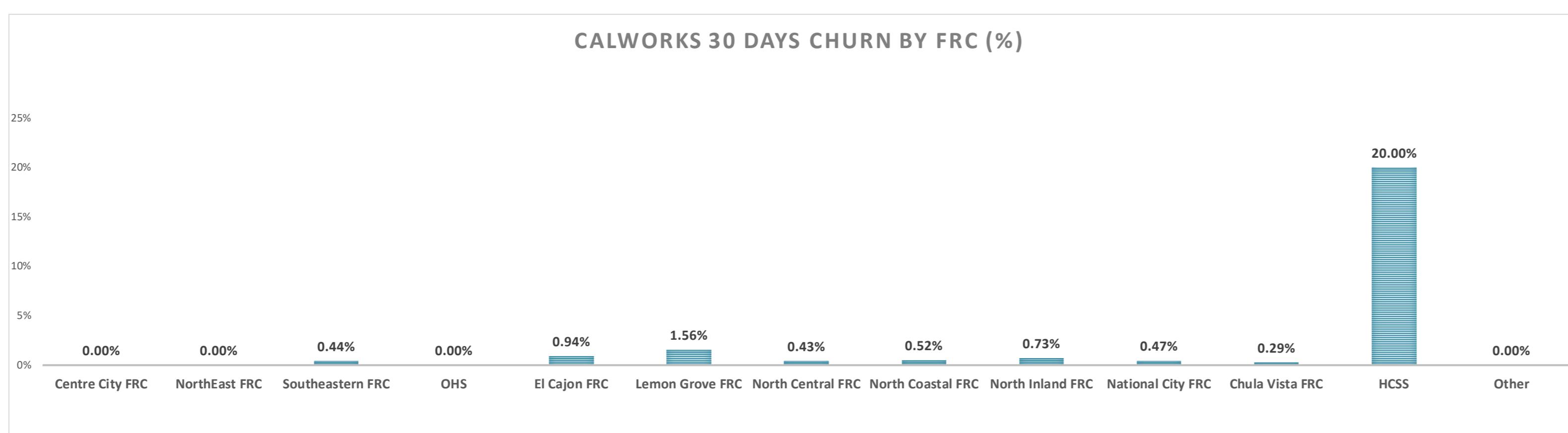
Self-Sufficiency Services Legislative Tracking Log

Revised: 01/01/2026

Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch/Concessions	Status
AB 588: CalWORKs Unrelated Adult Male (Now called State Fire Marshal: Lithium Battery Working Group Membership funding)	2/12/2025	The bill is no longer called CalWORKs Unrelated Adult Male. It has been changed to State Fire Marshal: Lithium battery working group: Membership funding. It does not impact CalWORKs program.	None	Support	05/23/2025: Active Bill - In Committee Process. In Committee: Held under submission.
SB 225: School Nutrition: Guardian Meal Reimbursement	2/27/2025	SB 225 would require the department to distribute information about the federal Summer Electronic Benefits Transfer for Children Program to guardians whose children are eligible for specified summer food programs. This bill would allow for state reimbursement on meals served to guardians of eligible students who receive meals from a summer meal program. The bill would require a guardian of an eligible student to be present at the summer meal program site for the summer meal. program operator to receive state-funded reimbursement for that meal, unless non-congregate rules are in place. The bill would require summer meal program operators receiving state-funded reimbursement to report to the department the number of meals served to guardians by meal site no later than 30 days after the end of summer meal site operations	CalFresh	Support	5/23/2025: Active Bill - In Committee Process. May 23 hearing: Held in committee and under submission.
AB 363: Community Colleges: CalWORKs Recipients Education Program	3/20/2025	The bill would expand participation in the CalWORKs Recipients Education Program at California Community Colleges. Under this program, community college districts are required to provide educational and special services to CalWORKs recipients attending community colleges. The new provision would include students who have exceeded the 60-month time limit on CalWORKs but still have one or more dependents receiving aid under the CalWORKs program. The funding provided will be based on the number of CalWORKs participants who are enrolled in the college and the scope and number of programs that are offered to CalWORKs recipients to assist them in obtaining employment. Additionally, the proposed amendment changes the work study payments to the community colleges to 75% and employers to pay at least 25% of the wages for the work study positions. However, the program may waive the 25% employer contribution provided the employer does not decrease the work study positions.	CalWORKs	Support	05/23/2025: Active Bill - In Committee Process. In Committee: Held under submission.
AB 1161: Public Social Services: State of Emergency or Health Emergency	2/20/2025	This bill would provide continuous eligibility for CalWORKs, CalFresh, and MediCal recipients who are victims of a state of emergency or a health emergency. The continuous eligibility would maintain the recipient's current benefits for a least 90 calendar days starting from the proclamation/declaration and extending through at least the conclusion of the emergency proclamation/declaration. The bill also requires: The continuous eligibility to be automated in the programming of the eligibility systems. The immediate restoration of eligibility for any recipient whose program eligibility was discontinued, who has been impacted. A determination of good cause for failing to submit the information needed for SAR 7 or Redetermination.	CalWORKs, CalFresh, Medi-Cal and CAPI	Support	05/23/2025: Active Bill - In Committee Process. In Committee: Held under submission.
AB 1211: CalFresh Maintenance of Benefit Level	2/21/2025	This bill would require the State Department of Social Services to ensure that the level of CalFresh benefits remain at least at the level that was in effect on January 20, 2025, under the Thrifty Food Plan, which is a food plan designed by the United States Department of Agriculture to determine Supplemental Nutrition Assistance Program (SNAP) benefit amounts. The benefit maintenance requirement would be triggered if the federal government makes reductions to SNAP benefits that would result in the level of CalFresh benefits being lower than the threshold. In addition, the bill would require the department to conduct a feasibility study on increasing the eligibility and benefits of the CalFresh Program.	CalFresh	Support	05/23/2025: Active Bill - In Committee Process. In Committee: Held under submission.
SB 739: Disaster CalFresh: County Resources Status	2/21/2025	This bill would create new duties for counties to provide Disaster CalFresh related information to the State Department of Social Services on the ability of each county office in the impacted area to provide timely and adequate service to CalFresh applicants and recipients.	CalFresh	Support	08/18/2025: Active Bill - In Floor Process. Ordered to inactive file on request of Assembly Member Aguiar-Curry.
AB 1357: Guaranteed Income Payments: Consideration as Income or Resources	3/24/2025	This bill, to the extent not in conflict with federal law, would require guaranteed income payments be exempt from income or resource consideration for purposes of determining eligibility for benefits, or the amount of benefits, in means-tested programs, and vice versa. Means-tested programs include, but is not limited to, CalWORKs, CalFresh, General Assistance, Medi-Cal, Kinship Guardianship Assistance Payment Programs (Kin-GAP), Adoption Assistance Program (AAP) and Cash Program for Immigrants (CAPI). The bill would benefit the specified customers as the provisions would allow for less income to be counted against them when determining eligibility and grant amounts for the above programs. As a result, the specified customers who would otherwise be ineligible, receive a lower benefit amount, or less benefit program, would become and/or remain eligible to the above programs and associated supportive programs, or would not have a reduction in their benefits. Training would be needed for eligibility staff as the bill would require staff to learn and implement the new exemption when processing case evaluations. Current policies/program material would need to be updated to implement changes for previously countable income. More customers would become and/or remain eligible to the above programs which could lead to increased caseloads for the county. The Statewide Automated Welfare System (SAWS) is not designed to evaluate the provisions of the bill. Therefore, automated system updates would be needed to meet these provisions.	CalWORKs, CalFresh, Medi-Cal, General Relief, Kin-GAP, AAP and CAPI	Support	08/29/2025: Active Bill - In Committee Process. In committee: Held under submission.
SB 560 CalWORKs: Public Social Services	2/20/2025	Current workload and operation impacts are unknown, as they would depend on how CDSS establishes the process/policy. The bill provisions will add workload activities to the workers to evaluate on whether the overpayment/over issuance is collectable or not; or if the customer has committed fraud. However, once it has been determined that the overpayment/over issuance is not to be collected, it will relieve workers of the time required to pursue overpayments//over issuance; or relieve of the time to charge the customer with civil/criminal penalties. This bill would introduce changes to existing county policies. Guidance would need to be provided to staff.	CalWORKs	Support	05/23/2025: Active Bill - In Committee Process. May 23 hearing: Held in committee and under submission.
AB 1402: Fresh Start Grants: Personal Income Tax Law: credits	4/23/2025	The bill would require eligibility staff to determine eligibility to the following refundable tax credits for each CalFresh recipient the California Earned Income Tax Credit, the Young Child Tax Credit, and the Foster Youth Tax Credit. If eligible to a refundable tax credit, the eligibility worker would then calculate the value of the credit and issue it in the form of a Fresh Start Grant instead of the recipient receiving the tax credit.	CalFresh	Support, if Amended	04/24/2025: Active Bill - In Committee Process. Re-referred to Committee on Human Services.
AB 1049: California Food Assistance Program: Sponsor Deeming Rules	2/20/2025	Federal deeming rules and exemptions would not apply to customers approved for California Food Assistance Program (CFAP) if AB 1049 is passed. By creating new duties for counties relating to CFAP eligibility, the bill would impose a state-mandated local program.	CalFresh	Support, if Amended	05/23/2025: Active Bill - In Committee Process. In Committee: Hearing postponed by committee.
AB 1012: Medi-Cal: Immigration Status	2/20/2025	This bill would repeal W&I Code Section 14007.8 making an individual who does not meet satisfactory immigration status ineligible for full scope Medi-Cal benefits and only eligible for care and services that are necessary for the treatment of an emergency medical condition and medical care directly related to that emergency, as defined by federal law. The bill would create the Serving Our Seniors Fund and would transfer funds previously used for Medi-Cal benefits for non-citizens without satisfactory immigration status to that fund. The State Department of Health Care Services would oversee the funds and utilize them to restore and maintain payments for Medicare Part B premiums for eligible individuals.	Medi-Cal	Oppose, unless Amended	02/21/2025: Active Bill - Pending referral. From printer. May be heard in committee March 23.

December 2025 CalWORKS Churn Report

	Total CW App Received	Total CW App Received(%)	Initial App	Initial App(%)	Application Received benefits-previous 30 days	Application Received benefits-previous 30 days(%)	Application Received benefits-previous 60 days	Application Received benefits-previous 60 days(%)	Application Received benefits-previous 90 days	Application Received benefits-previous 90 days(%)	Application Received benefits-previous 120 days	Application Received benefits-previous 120 days(%)	Application Received benefits-previous over 120 days	Application Received benefits-previous over 120 days(%)
Centre City FRC	5	100.00%	4	80.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	20.00%
NorthEast FRC	115	100.00%	87	75.65%	0	0.00%	1	0.87%	0	0.00%	0	0.00%	27	23.48%
Southeastern FRC	229	100.00%	172	73.11%	1	0.44%	1	0.44%	2	0.57%	1	0.44%	52	22.71%
Other	1	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	100.00%
El Cajon FRC	319	100.00%	247	77.67%	3	0.94%	1	0.31%	3	0.94%	1	0.31%	63	19.8%
Lemon Grove FRC	192	100.00%	141	73.44%	3	1.56%	3	1.56%	1	0.52%	0	0.00%	44	22.92%
North Central FRC	233	100.00%	198	84.98%	1	0.43%	1	0.43%	1	0.43%	1	0.43%	31	13.30%
North Coastal FRC	191	100.00%	156	81.68%	1	0.52%	1	0.52%	1	0.52%	2	1.05%	30	15.71%
North Inland FRC	274	100.00%	217	79.20%	2	0.73%	3	1.09%	2	0.73%	1	0.36%	49	17.88%
National City FRC	215	100.00%	153	71.16%	1	0.47%	2	0.93%	0	0.00%	0	0.00%	59	27.44%
Chula Vista FRC	350	100.00%	263	75.14%	1	0.29%	6	1.71%	2	0.57%	1	0.29%	77	22.00%
HCSS	5	100.00%	4	80.00%	1	20.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Other	0	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
SD County	2,128	100.00%	1,642	77.15%	14	0.86%	19	0.85%	12	0.55%	7	0.53%	434	20.35%



	Total CF App Received	Total CF App Received(%)	Initial App	Initial App(%)	Application Received benefits-previous 30 days	Application Received benefits-previous 30 days(%)	Application Received benefits-previous 60 days	Application Received benefits-previous 60 days(%)	Application Received benefits-previous 90 days	Application Received benefits-previous 90 days(%)	Application Received benefits-previous 120 days	Application Received benefits-previous 120 days(%)	Application Received benefits-previous over 120 days	Application Received benefits-previous over 120 days(%)
Centre City FRC	1,592	100.00%	766	48.12%	126	7.91%	99	6.22%	57	3.58%	42	2.64%	502	31.53%
NorthEast FRC	903	100.00%	436	48.28%	60	6.64%	43	4.76%	31	3.43%	34	3.77%	299	33.11%
Southeastern FRC	1,116	100.00%	453	49.59%	121	10.84%	67	6.00%	42	3.76%	36	3.23%	397	35.57%
OHS	17	100.00%	4	23.53%	1	5.88%	4	23.33%	0	0.00%	1	5.88%	7	41.18%
El Cajon FRC	1,639	100.00%	744	45.39%	150	8.88	88	5.37%	52	3.17%	50	3.05%	555	33.86%
Lemon Grove FRC	633	100.00%	414	47.77%	81	8.55	53	6.39%	30	3.22%	20	2.15%	333	35.77%
North Central FRC	1,873	100.00%	1,060	55.59%	129	9.39%	92	4.91%	68	3.63%	55	2.84%	469	22.94%
North Coastal FRC	1,535	100.00%	812	52.90%	112	7.20%	50	3.26%	43	2.80%	44	2.87%	474	30.88%
North Inland FRC	1,752	100.00%	880	50.23%	130	7.42%	70	4.00%	67	3.82%	41	2.34%	564	32.19%
National City FRC	758	100.00%	359	47.36%	81	10.69%	42	5.54%	21	2.77%	16	2.11%	239	31.53%
Chula Vista FRC	1,895	100.00%	864	45.59%	184	9.71%	101	5.33%	64	3.38%	60	3.17%	622	32.82%
HCSS	331	100.00%	199	60.12%	12	3.63%	6	1.81%	3	0.91%	5	1.51%	106	32.02%
Other	4	100.00%	2	50.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	50.00%
SD County	14,346	100.00%	6,993	48.75%	1,187	8.27%	715	4.98%	478	3.33%	404	2.82%	4,569	31.85%



	Total MC App Received	Total MC App Received(%)	Initial App	Initial App(%)	Application Received benefits-previous 30 days	Application Received benefits-previous 30 days(%)	Application Received benefits-previous 60 days	Application Received benefits-previous 60 days(%)	Application Received benefits-previous 90 days	Application Received benefits-previous 90 days(%)	Application Received benefits-previous 120 days	Application Received benefits-previous 120 days(%)	Application Received benefits-previous over 120 days	Application Received benefits-previous over 120 days(%)
Centre City FRC	1,011	100.00%	700	68.24%	24	2.37%	20	1.98%	37	3.66%	28	2.77%	202	19.98%
NorthEast FRC	941	100.00%	663	70.46%	22	2.34%	17	1.81%	18	1.91%	19	2.02%	202	21.47%
Southeastern FRC	939	100.00%	629	68.99%	28	2.98%	26	2.77%	35	3.73%	25	2.66%	196	20.87%
OHS	6	100.00%	3	50.00%	0	0.00%	0	0.00%	1	16.67%	1	16.67%	1	16.67%
El Cajon FRC	1,381	100.00%	897	64.95%	31	2.24%	27	1.96%	41	2.97%	41	2.97%	344	24.91%
Lemon Grove FRC	881	100.00%	586	65.52%	19	2.16%	13	1.48%	21	3.06%	21	2.38%	215	24.40%
North Central FRC	2,024	100.00%	1,317	71.05%	16									



ELIGIBILITY SERVICES BY THE NUMBERS...

January 2026 (Data Month: December 2025)

PARTICIPANTS

- **CalFresh:** 381,679 recipients, down 6.04% from last year.
 - 120,084 child recipients (0-18), down 9.15% from last year.
 - 99,640 senior recipients (60+), up 0.95% from last year.
- **CalWORKs:** 51,671 recipients, down 1.96% from last year.
 - 38,021 child recipients (0-18), down 1.12% from last year.
 - Welfare-to-Work: 12,898 participants, down 1.63% from last year.
- **CMS:** 1 CMS recipients, down 83.33% from last year.
- **General Relief:** 5,300 recipients, down 12.18% from last year.
- **Medi-Cal:** 854,006 recipients, down 4.98% from last year.
 - 288,335 child recipients (0-18), down 3.10% from last year.
 - 19,714 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients Previous Month	Previous Year	Unduplicated Number of Recipients (December 2024 – December 2025)
CalFresh	230,457	381,679	-0.64%	-6.04%	538,282
CalWORKs	18,237	51,671	-0.94%	-1.96%	71,841
CMS	1	1	-50.00%	-83.33%	30
General Relief	5,285	5,300	-0.64%	-12.18%	16,390
Medi-Cal	503,215	854,006	-0.34%	-4.98%	1,051,177
Total	757,195	1,292,657	-0.45%	-5.21%	1,159,232**

*Recipients include 333,378 under ACA Medicaid Coverage Expansion (MCE).

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

PROCESSING

Applications Registered		
Program	December 2025	FYTD
CalFresh	15,465	96,700
CalWORKs	2,695	15,599
CMS	28	153
General Relief	4,353	25,793
Medi-Cal	18,386	96,335
Total	40,927	234,580

Renewals Generated		
Program	December 2025	FYTD
CalFresh	12,254	77,658
CalWORKs	1,481	9,900
CMS	1	14
General Relief	204	1,015
Medi-Cal	55,176	271,854
Total	69,116	360,441

Periodic Reports Generated		
Program	December 2025	FYTD
CalFresh	13,331	84,217
CalWORKs	1,630	8,650
General Relief	0	0
Medi-Cal	21	113
Total	14,982	92,980

Documents Imaged	
December 2025	FYTD
415,301	2,682,320

Tasks Created	
December 2025	FYTD
340,736	2,064,260

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	December 2024	December 2025	Change	FYTD
Total Calls	235,491	169,710	-65,781	1,040,398
Abandoned	6,488	2,702	-3,786	11,533
Average Wait Time	1:08	0:47	-0:21	0:33

Community Based Organization (CBO)				
Month	December 2024	December 2025	Change	FYTD
Total Calls	6,182	7,124	942	43,395
Abandoned	65	53	-12	357
Average Wait Time	1:13	0:42	-0:31	0:41

Emails Received	
December 2025	FYTD
2,436	14,135

FAMILY RESOURCE CENTER VISITS

Month	December 2024	December 2025	Change	FYTD
Total Tickets Issued	48,320	46,701	-3%	291,376
Average Wait Time (min.)	(*-)	(*-)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

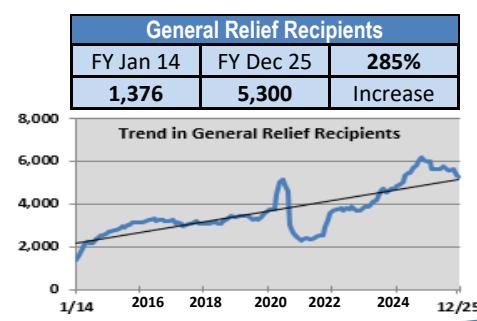
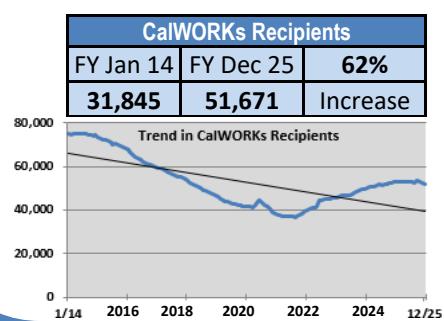
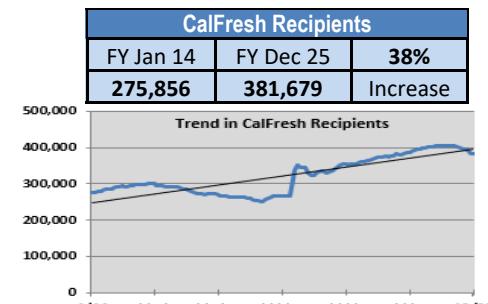
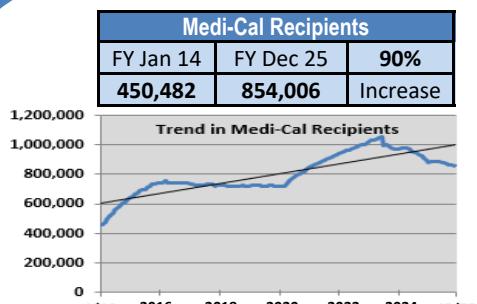
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 91%
- Annual Renewal Timeliness = 92%

CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 17 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 95%
- Annual Renewal Timeliness = 90%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 22 Days
- Annual Renewal Timeliness = 92%



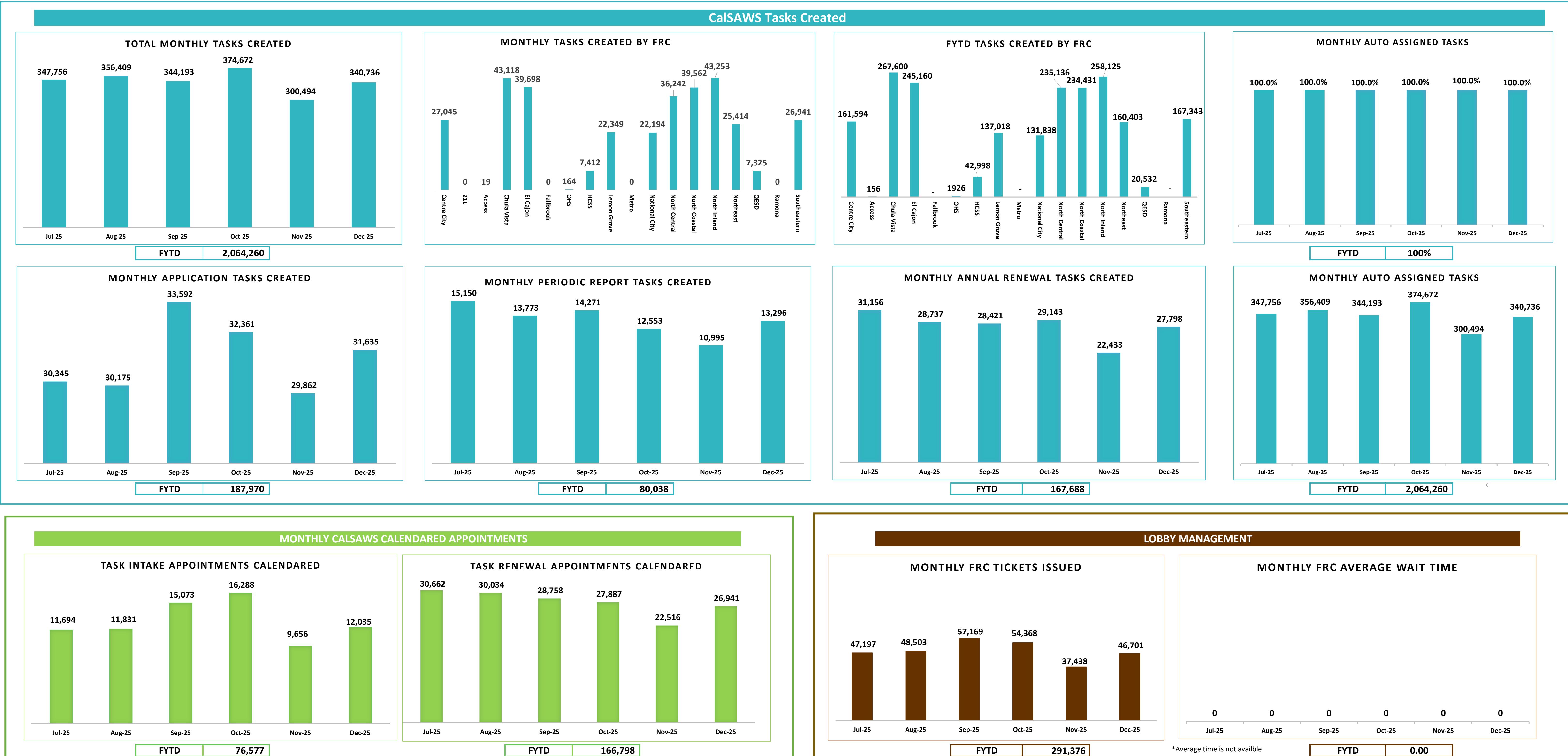
Office of Military and Veterans Affairs (OMVA) Data Tracker

OMVA Service Delivery	December 2025	FYTD
Calls Received	2,471	19,805
Calls Received– Average Wait Times	1:22	1:09
In-Person Customer Visits	1,423	12,205
Driver's License Applications	219	231
License Plate Applications	3	1,293
College Fee Waiver Applications	157	4,086
VA Claim Appointments Made	490	3,160
VA Claim Appointments Wait Time (Business Days)	12	12
Community Events	1	9
Contacts Made at Community Events	7	380

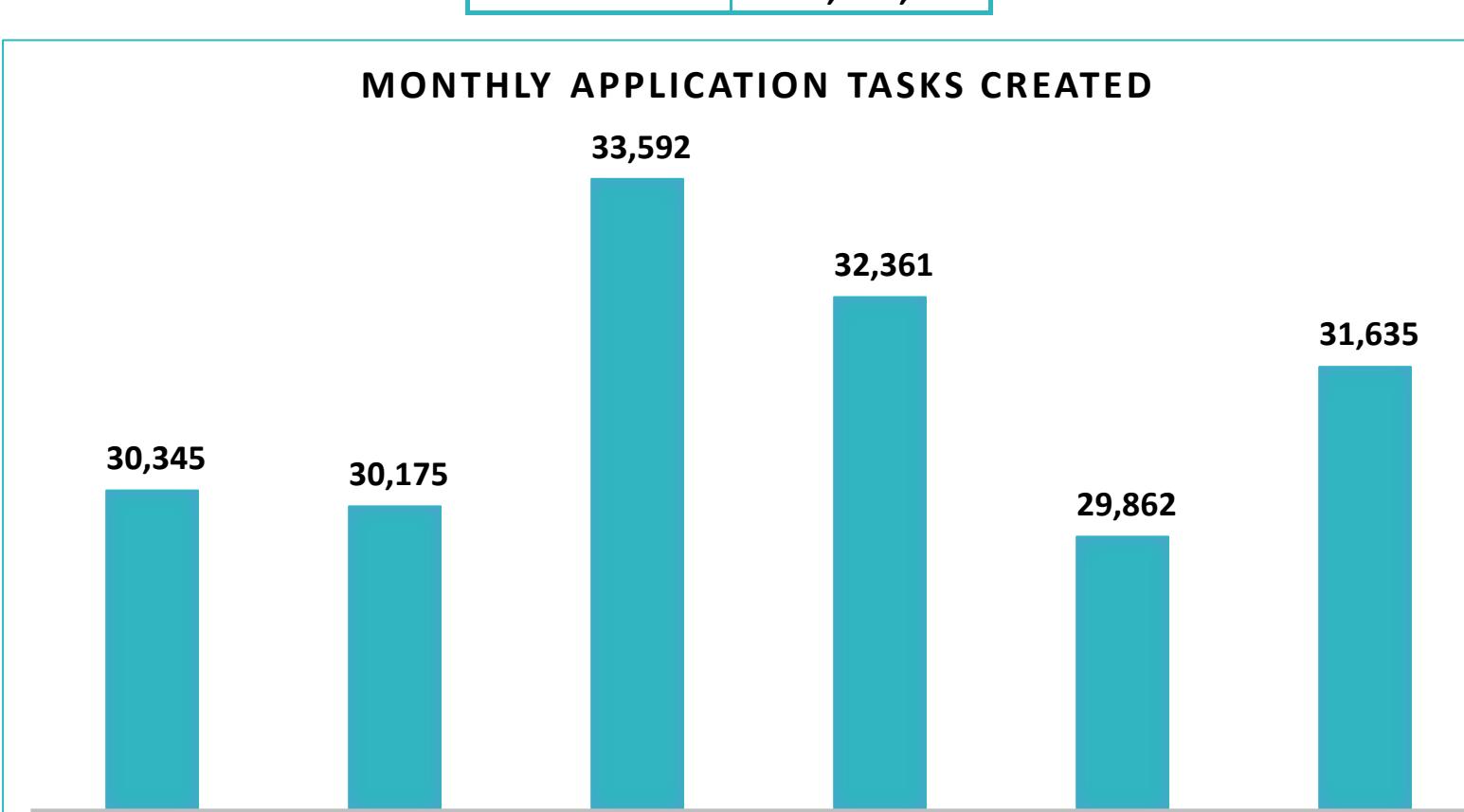
Monthly Self-Sufficiency Services Performance Dashboard (FY 25/26)

Data Month : December 2025

San Diego County



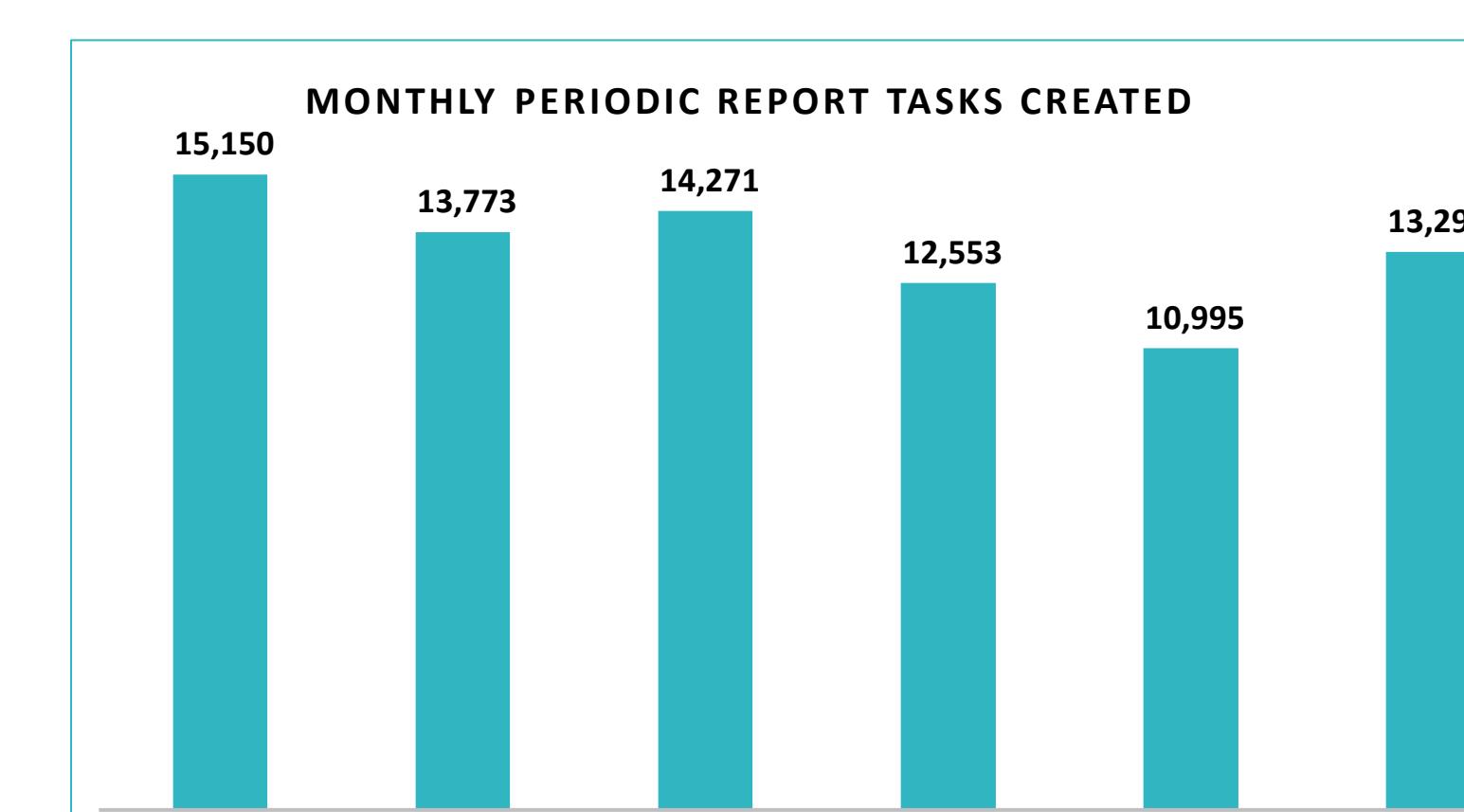
MONTHLY APPLICATION TASKS CREATED



Month	Tasks
Jul-25	30,345
Aug-25	30,175
Sep-25	33,592
Oct-25	32,361
Nov-25	29,862
Dec-25	31,635

FYTD 187,970

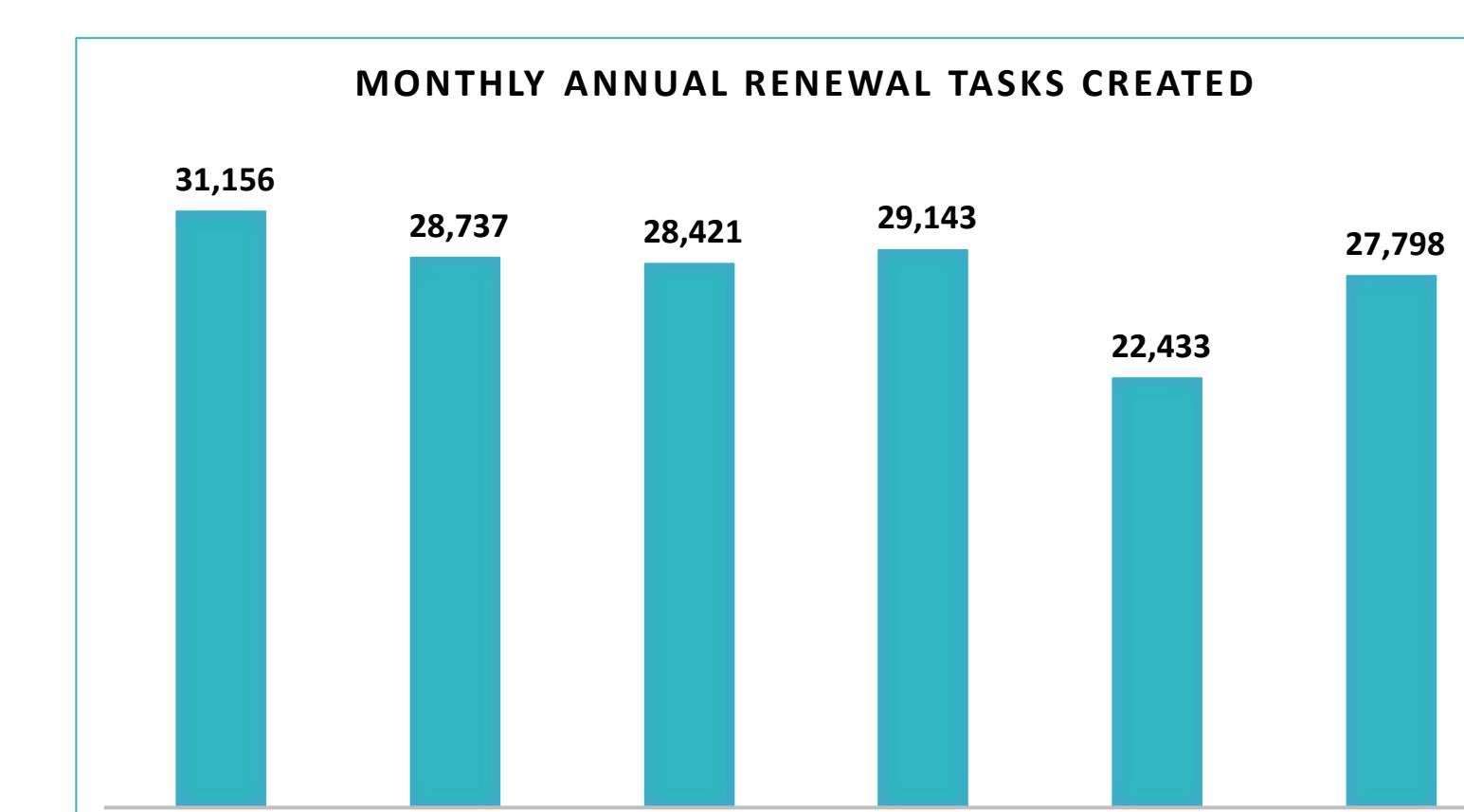
MONTHLY PERIODIC REPORT TASKS CREATED



Month	Tasks
Jul-25	15,150
Aug-25	13,773
Sep-25	14,271
Oct-25	12,553
Nov-25	10,995
Dec-25	13,296

FYTD 80,038

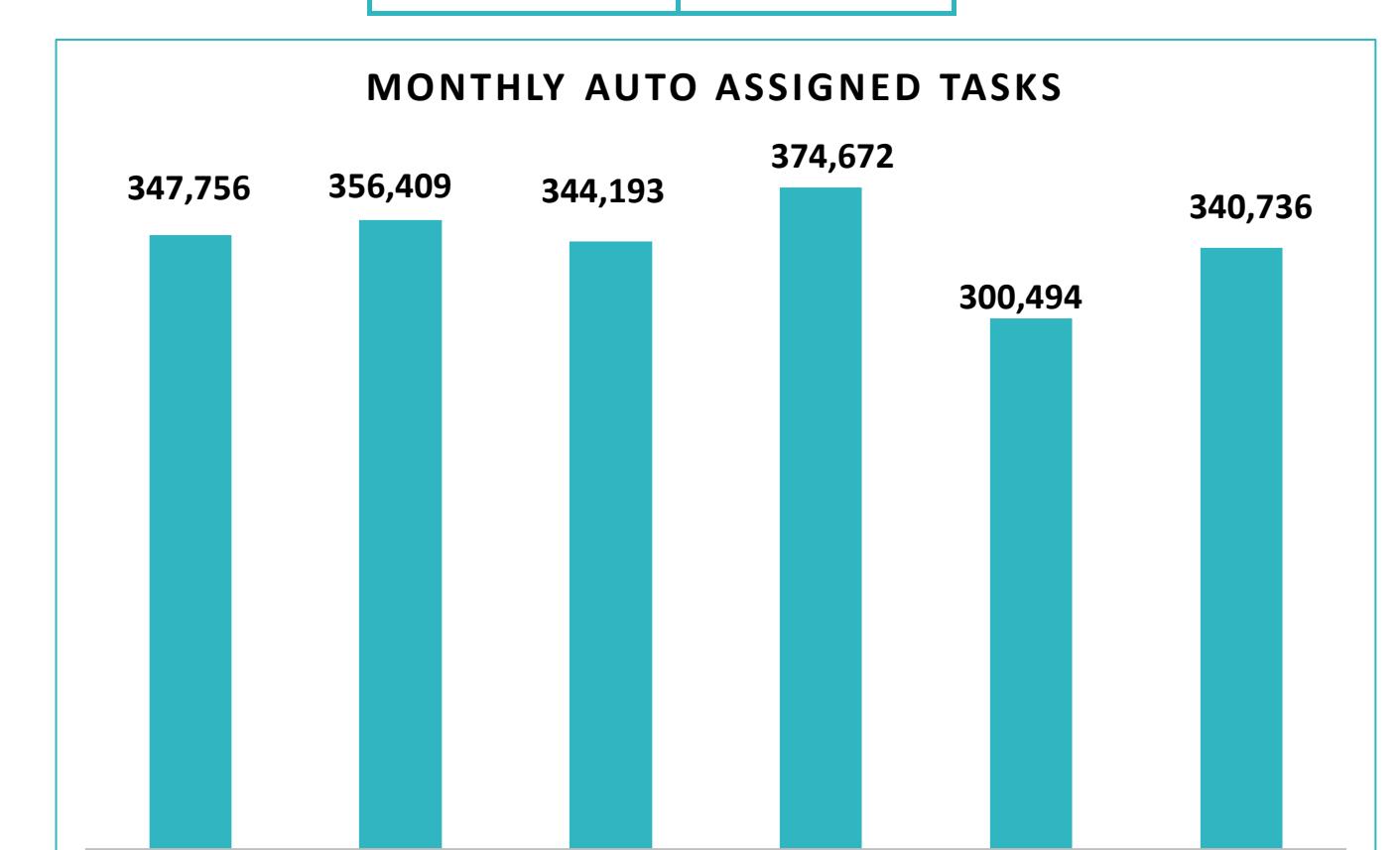
MONTHLY ANNUAL RENEWAL TASKS CREATED



Month	Tasks
Jul-25	31,156
Aug-25	28,737
Sep-25	28,421
Oct-25	29,143
Nov-25	22,433
Dec-25	27,798

FYTD 167,688

MONTHLY AUTO ASSIGNED TASKS

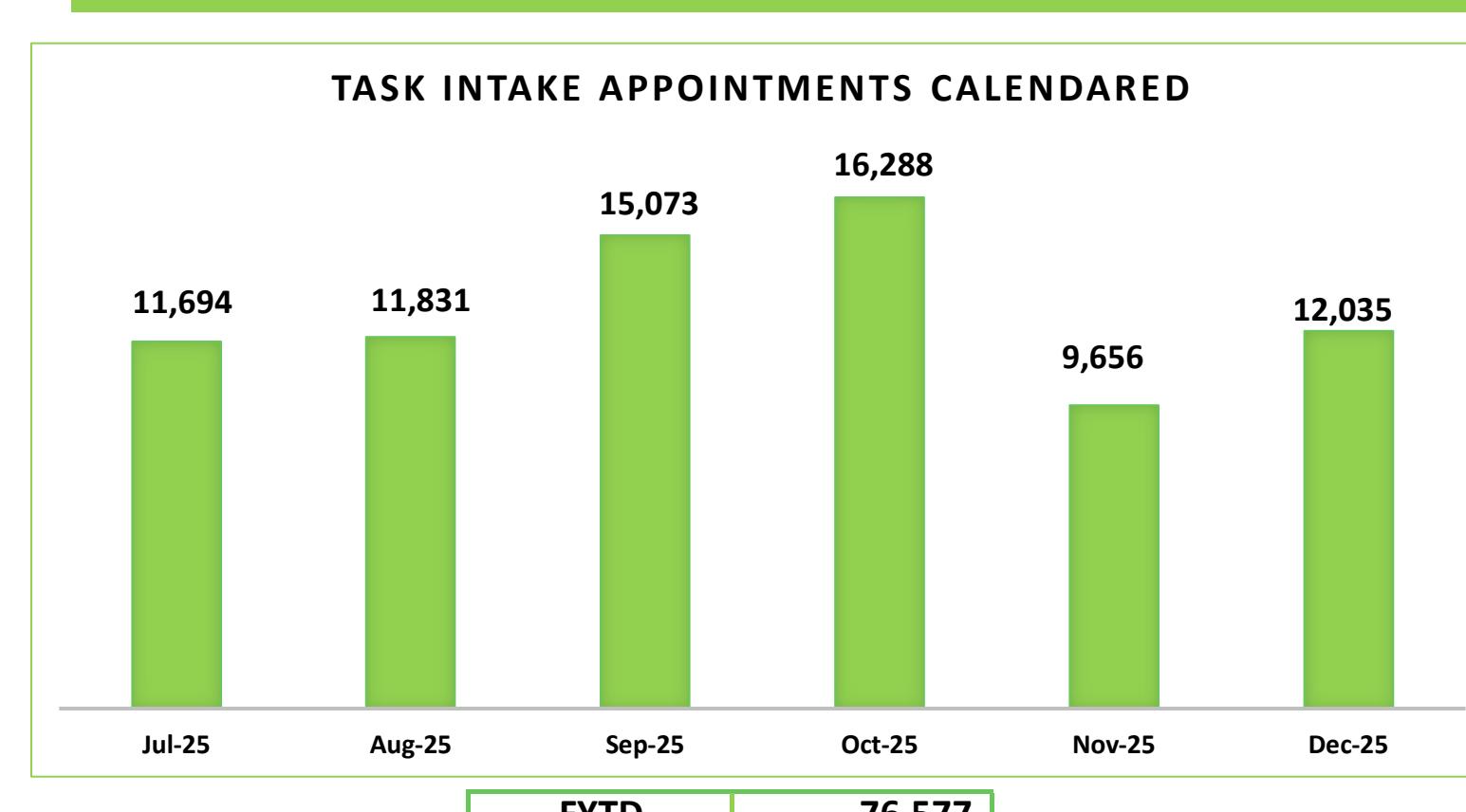


Month	Tasks
Jul-25	347,756
Aug-25	356,409
Sep-25	344,193
Oct-25	374,672
Nov-25	300,494
Dec-25	340,736

FYTD 2,064,260

MONTHLY CALSAWS CALENDAR APPOINTMENTS

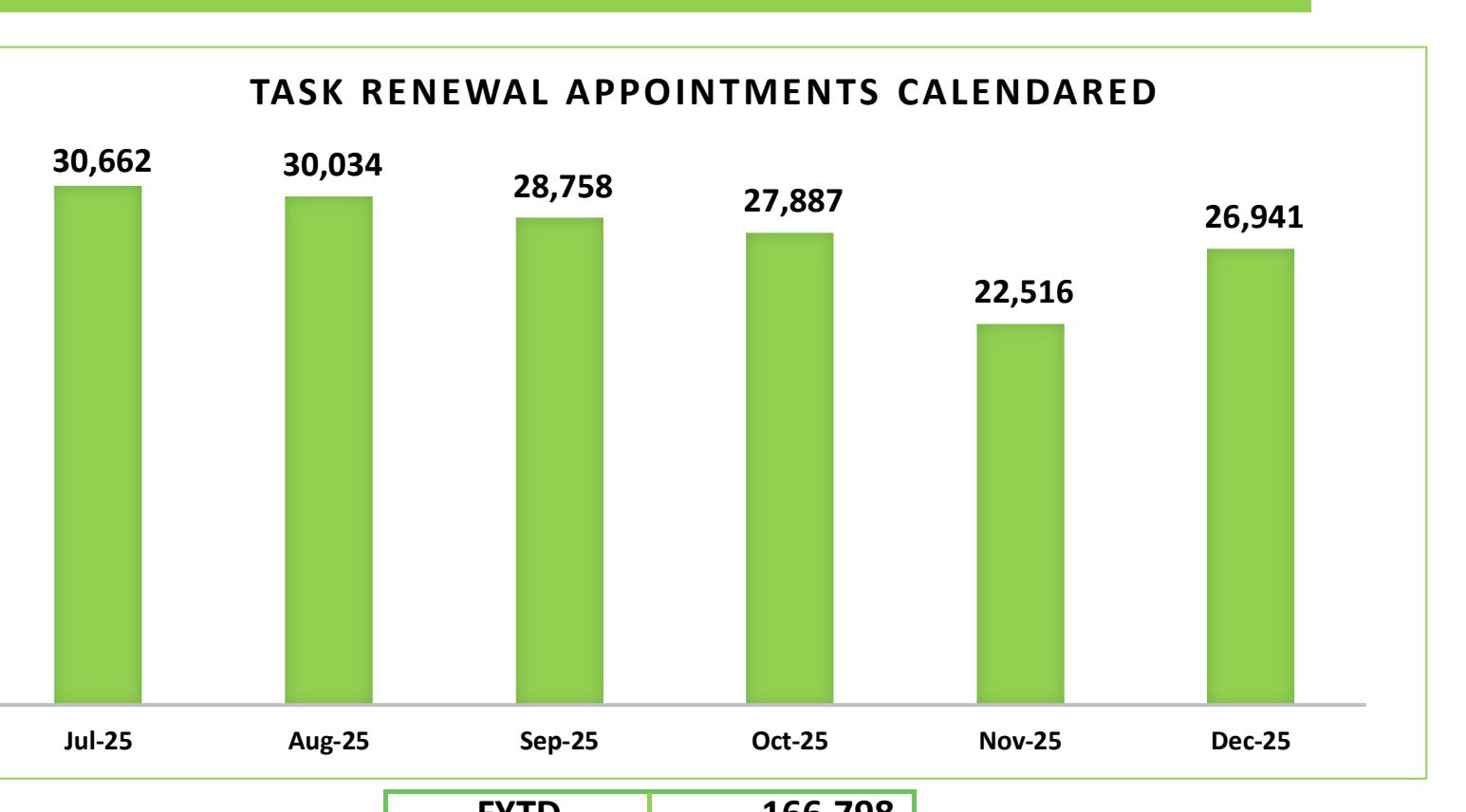
TASK INTAKE APPOINTMENTS CALENDARED



Month	Appointments
Jul-25	11,694
Aug-25	11,831
Sep-25	15,073
Oct-25	16,288
Nov-25	9,656
Dec-25	12,035

FYTD 76,577

TASK RENEWAL APPOINTMENTS CALENDARED

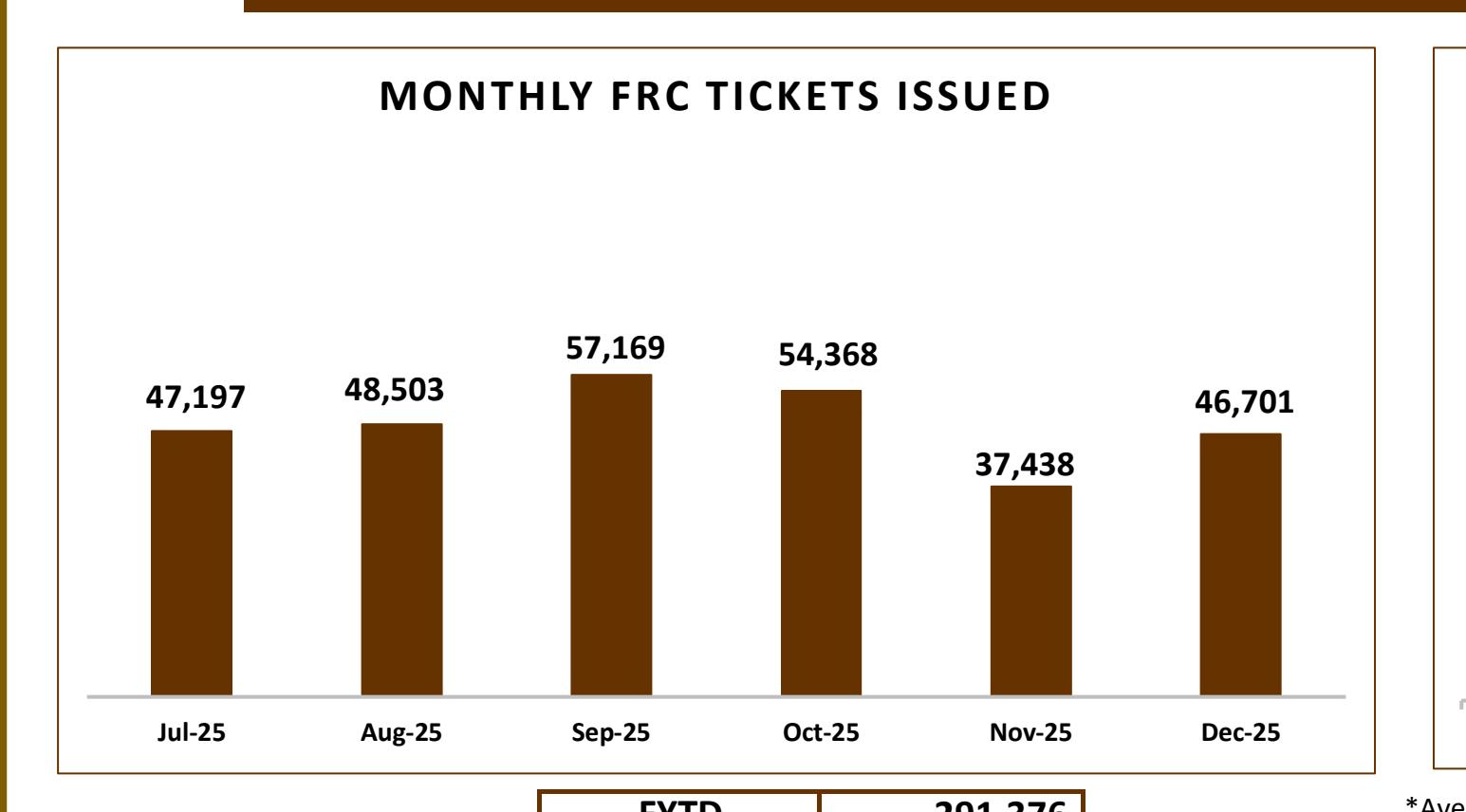


Month	Appointments
Jul-25	30,662
Aug-25	30,034
Sep-25	28,758
Oct-25	27,887
Nov-25	22,516
Dec-25	26,941

FYTD 166,798

LOBBY MANAGEMENT

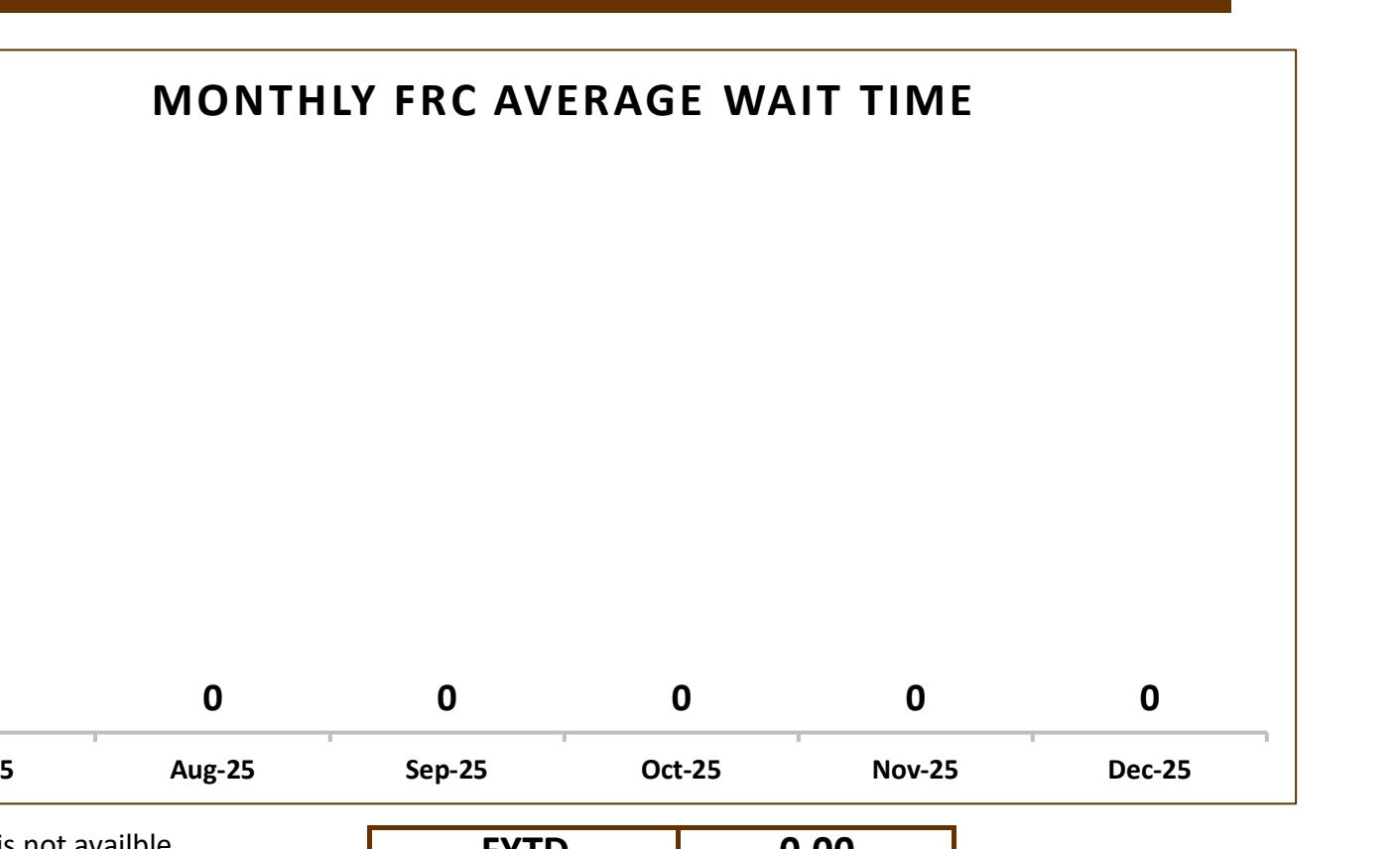
MONTHLY FRC TICKETS ISSUED



Month	Tickets
Jul-25	47,197
Aug-25	48,503
Sep-25	57,169
Oct-25	54,368
Nov-25	37,438
Dec-25	46,701

FYTD 291,376

MONTHLY FRC AVERAGE WAIT TIME

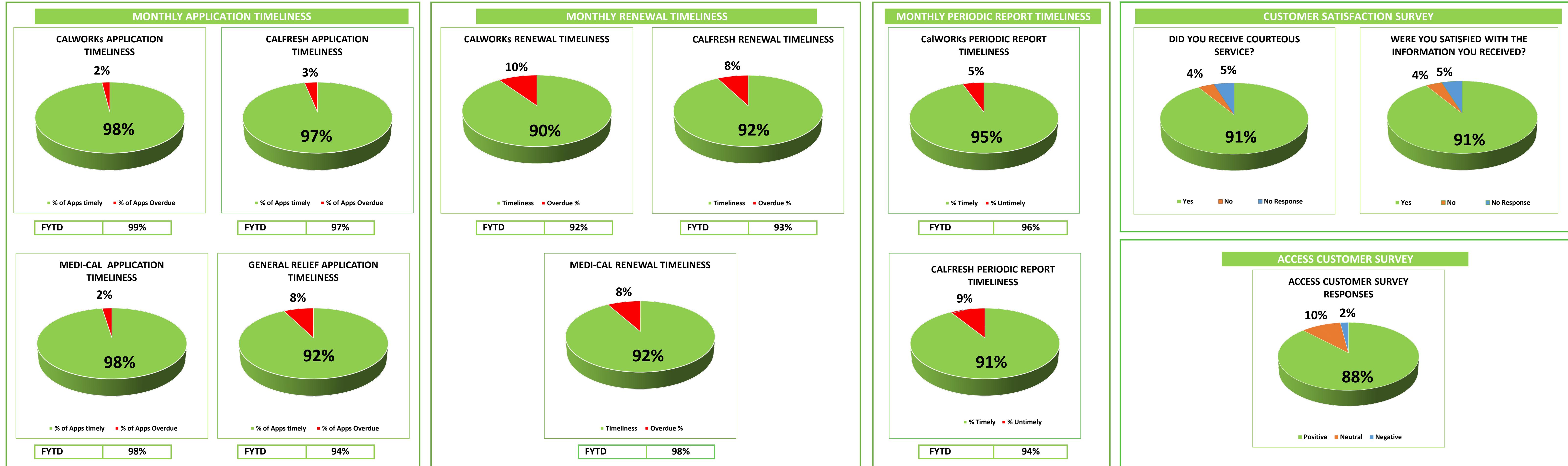


Month	Wait Time
Jul-25	0
Aug-25	0
Sep-25	0
Oct-25	0
Nov-25	0
Dec-25	0

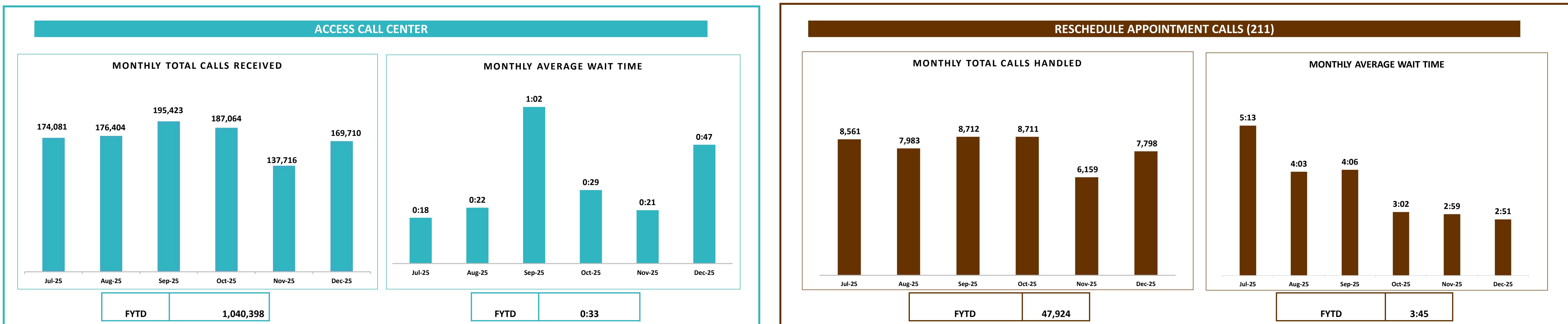
*Average time is not available

FYTD 0.00

CASE PROCESSING PERFORMANCE (CALSAWS)



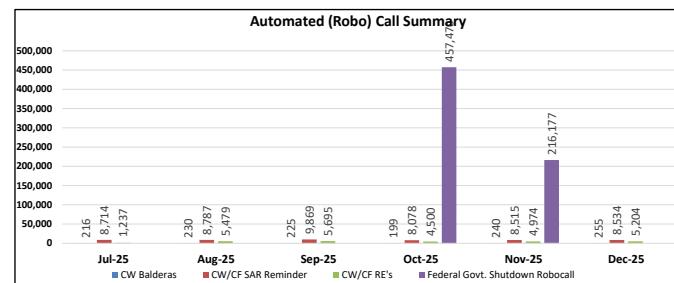
ACCESS CALL CENTER



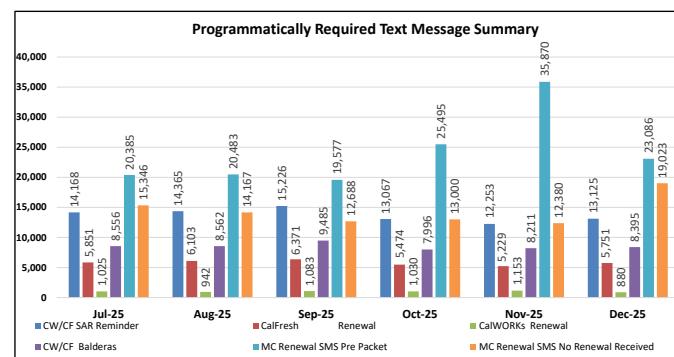


Monthly Robo-Calls & Text Messaging Report FY 2025/2026

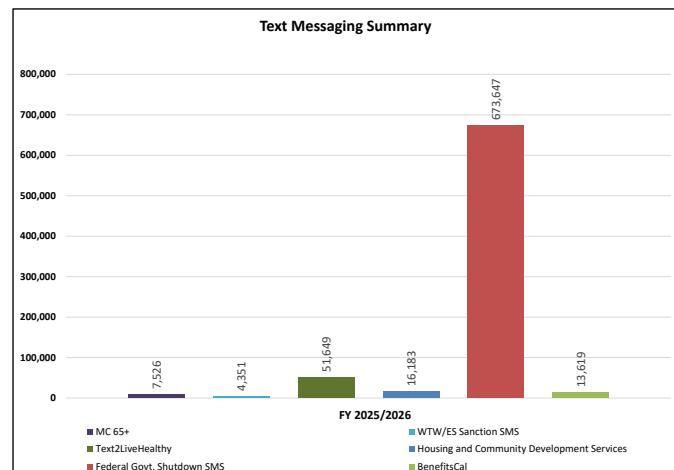
Automated (Robo) Call Summary							
Month	Program	CW/CF SAR Reminder	CW Balderas	CW/CF RE's	Federal Govt. Shutdown Robocall	Grand Total	
July 2025		8,714	216	1,237		10,167	
August 2025		8,787	230	5,479		14,496	
September 2025		9,869	225	5,695		15,789	
October 2025		8,078	199	4,500	457,470	470,247	
November 2025		8,515	240	4,974	216,177	229,906	
December 2025		8,534	255	5,204		13,993	
January 2026							
February 2026							
March 2026							
April 2026							
May 2026							
June 2026							
Grand Total		52,497	1,365	27,089	673,647	754,598	



Text Messaging Summary									
Month	Program	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 2025		14,168	8,556	5,851	1,025	20,385	15,346	3,244	68,575
August 2025		14,365	8,562	6,103	942	20,483	14,167	34,645	99,267
September 2025		15,226	9,485	6,371	1,083	19,577	12,688	4,261	68,691
October 2025		13,067	7,996	5,474	1,030	25,495	13,000	461,268	527,330
November 2025		12,253	8,211	5,229	1,153	35,870	12,380	245,183	320,279
December 2025		13,125	8,395	5,751	880	23,086	19,023	18,374	88,634
January 2026									
February 2026									
March 2026									
April 2026									
May 2026									
June 2026									
Grand Total		82,204	51,205	34,779	6,113	144,896	86,604	766,975	1,172,776



Text Messaging Summary								
Month	Special Campaign	MC 65+	WTW/ES Sanction SMS	Text2LiveHealthy	Housing and Community Development Services	Federal Govt. Shutdown SMS	BenefitsCal	Grand Total
July 2025		1,304	720	1,220				3,244
August 2025		1,283	748	16,431	16,183			34,645
September 2025		1,236	726	2,299				4,261
October 2025		1,284	688	1,826		457,470		461,268
November 2025		1,214	754	27,038		216,177		245,183
December 2025		1,205	715	2,835			13,619	18,374
January 2026								
February 2026								
March 2026								
April 2026								
May 2026								
June 2026								
Grand Total		7,526	4,351	51,649	16,183	673,647	13,619	766,975



*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.

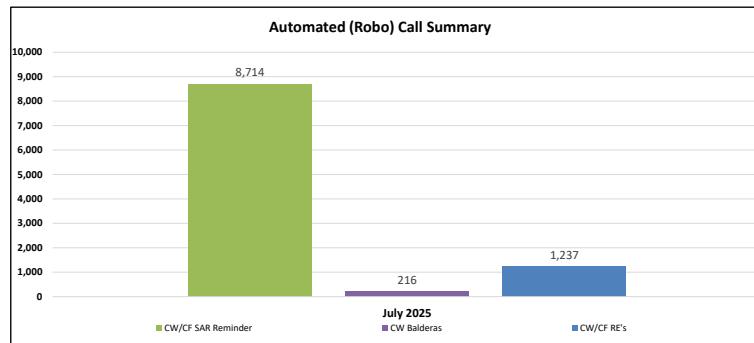
These household's are sent one text message. CW/CF households are included in CW Text Message Count.

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

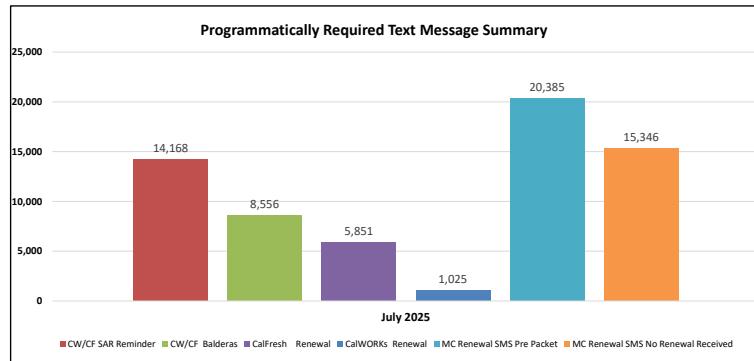


July 2025

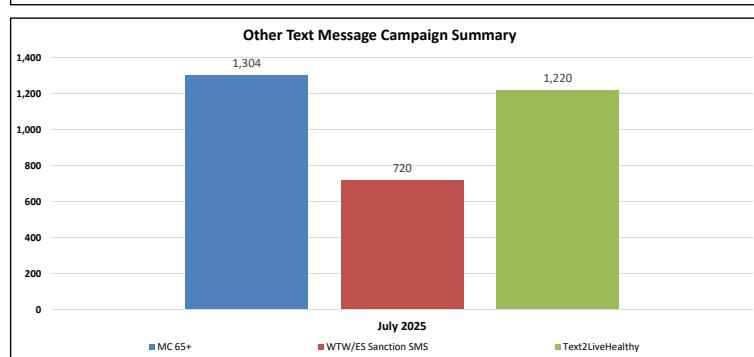
Automated (Robo) Call Summary		Program			
Month	CW/CF SAR Reminder	CW Balderas	CW/CF RE's	Grand Total	
July 2025	8,714	216	1,237	10,167	
Grand Total	8,714	216	1,237	10,167	



Text Messaging Summary		Program						
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	SMS No Renewal Received	Other	Grand Total
July 2025	14,168	8,556	5,851	1,025	20,385	15,346	3,244	68,575
Grand Total	14,168	8,556	5,851	1,025	20,385	15,346	3,244	68,575



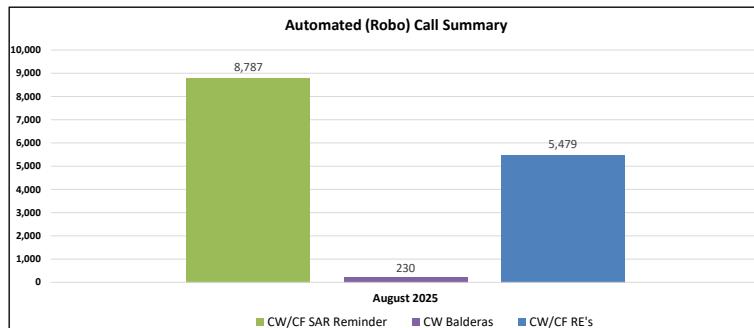
Text Messaging Summary		Special Campaign			
Month	MC 65+	WTW/ES Sanction SMS	Text2LiveHealthy	Grand Total	
July 2025	1,304	720	1,220	3,244	
Grand Total	1,304	720	1,220	3,244	



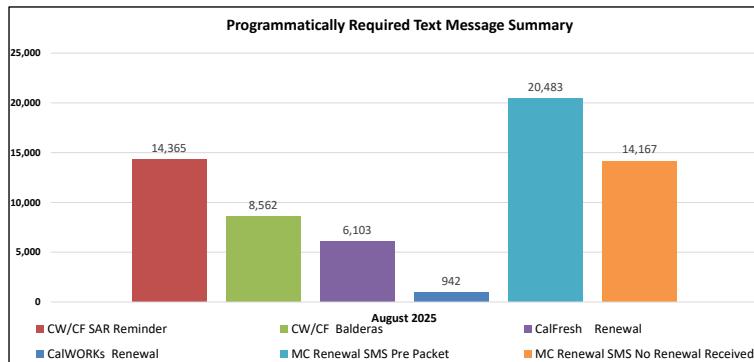
Report Data Month: 07/2025
Report Run Date: 01/06/2026

August 2025

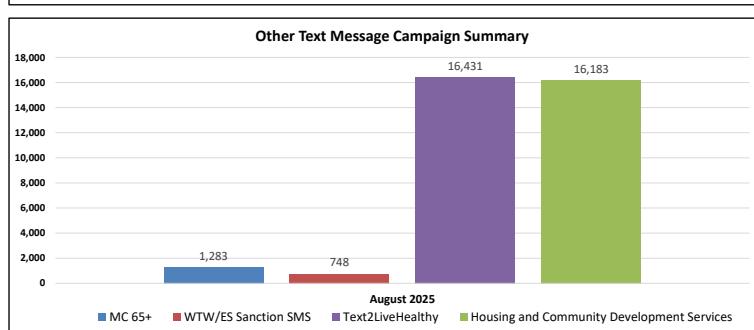
Automated (Robo) Call Summary		Program		
Month	CW/CF SAR Reminder	CW Balderas	CW/CF RE's	Grand Total
August 2025	8,787	230	5,479	14,496
Grand Total	8,787	230	5,479	14,496



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 2025	14,365	8,562	6,103	942	20,483	14,167	69,290	133,912
Grand Total	14,365	8,562	6,103	942	20,483	14,167	69,290	133,912



Text Messaging Summary		Special Campaign			
Month	MC 65+	WTW/ES Sanction SMS	Text2LiveHealthy	Housing and Community Development Services	Grand Total
August 2025	1,283	748	16,431	16,183	34,645
Grand Total	1,283	748	16,431	16,183	34,645

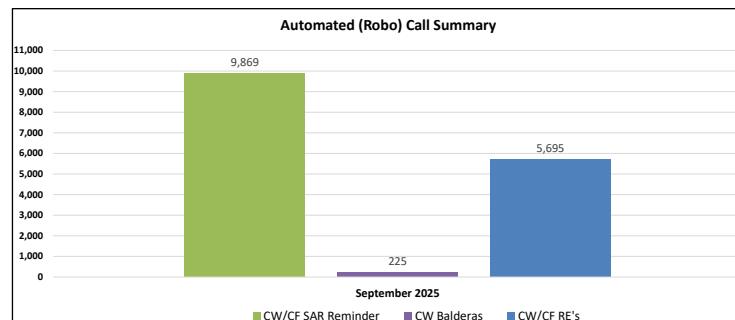


Report Data Month: 08/2025
Report Run Date: 01/06/2026

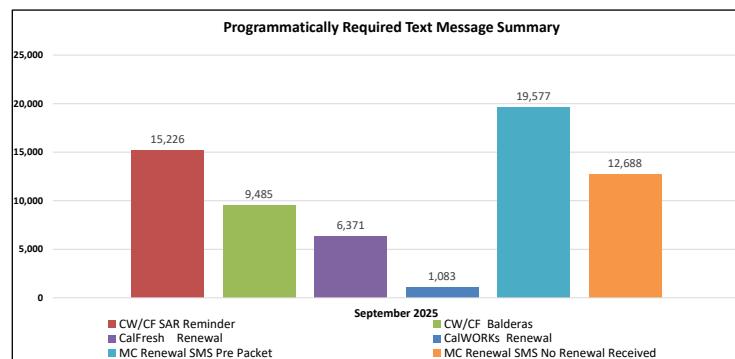


September 2025

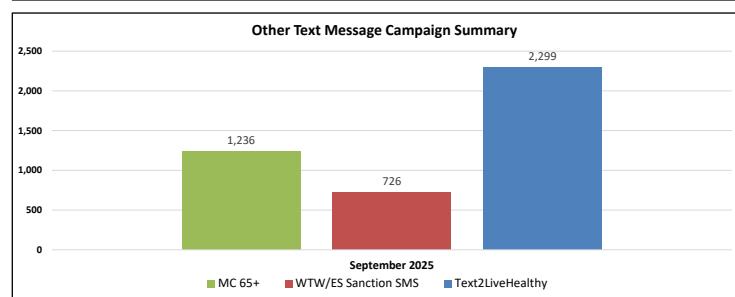
Automated (Robo) Call Summary				
Month	Program	CW Balderas	CW/CF RE's	Grand Total
September 2025	CW/CF SAR Reminder	9,869	225	5,695
Grand Total		9,869	225	15,789



Text Messaging Summary									
Month	Program	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total	
September 2025	CW/CF SAR Reminder	15,226	9,485	6,371	1,083	19,577	12,688	1,962	66,392
Grand Total		15,226	9,485	6,371	1,083	19,577	12,688	1,962	66,392



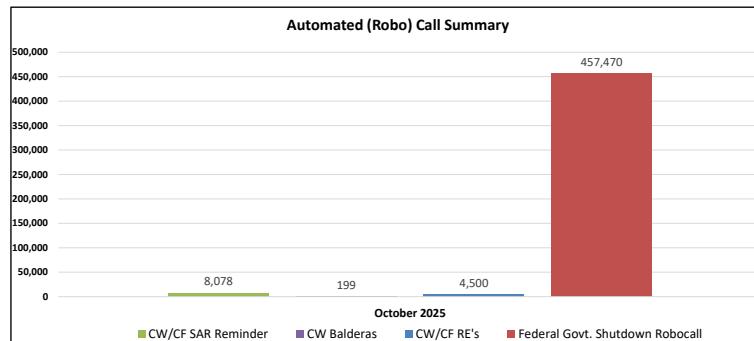
Text Messaging Summary					
Month	Special Campaign	MC 65+	WTW/ES Sanction SMS	Text2LiveHealthy	Grand Total
September 2025	MC 65+	1,236	726	2,299	4,261
Grand Total		1,236	726	2,299	4,261



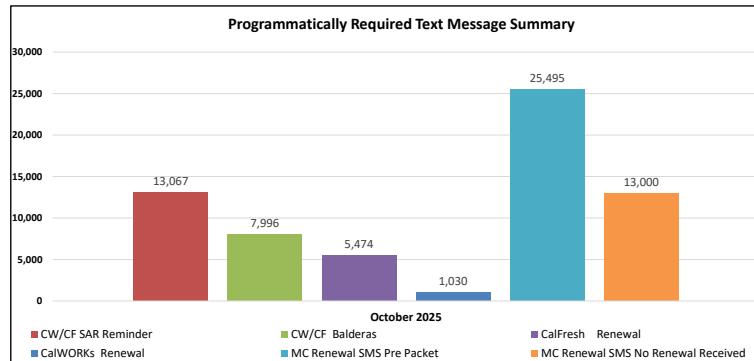
Report Data Month: 09/2025
Report Run Date: 01/06/2026

October 2025

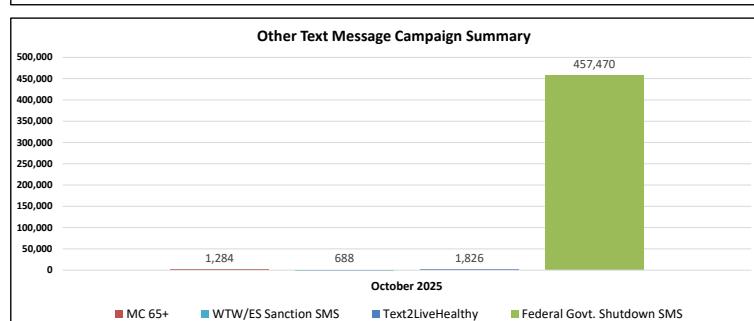
Automated (Robo) Call Summary		Program				
Month	CW/CF SAR Reminder	CW Balderas	CW/CF RE's	Federal Govt. Shutdown Robocall	Grand Total	
October 2025	8,078	199	4,500	457,470	470,247	
Grand Total	8,078	199	4,500	457,470	470,247	



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 2025	13,067	7,996	5,474	1,030	25,495	13,000	461,268	527,330
Grand Total	13,067	7,996	5,474	1,030	25,495	13,000	461,268	527,330



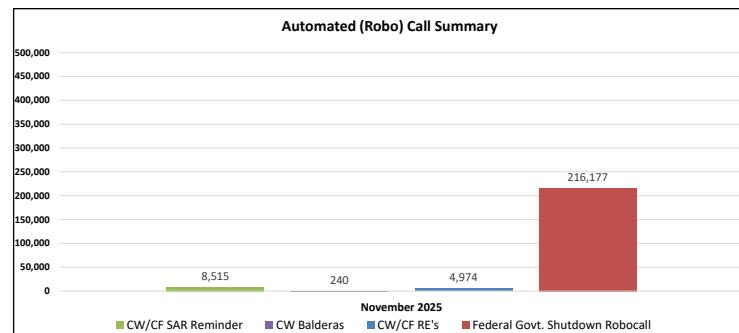
Text Messaging Summary		Special Campaign				
Month	MC 65+	WTW/ES Sanction SMS	Text2LiveHealthy	Federal Govt. Shutdown SMS	Grand Total	
October 2025	1,284	688	1,826	457,470	461,268	
Grand Total	1,284	688	1,826	457,470	461,268	



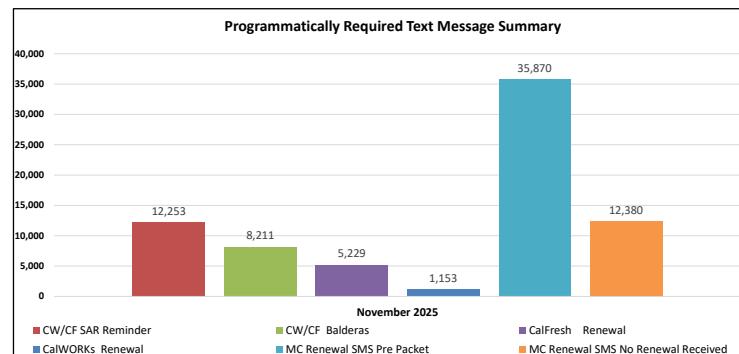
Report Data Month: 10/2025
Report Run Date: 01/06/2026

November 2025

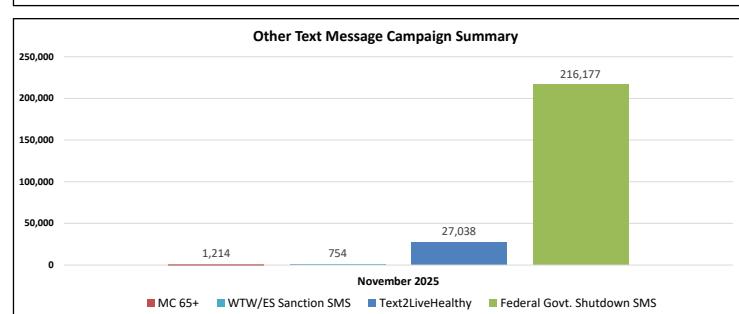
Automated (Robo) Call Summary		Program				
Month	CW/CF SAR Reminder	CW Balderas	CW/CF RE's	Federal Govt. Shutdown Robocall	Grand Total	
November 2025	8,515	240	4,974	216,177	229,906	
Grand Total	8,515	240	4,974	216,177	229,906	



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 2025	12,253	8,211	5,229	1,153	35,870	12,380	245,183	320,279
Grand Total	12,253	8,211	5,229	1,153	35,870	12,380	245,183	320,279



Text Messaging Summary		Special Campaign				
Month	MC 65+	WTW/ES Sanction SMS	Text2LiveHealthy	Federal Govt. Shutdown SMS	Grand Total	
November 2025	1,214	754	27,038	216,177	245,183	
Grand Total	1,214	754	27,038	216,177	245,183	



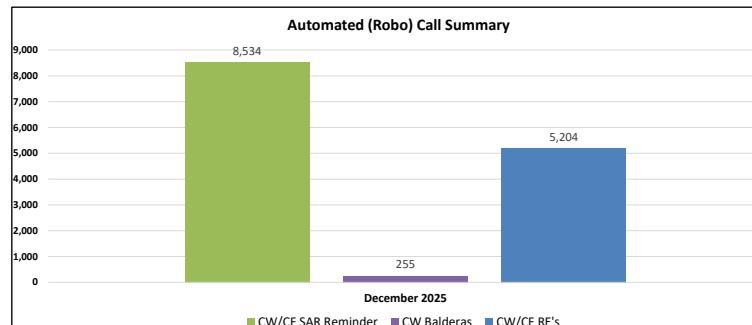
Data Sources: Monthly M40-181A CW Discontinuance Call List, Monthly CF SAR Not Received Call List, Monthly CF Only RRR Not Complete Call List, Monthly Balderas Outbound Call List, Monthly MC RRR RoboCall, Monthly Consent Text Message Report, Monthly CF Balderas Call Report

Report Data Month: 11/2025
Report Run Date: 01/06/2026

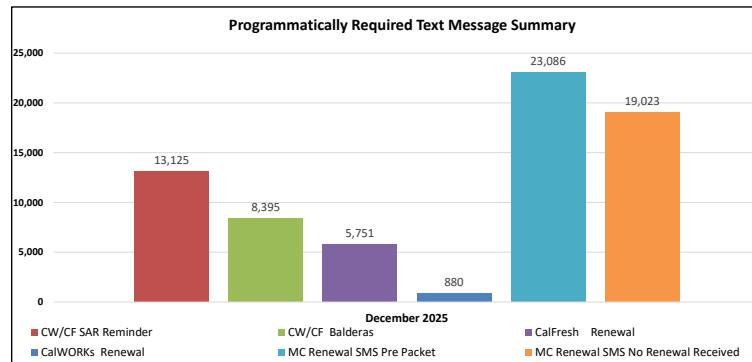


December 2025

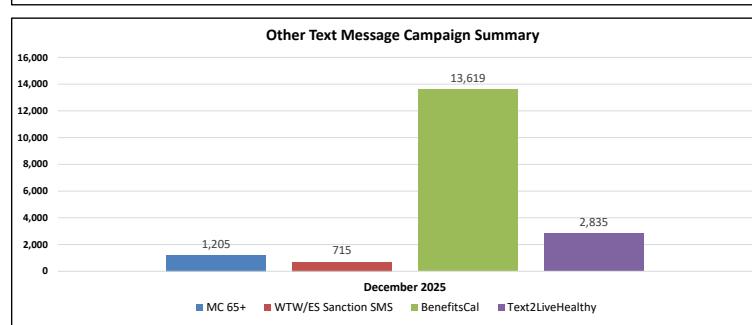
Automated (Robo) Call Summary		Program			
Month	CW/CF SAR Reminder	CW Balderas	CW/CF RE's	Grand Total	
December 2025	8,534	255	5,204	13,993	
Grand Total	8,534	255	5,204	13,993	



Text Messaging Summary		Program						
Month	CW/CF SAR Reminder	CW/CF Balderas	CalFresh Renewal	CalWORKs Renewal	MC Renewal SMS Pre Packet	MC Renewal SMS No Renewal Received	Other	Grand Total
December 2025	13,125	8,395	5,751	880	23,086	19,023	18,374	88,634
Grand Total	13,125	8,395	5,751	880	23,086	19,023	18,374	88,634



Text Messaging Summary		Special Campaign				
Month	MC 65+	WTW/ES Sanction SMS	Text2LiveHealthy	BenefitsCal	Grand Total	
December 2025	1,205	715	2,835	13,619	18,374	
Grand Total	1,205	715	2,835	13,619	18,374	



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

Report Data Month: 12/2025
Report Run Date: 01/06/2026

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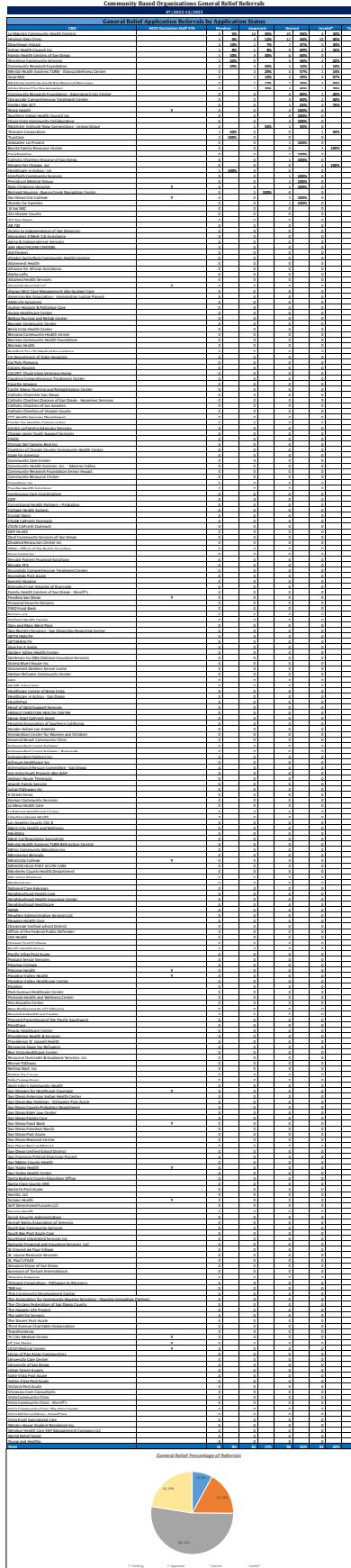
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Community Based Organizations CalWORKS Referrals

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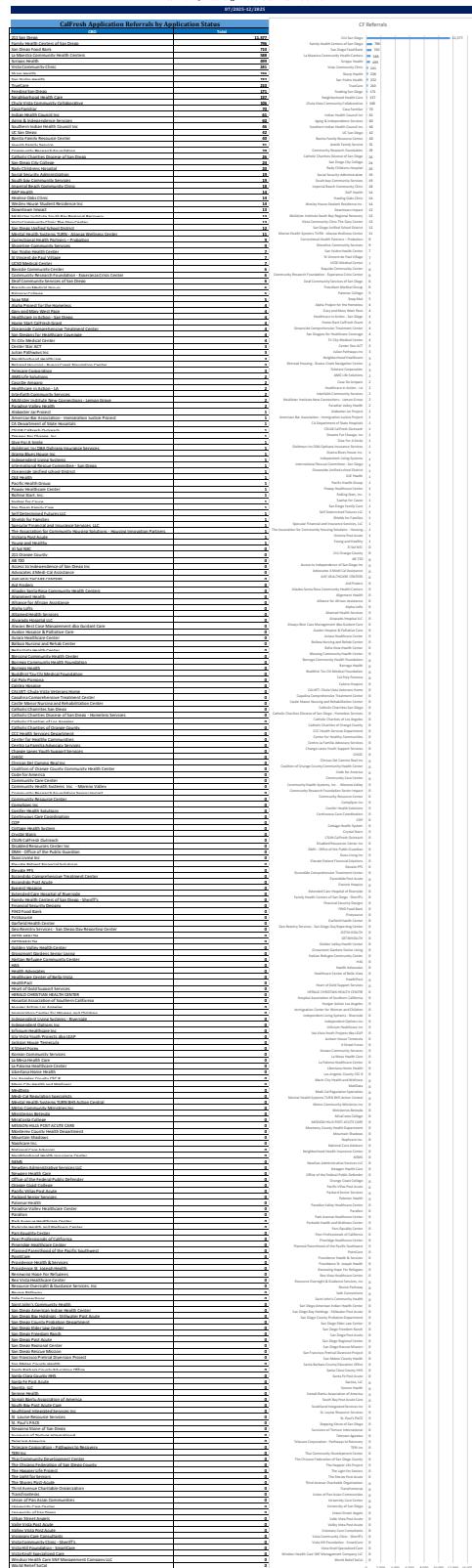


Financial contributions received by a (nonprofit) health insurance organization. Benefits are financial contributions



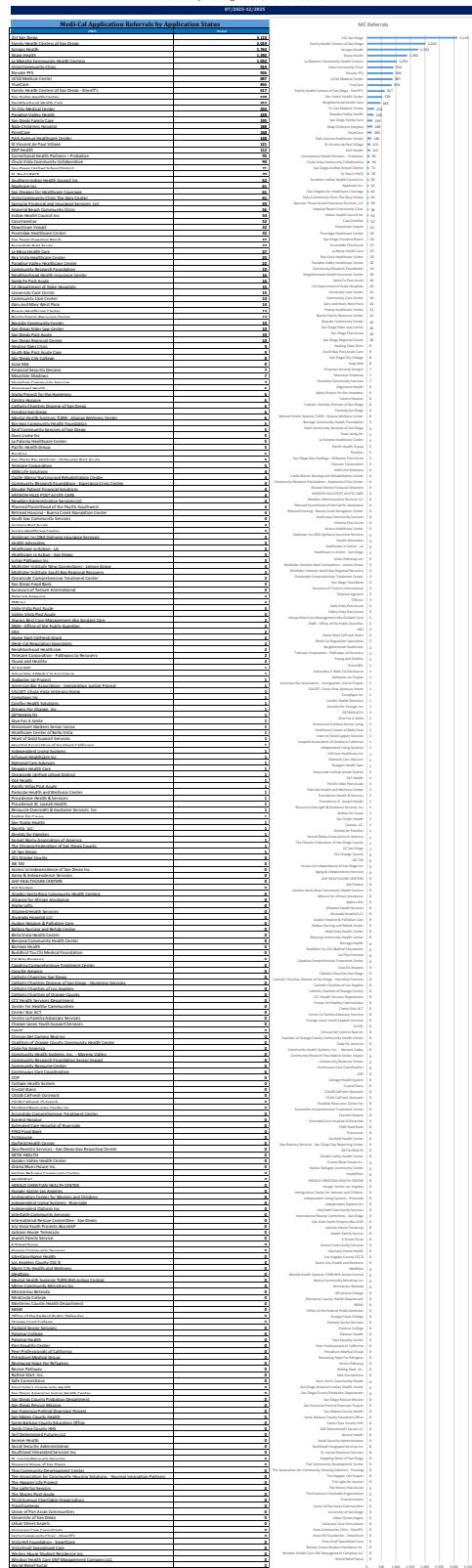
Community Based Organizations CalFresh Referral

97/2021-11/2021



Community Based Organizations Medi-Cal Referral

97/2021-11/2021





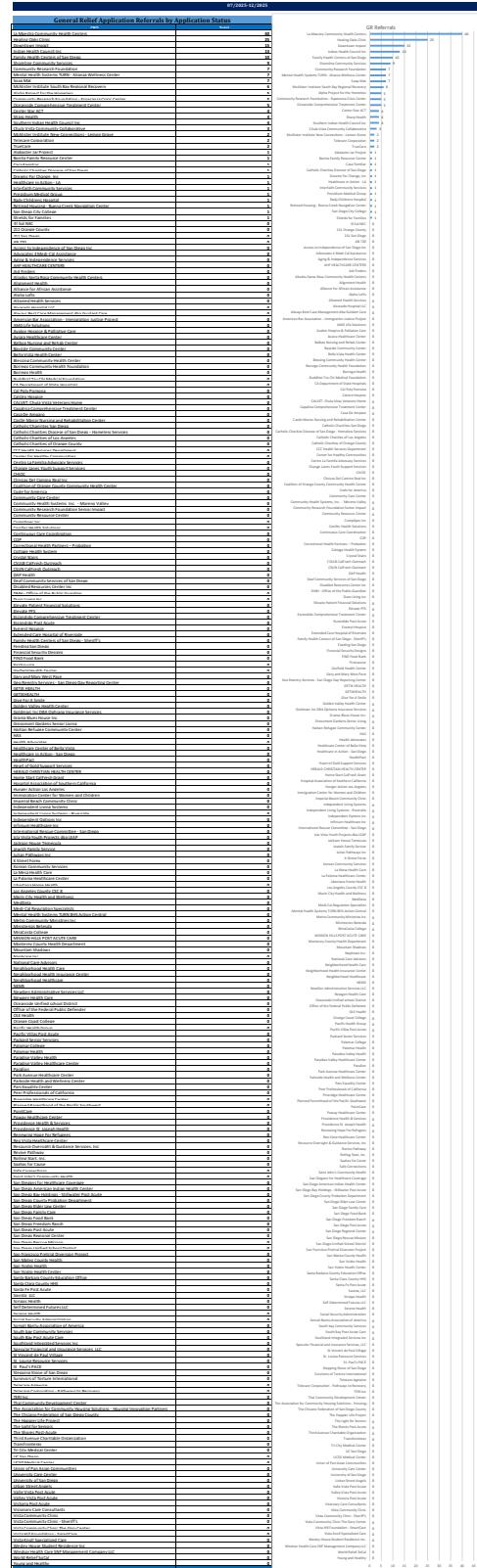
Community Based Organizations CalWORKS Referrals

07/2025-12/2025



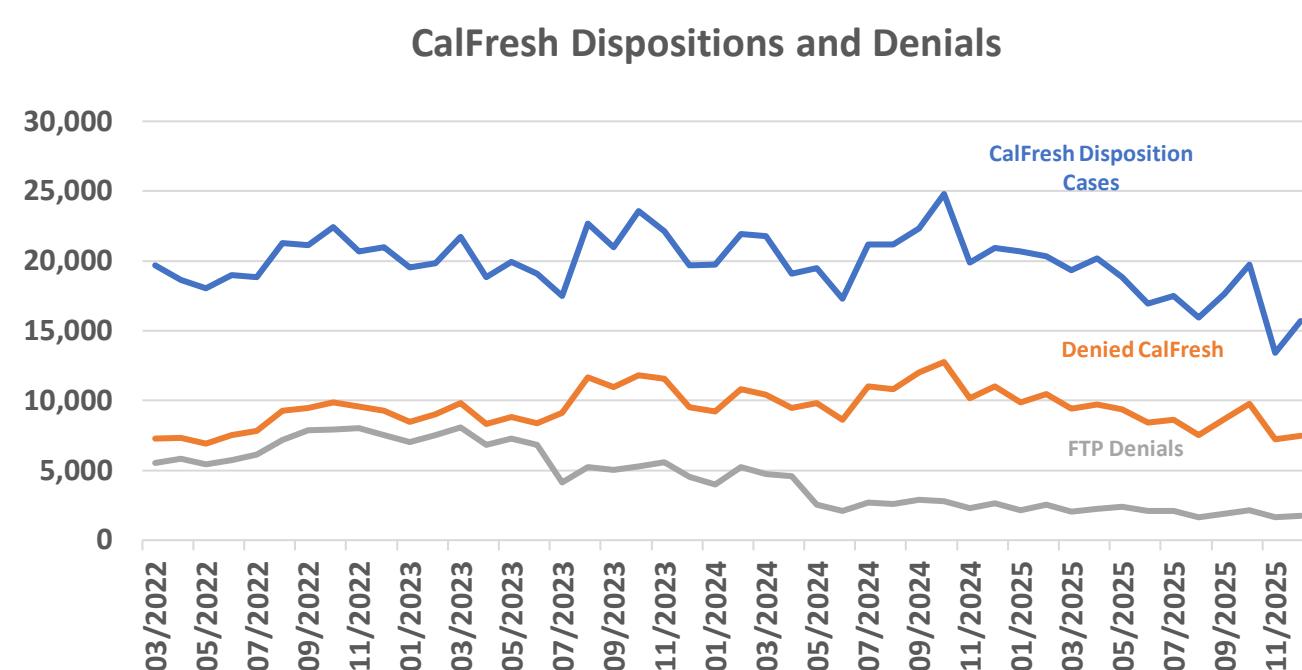
Community Based Organizations General Relief Referrals

07/2025-12/2025



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

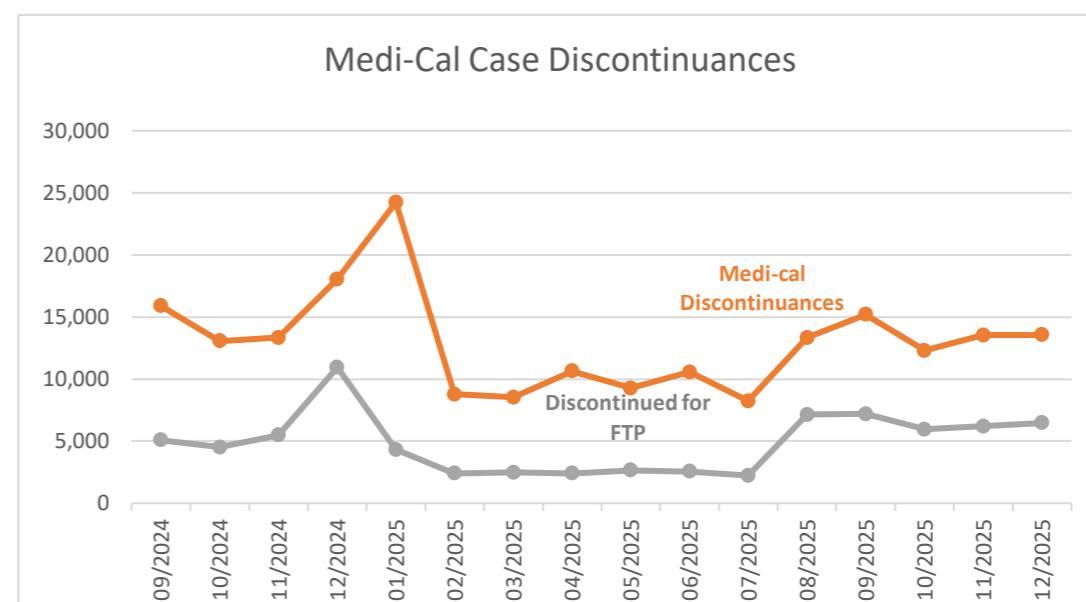
Month	CalFresh Disposition Cases	Denied CalFresh	% of Denied CalFresh	FTP Denials	% of FTP Denials
03/2022	19,689	7,278	36.96%	5,551	76.27%
04/2022	18,621	7,346	39.45%	5,833	79.40%
05/2022	18,048	6,914	38.31%	5,453	78.87%
06/2022	18,966	7,543	39.77%	5,728	75.94%
07/2022	18,832	7,825	41.55%	6,130	78.34%
08/2022	21,263	9,246	43.48%	7,170	77.55%
09/2022	21,115	9,460	44.80%	7,885	83.35%
10/2022	22,443	9,891	44.07%	7,905	79.92%
11/2022	20,679	9,544	46.15%	8,027	84.11%
12/2022	20,969	9,258	44.15%	7,539	81.43%
01/2023	19,525	8,483	43.45%	7,032	82.90%
02/2023	19,810	9,040	45.63%	7,543	83.44%
03/2023	21,709	9,829	45.28%	8,076	82.17%
04/2023	18,834	8,310	44.12%	6,806	81.90%
05/2023	19,916	8,818	44.28%	7,284	82.60%
06/2023	19,089	8,379	43.89%	6,816	81.35%
07/2023	17,504	9,136	52.19%	4,147	45.39%
08/2023	22,677	11,683	51.52%	5,232	44.78%
09/2023	20,962	10,946	52.22%	5,033	45.98%
10/2023	23,550	11,830	50.23%	5,300	44.80%
11/2023	22,144	11,563	52.22%	5,586	48.31%
12/2023	19,694	9,537	48.43%	4,529	47.49%
01/2024	19,711	9,211	46.73%	3,963	43.02%
02/2024	21,928	10,794	49.22%	5,208	48.25%
03/2024	21,780	10,415	47.82%	4,733	45.44%
04/2024	19,101	9,466	49.56%	4,579	48.37%
05/2024	19,490	9,808	50.32%	2,533	25.83%
06/2024	17,291	8,634	49.93%	2,101	24.33%
07/2024	21,178	10,993	51.91%	2,676	24.34%
08/2024	21,171	10,790	50.97%	2,590	24.00%
09/2024	22,308	12,016	53.86%	2,910	24.22%
10/2024	24,794	12,760	51.46%	2,815	22.06%
11/2024	19,865	10,165	51.17%	2,316	22.78%
12/2024	20,945	11,034	52.68%	2,665	24.15%
01/2025	20,666	9,851	47.67%	2,150	21.83%
02/2025	20,339	10,465	51.45%	2,556	24.42%
03/2025	19,355	9,426	48.70%	2,020	21.43%
04/2025	20,208	9,741	48.20%	2,237	22.96%
05/2025	18,840	9,384	49.81%	2,380	25.36%
06/2025	16,938	8,404	49.62%	2,108	25.08%
07/2025	17,509	8,623	49.25%	2,116	24.54%
08/2025	15,951	7,546	47.31%	1,637	21.69%
09/2025	17,657	8,674	49.12%	1,888	21.77%
10/2025	19,751	9,746	49.34%	2,127	21.82%
11/2025	13,419	7,243	53.98%	1,638	22.61%
12/2025	15,692	7,499	47.79%	1,732	23.10%





Medi-Cal Case Discontinuances in the Month

Month	Medi-cal Discontinuances	% of Discontinued Cases	Discontinued for FTP	% of FTP Discontinuances
09/2024	15,900	2.96%	5,088	32.00%
10/2024	13,072	2.44%	4,513	34.52%
11/2024	13,340	2.51%	5,476	41.05%
12/2024	18,059	3.44%	10,941	60.58%
01/2025	24,232	4.73%	4,328	17.86%
02/2025	8,777	1.71%	2,411	27.47%
03/2025	8,525	1.65%	2,496	29.28%
04/2025	10,630	2.06%	2,415	22.72%
05/2025	9,278	1.79%	2,663	28.70%
06/2025	10,557	2.04%	2,564	24.29%
07/2025	8,243	1.59%	2,234	27.10%
08/2025	13,336	2.60%	7,147	53.59%
09/2025	15,201	2.99%	7,189	47.29%
10/2025	12,297	2.42%	5,963	48.49%
11/2025	13,526	2.68%	6,191	45.77%
12/2025	13,557	2.69%	6,482	47.81%





Monthly Medi-Cal Renewal Report FY 2025-2026

	Data as of 7/31		Data as of 8/31		Data as of 9/30		Data as of 10/31		Data as of 11/30		Data as of 12/31													
Medi-Cal Renewals	Jul-25	%	Jul-25	%	Aug-25	%	Aug-25	%	Sep-25	%	Sep-25	%	Oct-25	%	Oct-25	%	Nov-25	%	Nov-25	%	Dec-25	%	Dec-25	%
Total Medi-Cal Renewals Due	41,907	100%	41,907	100%	41,540	100%	41,540	100%	43,574	100%	43,574	100%	45,584	100%	45,584	100%	44,073	100%	44,073	100%	55,176	100%	55,176	100%
Total Medi-Cal Renewals Auto Renewed	8,851	21%	8,851	21%	9,295	22%	9,295	22%	12,757	29%	12,757	29%	14,856	33%	14,856	33%	14,382	33%	14,382	33%	18,466	33%	18,466	33%
Total Medi-Cal Renewals Renewed via Combo Case*	8,978	21%	27,763	66%	8,989	22%	27,068	65%	9,701	22%	25,830	59%	9,564	21%	25,748	56%	9,270	21%	24,232	55%	10,220	19%	30,519	55%
Total Medi-Cal Renewal Packets Mailed	23,752	57%	23,752	57%	22,977	55%	22,977	55%	20,851	48%	20,851	48%	20,920	46%	20,920	46%	20,172	46%	20,172	46%	26,161	47%	26,161	47%
Packets Received, Not Yet Processed	431	1%	3,762	9%	465	1%	3,725	9%	588	1%	3,504	8%	456	1%	3,543	8%	406	1%	3,897	9%	847	2%	4,513	8%
Total Medi-Cal Renewals Completed	17,829	43%	36,614	87%	18,284	44%	36,363	88%	22,458	52%	38,587	89%	24,420	54%	40,604	89%	23,652	54%	38,614	88%	28,686	52%	48,985	89%
Total Medi-Cal Renewals Pending Receipt	23,647	56%	1,531	4%	22,791	55%	1,452	3%	20,528	47%	1,483	3%	20,708	45%	1,437	3%	20,015	45%	1,562	4%	25,643	46%	1,678	3%

Medi-Cal Renewals	Jan-26		Feb-26	
	%		%	
Total Medi-Cal Renewals Due	45,276	100%	45,276	100%
Total Medi-Cal Renewals Auto Renewed	14,280	32%	14,280	32%
Total Medi-Cal Renewals Renewed via Combo Case*	8,158	18%	10,109	22%
Total Medi-Cal Renewal Packets Mailed	22,554	50%	22,554	50%
Packets Received, Not Yet Processed	226	0%	4,028	9%
Total Medi-Cal Renewals Completed	22,438	50%	24,389	54%
Total Medi-Cal Renewals Pending Receipt	22,612	50%	16,859	37%
			23,810	50%

Source: Daily RRR Status Report

*Combo: Medi-Cal With Active CF/GR/CW

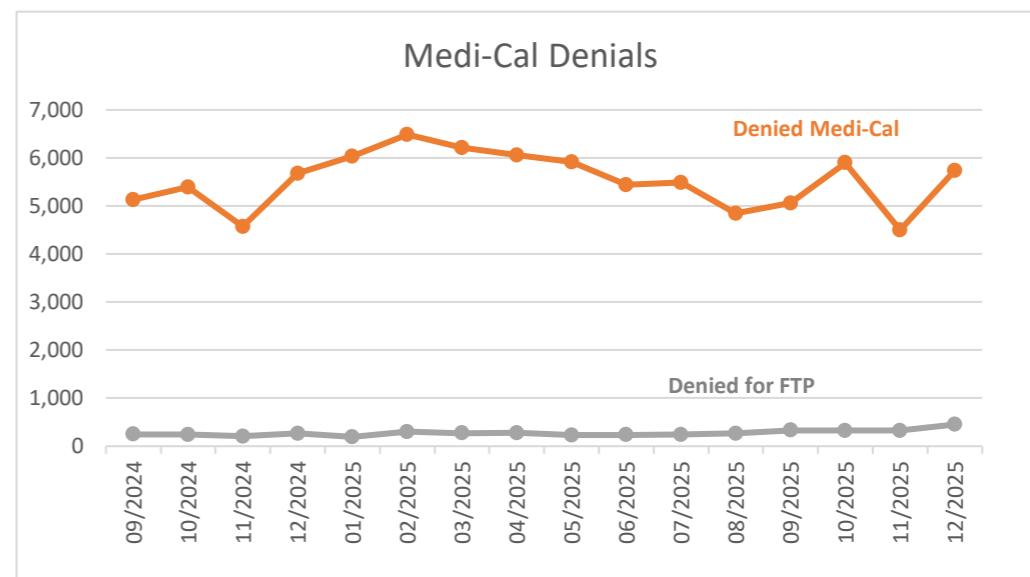
Report Date: 1/5/2026



Medi-Cal Denials in the Month Regardless of Application

Date from Disposition Report

Month	Denied Medi-Cal	% of Denied Medi-Cal	Denied for FTP	% of FTP Denials
09/2024	5,127	42.59%	249	4.86%
10/2024	5,397	41.26%	242	4.48%
11/2024	4,574	43.00%	207	4.53%
12/2024	5,678	44.28%	265	4.67%
01/2025	6,037	42.28%	194	3.21%
02/2025	6,486	46.22%	306	4.72%
03/2025	6,211	44.67%	272	4.38%
04/2025	6,055	42.86%	279	4.61%
05/2025	5,919	44.95%	235	3.97%
06/2025	5,439	44.35%	238	4.38%
07/2025	5,487	42.96%	242	4.41%
08/2025	4,850	36.05%	267	5.51%
09/2025	5,062	37.32%	333	6.58%
10/2025	5,899	39.87%	330	5.59%
11/2025	4,499	37.98%	329	7.31%
12/2025	5,735	39.50%	452	7.88%





Medi-Cal Case Discontinuances in the Month

Month	Medi-cal Discontinuances	% of Discontinued Cases	Discontinued for FTP	% of FTP Discontinuances
09/2024	15,900	2.96%	5,088	32.00%
10/2024	13,072	2.44%	4,513	34.52%
11/2024	13,340	2.51%	5,476	41.05%
12/2024	18,059	3.44%	10,941	60.58%
01/2025	24,232	4.73%	4,328	17.86%
02/2025	8,777	1.71%	2,411	27.47%
03/2025	8,525	1.65%	2,496	29.28%
04/2025	10,630	2.06%	2,415	22.72%
05/2025	9,278	1.79%	2,663	28.70%
06/2025	10,557	2.04%	2,564	24.29%
07/2025	8,243	1.59%	2,234	27.10%
08/2025	13,336	2.60%	7,147	53.59%
09/2025	15,201	2.99%	7,189	47.29%
10/2025	12,297	2.42%	5,963	48.49%
11/2025	13,526	2.68%	6,191	45.77%
12/2025	13,557	2.69%	6,482	47.81%

