



JULY SOCIAL SERVICES ADVISORY BOARD PROGRAM UPDATES

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July 8, 2020





PROGRAM FLEXIBILITIES & WAIVERS UPDATE

Current Flexibilities & Options

- Initial application & annual recertification interview waivers – extensions in place through **7/31**
- Emergency Allotment – approved for June, to be issued **7/12**
- P-EBT (CDSS) – application deadline extended from 6/30 to **7/15**

Expired Flexibilities

- Annual recertification suspension
- Semi-annual reporting suspension
 - Reporting requirements were reinstated effective June



ON-GOING PROGRAM FLEXIBILITIES & WAIVERS

- Executive Order N-71-20 signed on **6/30** extends the following provisions until the EO is rescinded or the state of emergency ends:
 - Initial application interview waiver
 - Telephonic/verbal signature on application
 - Flexibilities on identity and pregnancy verifications
- Time on Aid exemption for expiring time-clocks – through **8/31**
- Pandemic unemployment benefit exclusion for *recipients* through August



ON-GOING PROGRAM FLEXIBILITIES & WAIVERS

Executive Order N-71-20 signed on **6/30** extends the following flexibilities until the EO is rescinded, or when the state of emergency ends:

- Annual renewal suspension
- Negative action suspension

Additional program flexibilities that remain in place:

- Telephonic and verbal attestation and signature
- Flexible verification requirements



UPDATE ON PROGRAM FLEXIBILITIES

New

- Quarterly reports waived for unemployable population effective July

On-going

- Monthly reports waived for employable population
- Intake interviews scheduled via phone
- Online applications via My Benefits CalWIN

Expired

- Renewals & renewal appointments – reinstated effective June
- Extension of GR benefits expired 5/31 (no discontinuances)
- 3-month period of eligibility for employables not counted March - May



CURRENT SERVICES OFFERED

Although FRC lobbies are physically closed due to social distancing, all FRCs still offer in person service

In the month of June our FRCs handled 30,439 customer visits for services including:

- Applications
- Accept verification and document drop-off
- Mail drop off & pick-up
- EBT card & bus pass pick-up
 - Weekly mail pick-up; two in-person EBT replacement cards per month
- Answering questions and general customer assistance
- Resources and referrals
 - Informational flyers regarding virtual options, PO Box, Lifeline phones, online services



CURRENT STATE OF AFFAIRS

Application and approval rates remain on the rise **since February**

Program	Applications Received	Increase in Recipients	% of New Recipients From Apps Received
CalFresh	94,692	85,141	89.9%
CalWORKs	9,651	3,210	33.2%
Medi-Cal	73,751	49,685	67.3%

Staff are currently keeping up with application volumes due to the following flexibilities remaining in effect:

- Medi-Cal renewal suspension (typically the highest volume of renewals)
- Interview waiver for CalFresh recertifications and CalFresh & CalWORKs intake

PROGRAM DATA



CALFRESH APPLICATIONS FOR SSI RECIPIENTS



CalFresh Applications for SSI Recipients Received and Approved

COSD	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	TOTAL
CF Apps Received	5,398	5,042	3,452	2,392	1,737	1,561	1,165	1,058	1,126	809	1,091	1,941	1,904	1,564	30,240
CF Apps Approved	5,332	4,159	2,213	1,903	1,328	901	651	614	589	381	688	1,363	1,306	953	22,381



CALFRESH BUDGET & LEGISLATIVE ADVOCACY

- . AB 882 (Wiener) – simplified elderly and disabled CalFresh application and waiver of periodic reporting requirements (**dead**)
- . AB 2413 (Ting) – CalFresh simplifications and reporting (**gutted & amended**)
- . FY 2020-21 budget incorporated many aspects from AB 2413
 - Flexible interview scheduling
 - Pre-populated CalFresh application for Medi-Cal beneficiaries
 - Flexibilities on verification, obtaining information, and state rules
- . Legislative advocacy opportunity for CalFresh: AB 2282 (McCarty) – College student outreach requirements for California Universities & Colleges

ELIGIBILITY SERVICES BY THE NUMBERS...

July 2020 (Data Month: June 2020)

PARTICIPANTS

- **CalFresh:** 351,402 recipients, up 36.55% from last year.
 - 129,822 child recipients (0-18), up 18.20% from last year.
 - 57,738 senior recipients (60+), up 63.73% from last year.
- **CalWORKs:** 44,560 recipients, up 2.84% from last year.
 - 35,789 child recipients (0-18), up 1.11% from last year.
 - Welfare-to-Work: 7,676 participants, up 33.50% from last year.
- **CMS:** 20 CMS recipients, down 47.37% from last year.
- **General Relief:** 5,132 recipients, up 51.30% from last year.
- **Medi-Cal:** 771,292 recipients, up 6.63% from last year.
 - 287,796 child recipients (0-18), up 3.30% from last year.

Program	Cases	Recipients	% Change in Recipients Previous Month Previous Year		Unduplicated Number of Recipients (June 2019-June 2020)
CalFresh	195,842	351,402	4.17%	36.55%	435,912
CalWORKs	17,602	44,560	1.67%	2.84%	61,919
CMS	20	20	-20.00%	-47.37%	130
General Relief	5,108	5,132	2.46%	51.30%	10,701
Medi-Cal	414,241	771,292	1.62%	6.63%	916,250
TOTAL	632,813	1,172,406	7.07%	14.11%	994,984

*Recipients include 254,318 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	June 2020	FYTD
CalFresh	15,724	192,674
CalWORKs	1,341	26,375
CMS	167	4,985
General Relief	1,642	23,715
Medi-Cal	13,553	183,788
Total	32,427	431,537

Renewals Generated		
Program	June 2020	FYTD
CalFresh	6,344	75,141
CalWORKs	1,497	16,996
CMS	9	144
General Relief	360	1,981
Medi-Cal	29,781	418,948
Total	37,991	513,210

Periodic Reports Generated		
Program	June 2020	FYTD
CalFresh	14,515	154,882
CalWORKs	818	10,646
General Relief	2,609	25,223
Medi-Cal	20	331
Total	17,962	191,082

Documents Imaged	
June 2020	FYTD
378,769	5,746,341

Tasks Created	
June 2020	FYTD
356,799	4,505,115

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	June 2019	June 2020	Change	FYTD
Total Calls	110,791	162,171	51,380	1,635,215
Abandoned	10,742	2,754	-7,988	92,724
Average Wait Time	12:58	1:18	-11.40	6:18

Community Based Organization (CBO)				
Month	June 2019	June 2020	Change	FYTD
Total Calls	5,890	5,255	-635	75,761
Abandoned	689	60	-629	4,218
Average Wait Time	8:34	1:23	-3:28	4:50

Emails Received	
June 2020	FYTD
4,666	62,866

FAMILY RESOURCE CENTER VISITS

Month	June 2019	June 2020	Change	FYTD
Total Tickets Issued	87,771	30,439	-188%	779,648
Average Wait Time (min.)	17.21	(*)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for June 2020

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 14 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 97.13%
- Annual Renewal Timeliness = 99.97%

CalWORKs

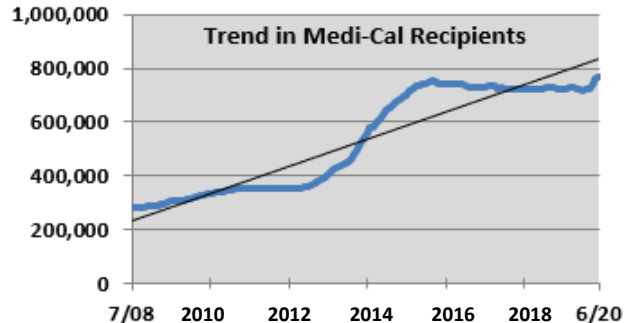
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 97.36%
- Annual Renewal Timeliness = 99.74%

Medi-Cal

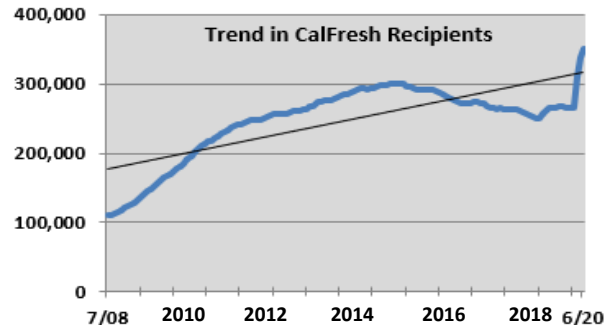
- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 23 Days
- Annual Renewal Timeliness = 100%

Program Recipients Trend

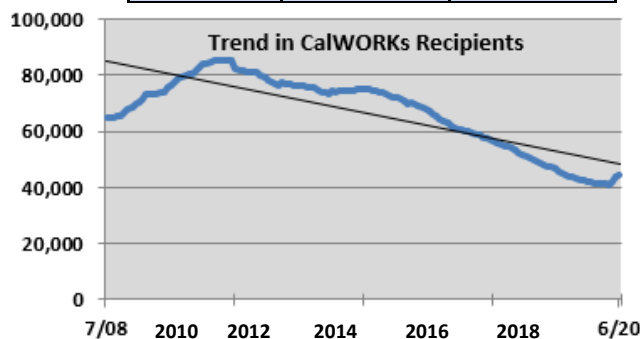
Medi-Cal Recipients		
FY Jul 08	FY Jun 20	175%
280,874	771,292	Increase



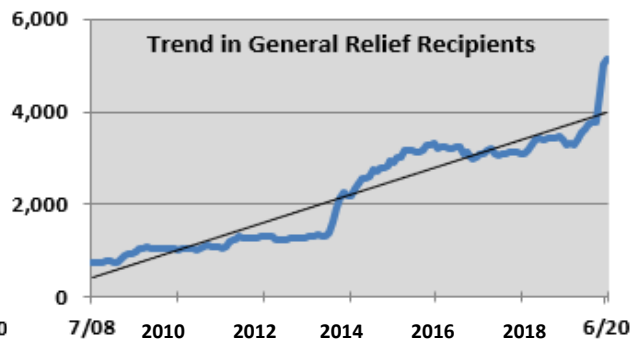
CalFresh Recipients		
FY Jul 08	FY Jun 20	220%
109,804	351,402	Increase



CalWORKs Recipients		
FY Jul 08	FY Jun 20	-31%
64,711	44,560	Decrease



General Relief Recipients		
FY Jul 08	FY Jun 20	601%
732	5,132	Increase

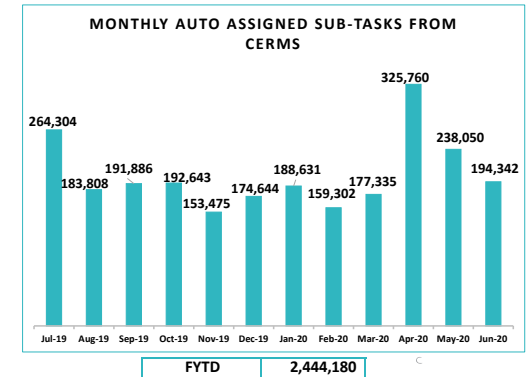
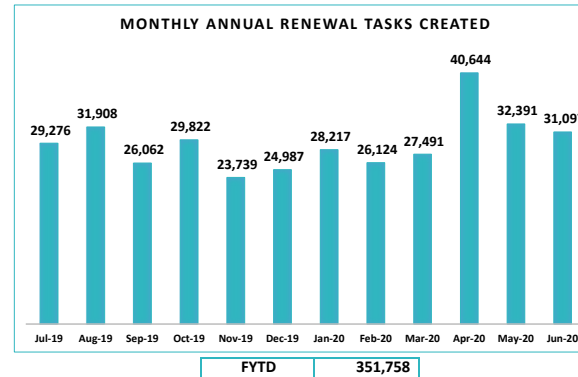
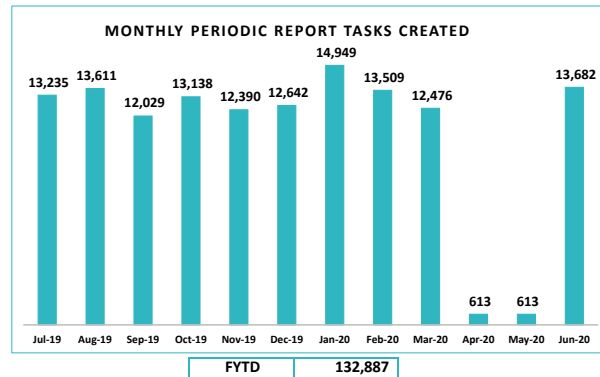
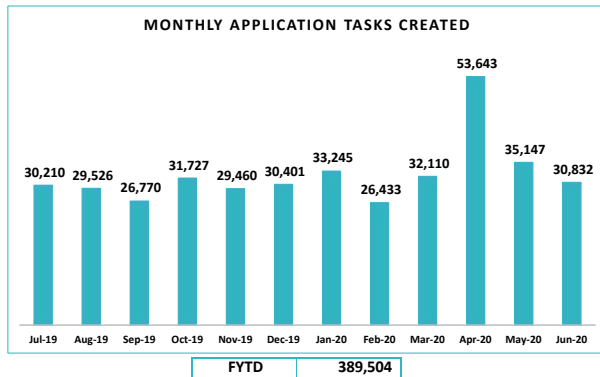
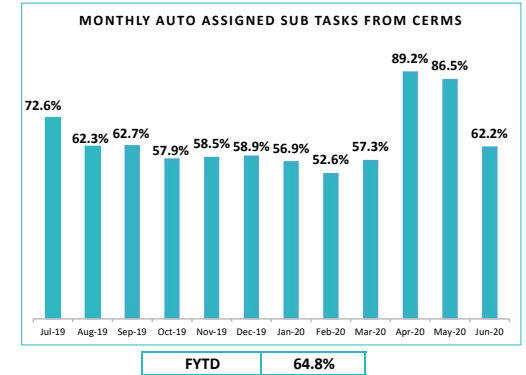
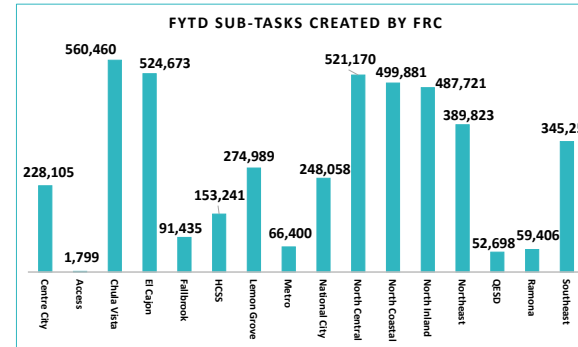
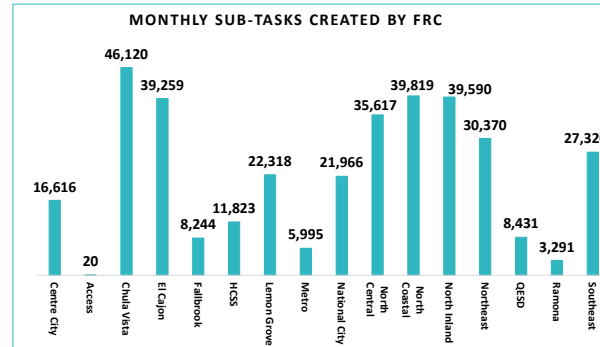
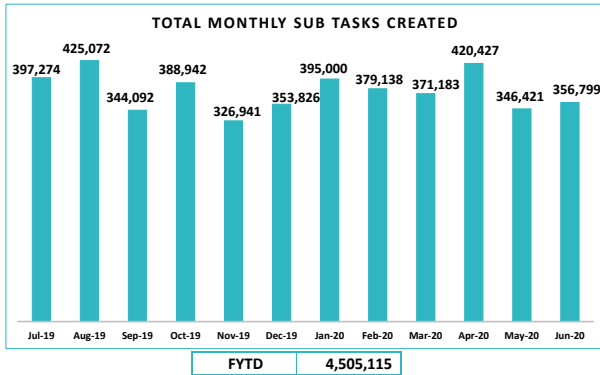


Monthly Eligibility Performance Dashboard (FY 19/20)

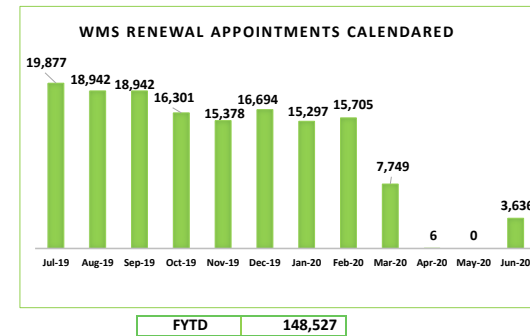
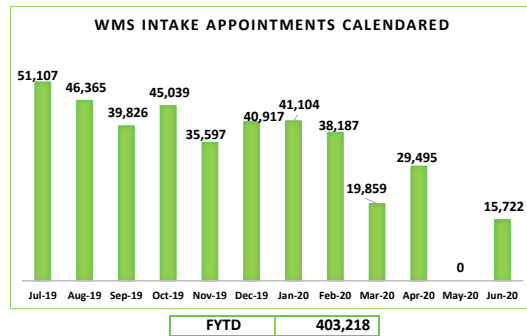
San Diego County

Data Month : June 2020

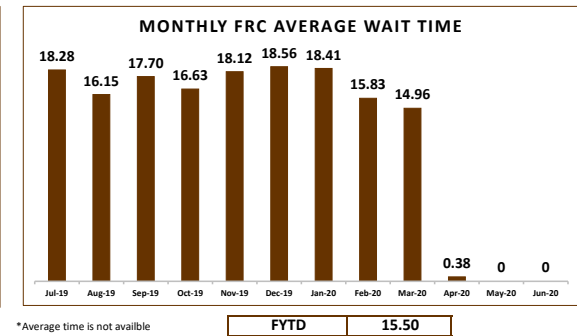
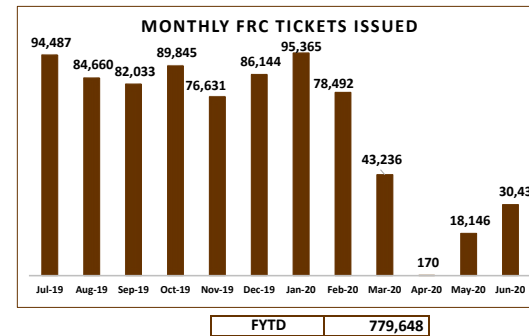
Work Management System (WMS) Subtasks Created



MONTHLY WMS CALENDARED APPOINTMENTS



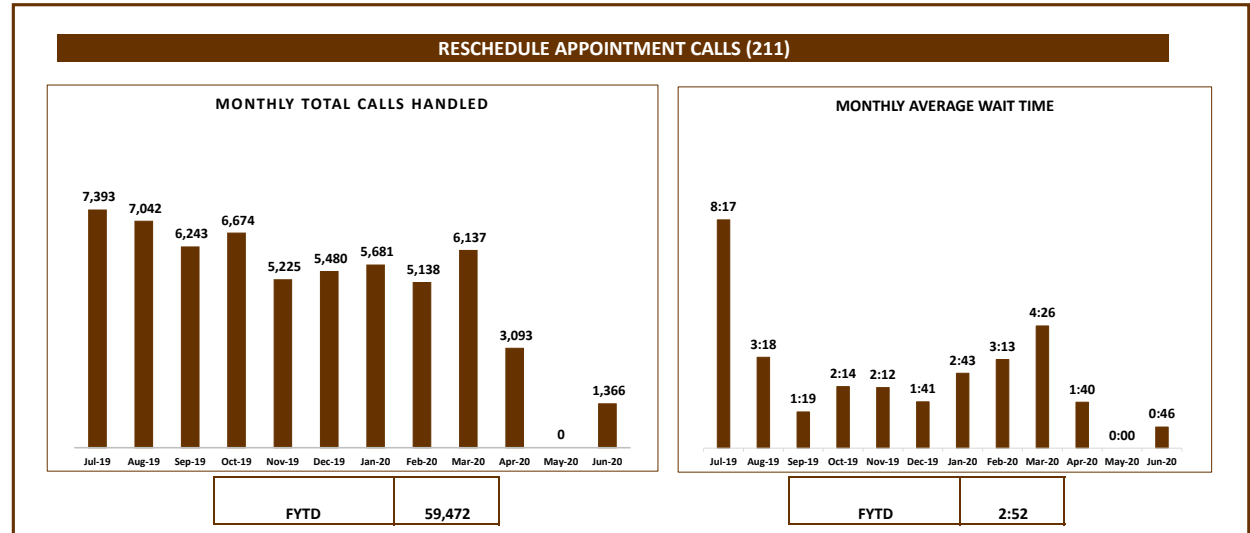
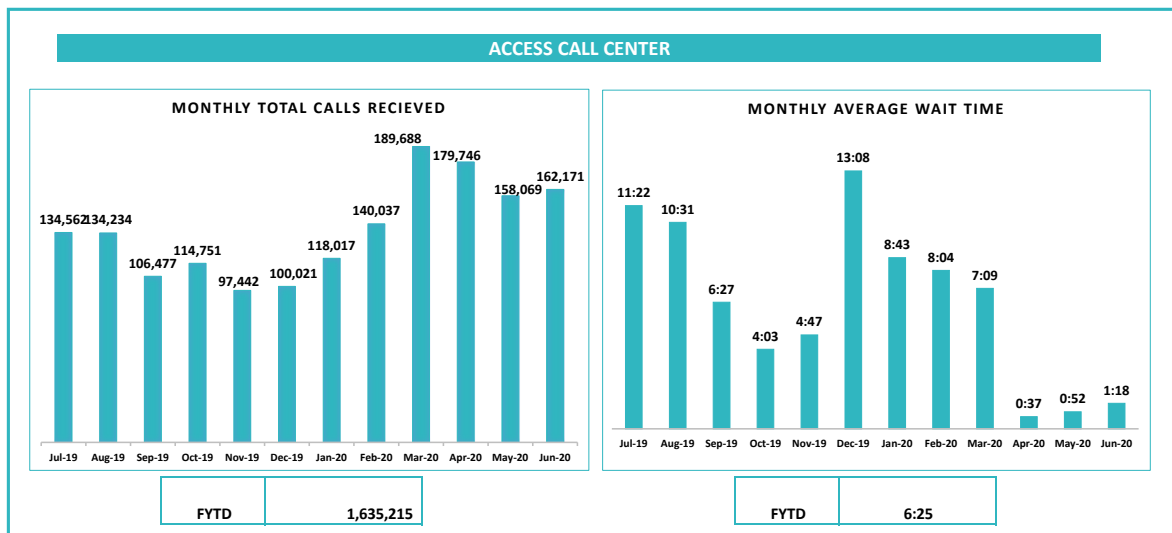
LOBBY MANAGEMENT



CASE PROCESSING PERFORMANCE (CALWIN)



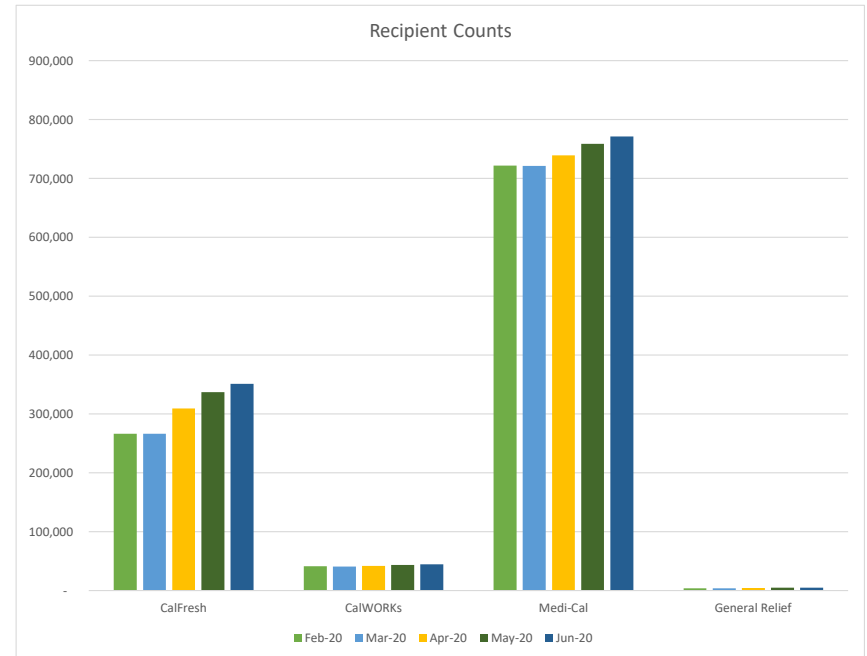
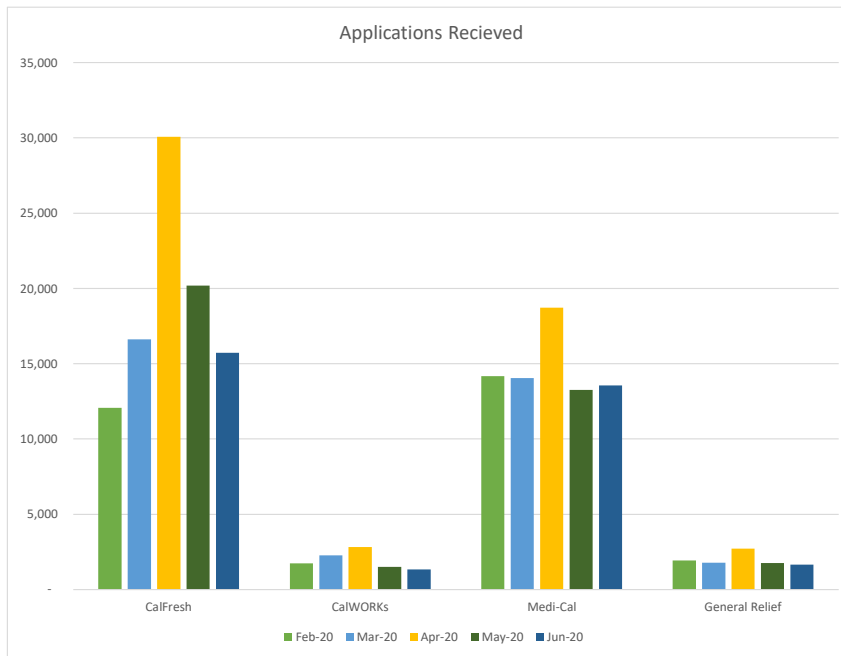
ACCESS CALL CENTER



Application and Recipient Counts Increase, COVID-19

Applications Received						Total Difference from Feb. 2020	% Increase from Feb. 2020
	Feb-20	Mar-20	Apr-20	May-20	Jun-20		
CalFresh	12,078	16,613	30,079	20,198	15,724	3,646	30.2%
CalWORKs	1,732	2,262	2,811	1,505	1,341	(391)	-22.6%
Medi-Cal	14,179	14,047	18,716	13,256	13,553	(626)	-4.4%
General Relief	1,920	1,790	2,725	1,750	1,642	(278)	-14.5%
Total	29,909	34,712	54,331	36,709	32,260	2,351	7.9%

Recipient Counts						Total Increase from Feb. 2020	% Increase from Feb. 2020
	Feb-20	Mar-20	Apr-20	May-20	Jun-20		
CalFresh	266,261	266,495	309,284	337,320	351,402	85,141	32.0%
CalWORKs	41,350	40,889	42,076	43,828	44,560	3,210	7.8%
Medi-Cal	721,607	721,315	739,252	758,982	771,292	49,685	6.9%
General Relief	3,778	3,765	4,396	5,009	5,132	1,354	35.8%
Total	1,032,996	1,032,464	1,095,008	1,145,139	1,172,386	139,390	13.5%



7/6/2020

ELIGIBILITY OPERATIONS



TELEWORK PERFORMANCE SUMMARY JUNE 2020

Staff Telework

- Feb 2020 – 30
- June 2020 – 1773
 - Permanent Telework - 101

Daily Attendance

- Feb 2020 – 85% of Staff Attendance
- June 2020 – 91% of Staff Attendance
- 9% Improvement in attendance

Access Call Center

- Feb 2020 – 140,000
- June 2020 – 162,000
- 16% increase in calls received

Access Average Speed of Answer

- Feb 2020 – 8 Minutes
- June 2020 – 1 Minute 18 Seconds
- 84% improvement in Average Speed of Answer

Access Calls Abandoned

- Feb 2020 – 13,430
- June 2020 – 2,754
- 80% Decrease in Abandoned Calls

Applications Received

- Feb 2020 – 30,310
- June 2020 – 32,427
- Total Apps Feb – June: 189,132

Applications Processed

- Feb 2020 – 43,000
- June 2020 – 46,000
- All applications processed timely

Increase in Total Recipients

- Feb 2020 – June 2020 : 139,390
- 13.5% increase in total recipients

Benefits Issued Feb 2020 – June 2020:

- All Programs: \$303,851,297
- CalFresh: \$234,711,766
- Performance
 - CalFresh Accuracy Rate – 95.6%
- Customer Service Satisfaction Rate : 81%

