

**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/82085869864>**

**June 11, 2025
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 May 14, 2025 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 |
|-------------|---|

PRESENTATIONS/DISCUSSION ITEMS

- | | |
|---------------|---|
| 9:40 – 9:50 | 4. Discussion Item: SSAB Member Sharing, Comments, and Topics of Interest: All Social Services Advisory Board Members |
| 9:50 – 10:30 | 5. Presentation Item: Overview of Aging & Independence Services: Allison Boyer, Assistant Director, Aging & Independence Services, Health and Human Services Agency (HHSA) |
| 10:30 – 11:10 | 6. Information Item: Review of Forecast of Federal Legislation, Budget, and Proposed Rule Changes: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA) |
| 11:10 – 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 July 9, 2025 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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North Central Live Well Center
5055 Ruffin Road, 2nd Floor Conference Room, San Diego CA 92123
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**SSAB Meeting Minutes
May 14, 2025**

Members Present

Vino Pajanor
Jan Spencley
Robin Maxson
Lori Brown
Rachel Morineau
Andrea Gonzalez
Daniela Murphy

Members Absent

Phil Thalheimer
Greg Anglea
Dana Toppel

Staff Present

Alberto Banuelos, HHSA
Assmaa Elayyat, HHSA
Adriana Ramirez, HHSA
Jeannie Hufford, HHSA
Brenda Vargas-Ramirez
Janelle Jones-Phillips, HHSA
Yenissa Salgado, HHSA
Alberto Garcia, HHSA
Claudia Gurrola, HHSA
Eric Rubio, HHSA
Bianca Graciano, HHSA
Ismael Lopez, HHSA
Patty Baker, HHSA
David Sagaz, HHSA
Ricardo Hernandez, HHSA

Guests

Lindsey Wade, Hospital Assoc. of SD & Imperial Counties
Jack Dailey, Legal Aid Society of San Diego
Tina Bae, Legal Aid Society of San Diego
Adrian Carstens, 2-1-1 San Diego
Jessica Peter, 2-1-1 San Diego
Anae Evangelista, San Diego Hunger Coalition
Richard Rushton, Vista Hill
Lucas Robinson, SD Union Tribune
Kimberly Smith, HHSA Staff
Hassan Abdirahman, Somali Family Service
Smith Sirisakorn, United Domestic Workers of America
Jenny Doig

1. Meeting called to order at 9:33 by Chair, Vino Pajanor
2. The March 12, 2025 meeting minutes were approved, with 5 Members present voting yes and 1 abstention.
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:** 25/26 Proposed Operational Plan Budget Presentation: Maryneesa Moraleja, Assistant Group Finance Director, Financial & Support Services Division, Health and Human Services Agency (HHSA). Ms. Moraleja provided economic updates on the unemployment rate, inflation, and statewide sales tax. She also discussed the State and Federal budgets, noting that the proposed HHSA budget includes over \$1 billion in federal revenue. Ms. Moraleja reported that the County Budget Outlook for FY 2025–2027 will prioritize core services and programs while addressing regional needs amid ongoing uncertainty. She stated that the FY 2025–2026 CAO Recommended Budget will total \$3.5 billion, with a net reduction of 168 full-time equivalent (FTE) positions. Additionally, she shared information on upcoming County budget events.
6. **Information Item:** Review of Forecast of Federal Legislation and Proposed Rule Changes: Assmaa Elayyat, Deputy Director, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat shared several signed advocacy letters from Matthew Parr, Director of the Office of Economic Development and Government Affairs; Rick Wanne, Director of Self-Sufficiency Services; and Vito Pajanor, Chair of the Social Services Advisory Board. She also presented a memo outlining key federal actions on Health and Human Services, Immigration, and Housing that impact counties, in connection with a letter Mr. Parr sent to Representative Juan Vargas. The Members voted unanimously to form an Ad Hoc group—comprising Robin Maxson, Jan Spencley, and Rachel Morineau—with County staff assistance, to draft a letter to the Board of Supervisors prior to the June 9th Budget Hearing.

There was a public comment by Smith Sirisakorn, Political Coordinator for the United Domestic Workers of America (UDW). Mr. Sirisakorn expressed that he opposes proposed work requirements and cuts to Self-Sufficiency Services, citing the strain on IHSS providers and recipients. He shared a personal caregiving experience, noted ongoing provider shortages, and emphasized coalition efforts to protect Medicaid. He also expressed the urge for the Board to consider the broader economic impacts and maintain service accessibility.

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). The scheduled presentation was postponed due to time constraints. However, Ms. Gurrola highlighted that May is CalFresh Awareness Month, during which the County and its community partners host various events offering in-person assistance to customers.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:31 a.m. Next regular meeting will be held on June 11, 2025 at 5055 Ruffin Road, 2nd Floor Conference Room, San Diego, CA 92123.

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

All Social Services Advisory Board Members



ITEM #5: OVERVIEW OF AGING & INDEPENDENCE SERVICES

Allison Boyer, Assistant Director, Aging & Independence Services

Health and Human Services Agency (HHSA)





LIVE WELL
SAN DIEGO



AGING & INDEPENDENCE SERVICES

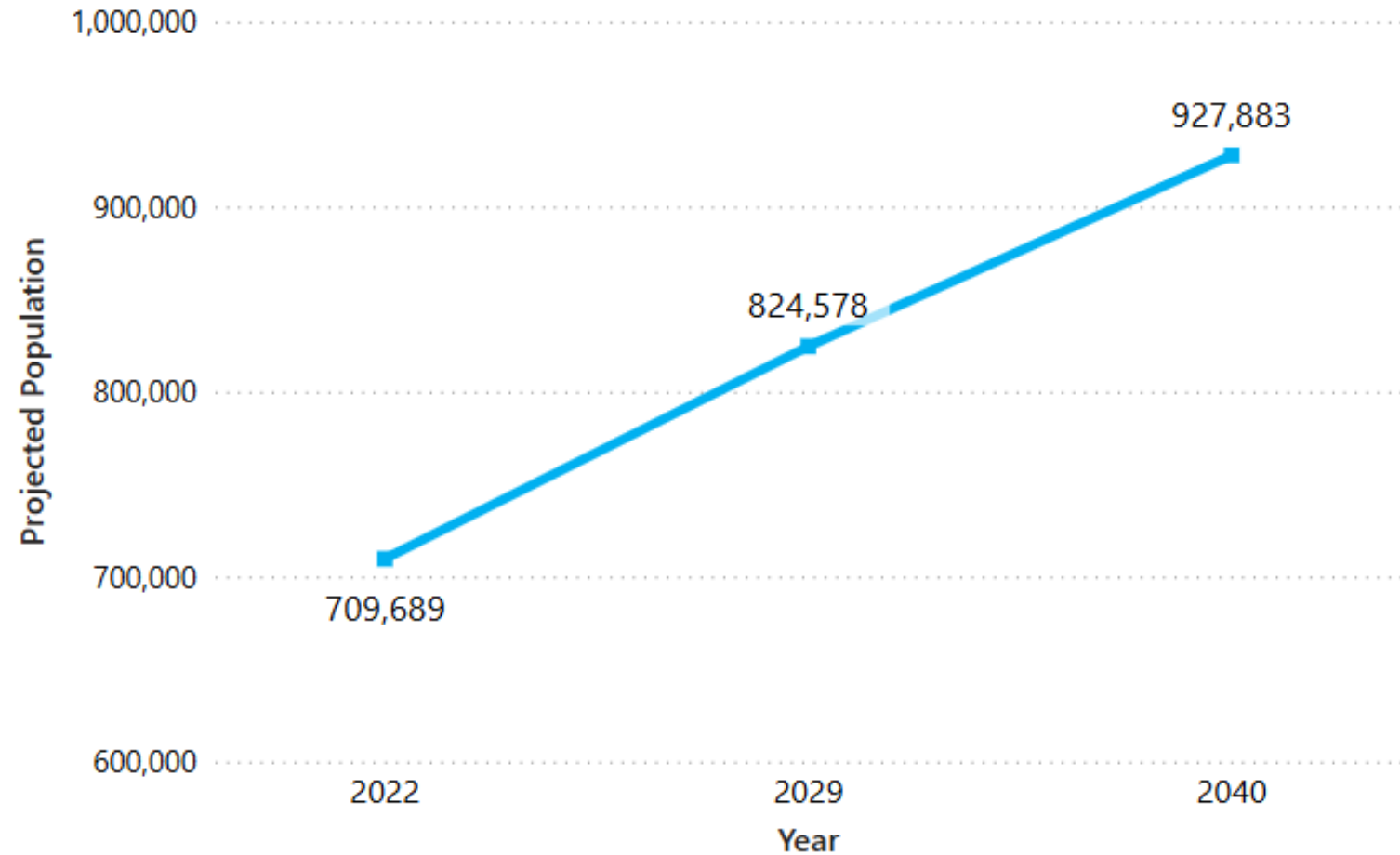




Older Adult Population Projections (60+ Years)

Projected Population of Older Adults Aged 60+

San Diego County, 2022-2040

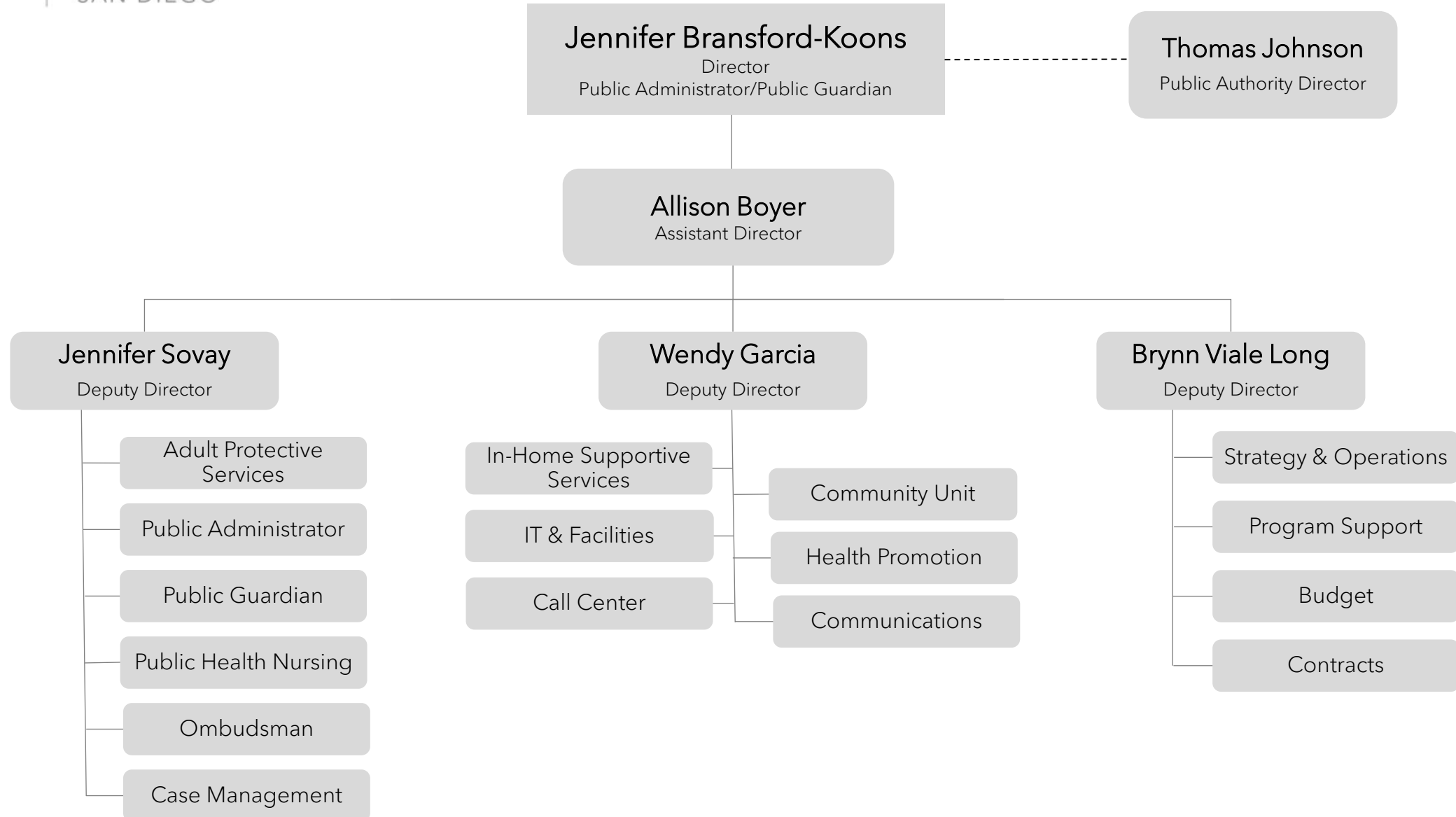


Source: SANDAG, Open Data Portal, Series 15 Regional Forecast - San Diego County (July 2024).

Prepared by: County of San Diego Health and Human Services Agency, Aging & Independence Services, 2025.



Aging & Independence Services





AGING & INDEPENDENCE SERVICES

Public Authority

Independence

Dependence

Volunteer

Health Promotion

**Outreach and
Education**

Congregate Dining

**Home-Delivered
Meals**

**Case
Management**

**Caregiver
Support**

**In-Home
Supportive
Services**

**Adult Protective
Services**

Ombudsman

**Public
Administrator**

Public Guardian

**Call Center
1-800-339-4661**

Accessing Services and Information



AIS Call Center: Gateway to information about AIS and community services and supports for disabled and older adults.

- The place to start for information and assistance
- Intake for AIS programs
- Referral to community services
- 24-hour reporting line for abuse

1-800-339-4661

Health and Community Engagement



- Fitness (Feeling Fit Club, Tai Chi)
- Fall Prevention
- Dementia Initiatives
- Caregiver Support
- Retired and Senior Volunteer Program (RSVP)
- Outreach and Education
- AIS Bulletin
- Website: **aging.sandiegocounty.gov**



CalFresh Expansion





Older Californians Nutrition Program

- Congregate meal sites
- Home-delivered meals
- Take-Home meals
- Total served = over 1.5 million meals annually

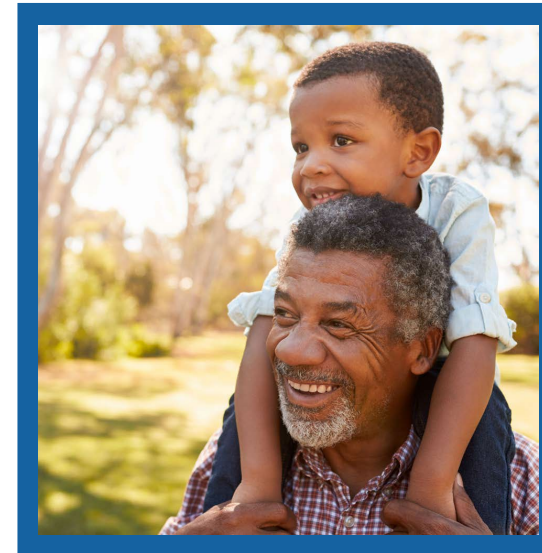


Creative Programming in Campo

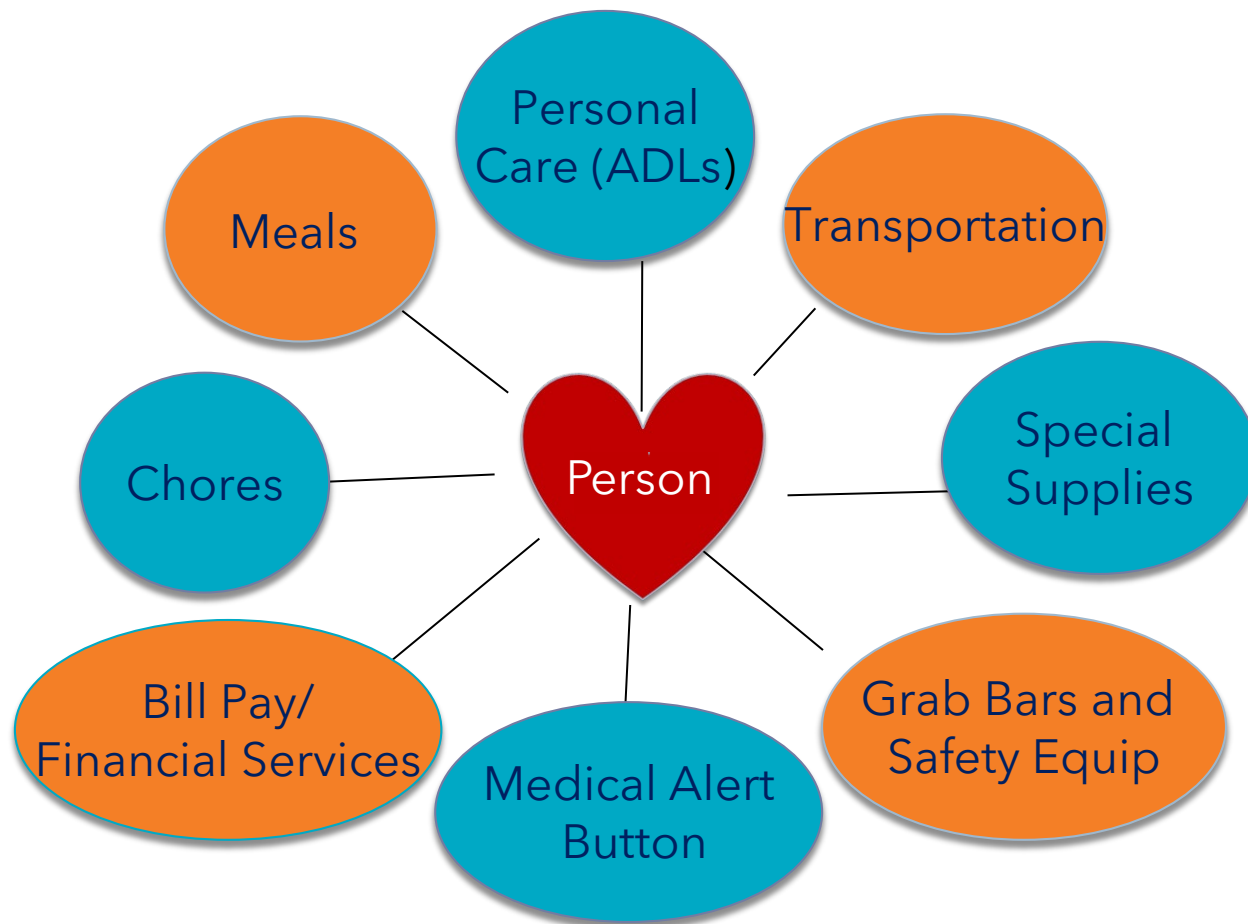


Family Caregiver Support

- Caregiver Counseling, Education, Support
- Respite and support for Kinship Family Caregivers
- Minor Home Repair
- Elder Law & Advocacy
- Caregiver Coalition of San Diego & Caregiver Handbooks



Care Coordination



Programs

- Linkages (18-64 years of age)
- Multi-Purpose Senior Services Program (MSSP) (60 years of age (Medi-Medi))
- Senior Options, Advocacy, & Referrals (SOAR) (60 years of age)
- San Diego Veterans Independence Services at any Age (SD-VISA) (Veterans)



In-Home Supportive Services (IHSS)

- Paid caregivers (family/friend or caregiver from registry) assist recipient with personal care and activities of daily living.
- Approximately 47,000 recipients.
- Enables eligible recipients to remain safely in their own home and avoid nursing home placement.
- Participants in the program must be Medi-Cal eligible.
- Services include housekeeping, shopping, laundry, personal care, and accompaniment to medical appointments.





Adult Protective Services

- Serves adults 60 and older and dependent adults 18 and older, who are harmed, or threatened with harm.
- Investigates elder and dependent adult abuse; provides resources; collaborates with Law Enforcement, DA, when appropriate.
- Voluntary





Programs to Protect Vulnerable Residents

Public Administrator

- Protects and manages the estates of decedents without a will or without an appropriate person willing or able to act as estate administrators.

Public Guardian

- Serves as the legally appointed guardian or conservator for persons unable to care for themselves or their assets.

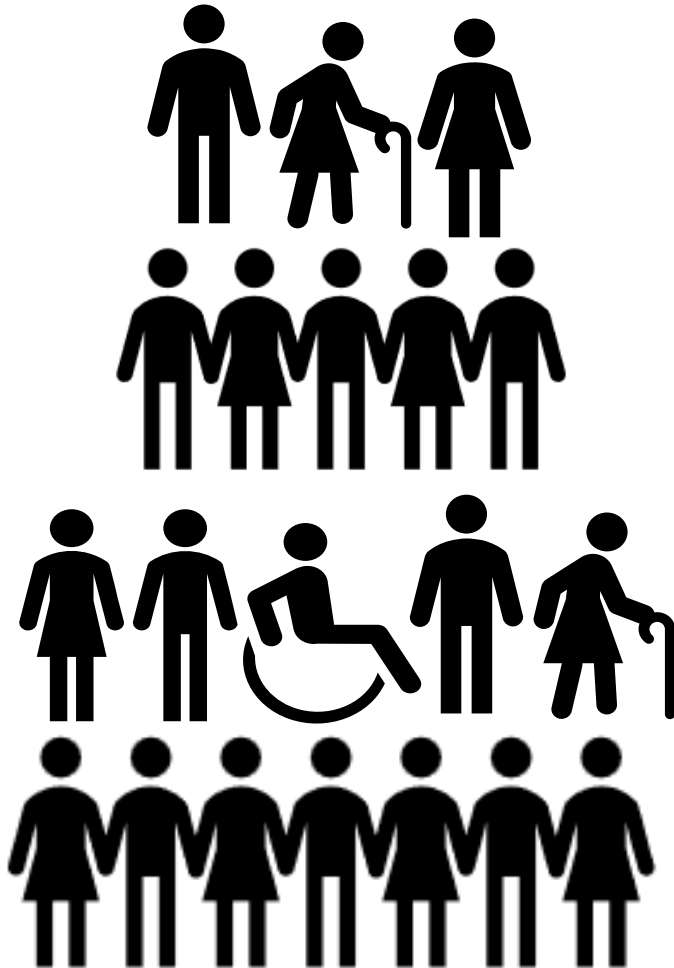
Long-Term Care Ombudsman

- Advocates for residents of nursing and assisted living facilities.



AIS Advisory Council

20 Members Selected by the Council

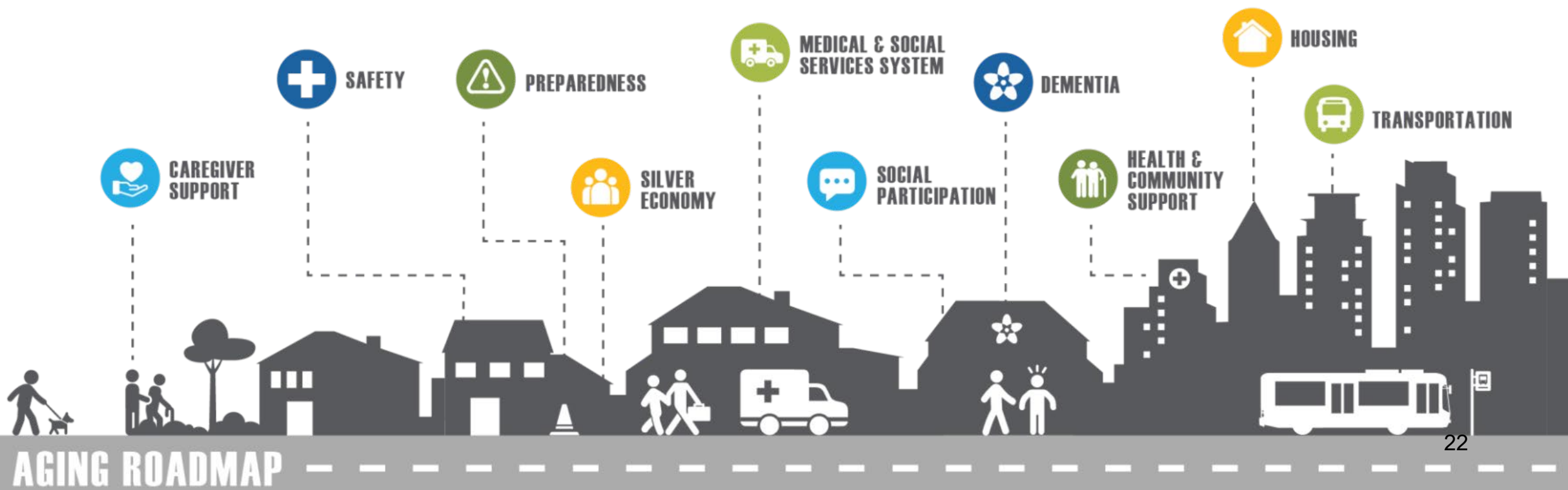


10 Members Selected by the Board



Aging Roadmap

The goal of the Aging Roadmap is to create supportive and inclusive communities where people of all ages and abilities have an equitable opportunity to thrive.



Community Engagement

- Engagement/ assessing needs and priorities
- Program implementation and outreach





Contact Us

Allison Boyer, MPA, Assistant Director
Aging & Independence Services
County of San Diego Health and Human Services Agency
Allison.Boyer@sdcounty.ca.gov
(858) 495-5421
AIS Call Center: 1-800-339-4661



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

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





County of San Diego

KIMBERLY GIARDINA, DSW, MSW
DEPUTY CHIEF ADMINISTRATIVE OFFICER

HEALTH AND HUMAN SERVICES AGENCY
SELF-SUFFICIENCY SERVICES
1255 IMPERIAL AVENUE, MAIL STOP W-414
SAN DIEGO, CA 92101-7404
(619) 338-2932 • FAX (619) 338-2972

RICK WANNE, MA, MFT
DIRECTOR, SELF-SUFFICIENCY SERVICES

May 30, 2025

To: Matthew Parr, Director
Office of Economic Development and Government Affairs

From: Rick Wanne, Director
Self-Sufficiency Services

SOCIAL SERVICES ADVISORY BOARD (SSAB) ADVOCACY LETTER

The Social Services Advisory Board (SSAB) met on May 14, 2025, and discussed the importance of proactive budget advocacy for the 2025/2026 Fiscal Year (FY) and County Operational Plan to preserve and maintain staffing and service levels for Public Assistance programs.

The SSAB voted to take action on the same day, to advocate with the Board of Supervisors to maintain the current staffing levels for Self-Sufficiency Services.

I have reviewed and support the attached advocacy letter for the Office of Economic Development and Government Affairs' review and consideration.

Respectfully,

A handwritten signature in blue ink, appearing to read "Rick Wanne".

RICK WANNE,
Director, Self-Sufficiency Services

cc: Kimberly Giardina, DSW, MSW, Deputy Chief Administrative Officer
Health and Human Services Agency



County of San Diego

SOCIAL SERVICES ADVISORY BOARD

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

May 28, 2025

Supervisor Terra Lawson-Remer, Vice Chair
County Board of Supervisors
1600 Pacific Highway
San Diego, CA 92101

Dear Vice Chair Lawson-Remer,

I am writing to you on behalf of the Social Services Advisory Board (SSAB). The Social Services Advisory Board (SSAB) requests that the Board reject proposed staffing reductions (104 FTE) to Self-Sufficiency Services (SSS) in the FY 2025-2026 budget.

Self-Sufficiency Services is the access point for all critical Public Assistance programs and the services they support in the region. Reducing staffing at a time when we anticipate additional eligibility rules and barriers to be imposed by both State and Federal governments will cause significant harm to both beneficiaries and those that serve them.

Even with no cuts, Self-Sufficiency Services will be expected to make more frequent and extensive eligibility determinations for all programs:

- The remaining State and Federal eligibility Covid flexibilities are already slated to expire in June 2025 adding additional eligibility verification requirements
- The Federal government is seeking to make brutal cuts to Medicaid (Medi-Cal), many of which require additional eligibility tests; it is assumed that some, if not all, of these new rules will make it through the process
- The State is seeking to return to eligibility rules that make the application and renewal process more arduous for beneficiaries and eligibility workers (e.g., asset tests, mid-year renewals, shortened "cure" time frames, etc)
- We are already seeing the signs that unemployment will be rising as large employers announce sizable layoffs which, in turn, will result in a greater demand for public program assistance

Delays in eligibility processes will place barriers on the path to health care, food assistance, cash assistance and housing assistance to a third of all San Diegans; many eligible individuals will not be able to overcome these barriers without help:

- Already beleaguered health care providers and services, including those provided by the County of San Diego, rely on Self-Sufficiency Services to provide efficient, supportive, and timely eligibility processing so that they, in turn, may provide timely and continuous care to the most vulnerable in our region

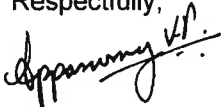
- A growing population of residents with food insecurities rely on CalFresh to help meet their most fundamental need for food; we need only look to the increase in applications and enrollment to see that these needs are great and the County holds the key to the refrigerator

Medi-Cal represents over \$13 billion in spending, comprised of State and Federal dollars, and \$23.3 billion in economic impact to San Diego County, supporting not just providers, but all of the vendors that support them. CalFresh provides over \$900 million annually in spending and over \$1.3 billion annually in economic impact to San Diego.

Reducing Self-Sufficiency Services resources that provide the gateway to Public Assistance programs knowing that the needs are growing seems unwise and unkind. Cutting eligibility staff now is like laying off half the firefighters just before wildfire season. We know the disaster is coming, we need to be building up capacity, not dismantling it.

We ask that the Board reject these cuts to Self-Sufficiency Services; thereby avoiding inevitable and devastating impacts to individuals, providers and services in the region.

Respectfully,



Vino Pajanor
Chair, Social Services Advisory Board

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

Federal Funding

Congressional House Resolution (H.R.) 1 – One Big Beautiful Bill

- The House of Representatives passed HR 1 known as “One Big Beautiful Bill” on May 22, 2025
- The bill is now with the Senate for review
- To pass this measure via the budget reconciliation process, it needs to be finalized by July 4, 2025
 - Both the House of Representatives and Senate must agree on the same items to pass the bill
- If not passed, the annual appropriations process will be used



Federal Funding

Funding Cuts and Programmatic Changes Proposed in H.R. 1

- Medicaid \$600 billion in cuts over 10 years
 - Federal match reduction for Affordable Care Act population from 90% to 50%
 - Work requirements adults aged 19 – 64
 - Mid-year status report
 - Co-pays for individuals over 100% FPL
 - Elimination of MCO Tax
- SNAP \$230 billion in cuts over 10 years
 - Work requirement age raised from 24 to 64
 - Cost shift to states
 - At least 5% state share in benefits (up to 25% based on Quality Control error rate)
 - 50% administrative federal funding cut to 25%



State Funding

May Revise Released on May 14

- Proposed Medi-Cal cuts:
 - Freezing enrollment for adults aged 19+ with unsatisfactory immigration status
 - \$100 monthly premiums for those 19+ who are grandfathered in
 - Eliminating dental benefits for adults aged 19+ with unsatisfactory immigration status
 - Reinstating Medi-Cal asset test limits for seniors and disabled



State Funding

May Revise Released on May 14

- Proposed CalWORKs changes:
 - Streamlining the CalWORKs program
 - Would add flexibility to Welfare to Work plans and activities for customers, does not appear to have a negative impact
- Proposed CalFresh cuts:
 - California Food Assistance Program (CFAP) expansion paused



LIVE WELL
SAN DIEGO

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

*Claudia Gurrola, Chief, Self-Sufficiency Services
Health and Human Services Agency (HHSA)*



Electronic Benefit Transfer (EBT)

New chip-tap card updates

- The California Department of Social Services (CDSS) along with California's EBT vendor Fidelity Information Services (FIS) continues the mailing of new EBT chip-tap cards
- New cards must be activated within 180 days
- Communication efforts include:
 - Informational flyers and videos posted on the Calfresh website
 - Press release on the County News Network
 - Ongoing text campaigns coordinated by CDSS encouraging customers to activate the new cards



Electronic Benefit Transfer (EBT)

EBT Personal Identification Number (PIN) Reset Pilot

- The California Department of Social Services (CDSS) two-month pilot program launched in February 2025 to mitigate EBT fraud and theft has been **extended to run through June 30th, 2025**. The program reset the PINs for EBT cards identified as compromised prior to the benefit issuance date
- The morning of the PIN resets, CDSS coordinated a text message to the affected cardholders notifying them that their EBT card has been compromised and the need to select a new PIN. Cardholders were able to reset their PIN by using ebtEDGE application or online portal, calling EBT Customer Service (877) 328-9677 or visiting the nearest Family Resource Center (FRC)
- Outcomes of this pilot will determine the continuous implementation of this effort



CalFresh Overview

Program Updates

- Update on the following waivers granted by the Food and Nutrition Services (FNS):
 - Able Bodied Adults Without Dependents
 - 2-year approval rescinded and shortened to a 1-year approval effective February 1, 2025 through **January 31, 2026**
 - Reinstatement waiver extended from July 1, 2022 through June 30, 2027



Medi-Cal Overview

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

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



LIVE WELL
SAN DIEGO

Medi-Cal Overview

PHE Unwinding Waivers Ending Effective June 30, 2025

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



Medi-Cal Overview

PHE Unwinding Waivers Ending Effective June 30, 2025

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



MONTHLY UPDATES



Self-Sufficiency Services Legislative Tracking Log					
<div><div>Legend</div><div>Approved/Chaptered</div><div>Advocacy Support</div><div>Support</div><div>Support, if Amended or Watch</div></div>		Revised: 06/01/2025			
Bill Number and Name	Date Introduced	Description	Affected Programs	Support/Oppose/Watch/Concerns	Status
AB 320 Public Social Services: Eligibility Income Exclusions	1/24/2025	Current law allows students who serve on school boards to receive school credit or specified payments for their service. This bill would require that those payments be exempt from property or income consideration in means tested programs, including but not limited to CalWORKs, CalFresh, General Relief, Medi-Cal, and Cash Assistance for Immigrants (CAPI).	All Programs	Support	05/21/2025: Active Bill - In Committee Process. Referred to Committees. On Humas Services and Education.
AB 553 CalFresh: Food Access	2/14/2025	The bill would mandate the California Department of Social Services (CDSS) to maximize food options for CalFresh households. Maximizing food options would include allowing all CalFresh recipients the ability to purchase hot foods or hot food products ready for immediate consumption with CalFresh benefits.	CalFresh	Support	05/07/2025: Active Bill - In Committee Process. Referred to Committee on Human Services.
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.
AB 607: CalWORKs Home Visit Program	2/13/2025	This bill would extend the time in the Home Visiting Program to at least 24 months, not to exceed the duration of the applicable home visiting program model, and would extend the maximum age of the child at the time of enrollment to less than 36 months of age. This bill would benefit applicants/recipients as eligibility to Home Visiting services would be extended. his bill would introduce changes to existing county policies. Guidance would need to be provided to staff.	CalWORKs	Support	05/27/2025: Active Bill - In Floor Process. Read second time. Ordered to third reading.
AB 1074: CalWORKs Family Reunification - Immunization	2/20/2025	This bill would extend the time frames for families enrolled in Family Reunification services and would allow cash benefits be paid for a longer period of time. In addition it adds language that the cash benefits would be allowed for the child(ren) who have been removed from the home even if other children remain in the home. Both would be extremely beneficial to families who are working towards reunifying their families. The bill would also remove the immunization penalty which would benefit CalWORKs recipients with children under the age of 6 who choose not to immunize their children as they would no longer incur a reduction in their grant amount.	CalWORKs	support	05/27/2025: Active Bill - In Floor Process. Read second time. Ordered to third reading.
AB 42 CalWORKs and CalFresh: Eligibility Income and Resource Exclusions	2/3/2025	This bill would exempt any grant, award, scholarship, loan, or fellowship benefit that is provided to any assistance unit member for educational purposes and that is not administered by the United States Department of Education from consideration as income for purposes of determining CalWORKs and CalFresh eligibility or grant amounts, and would also exempt those funds as resources for purposes of determining CalWORKs eligibility or grant amounts. The bill would also require, to the extent permitted by federal law or regulation, the State Department of Social Services to exercise a federal option to exclude, for purposes of calculating a household's income under CalFresh, any type of income that the department excludes when determining eligibility or benefits for CalWORKs.	CalWORKs and CalFresh	Support	05/27/2025: Active Bill - In Floor Process. Read second time. Ordered to third reading.
AB 1324: CalWORKs	2/21/2025	The bill provisions would help streamline and simplify the process for applicants/recipients, by having less eligibility criteria to evaluate. Customers would benefit from the below provisions of this bill as they all could potentially increase access to CalWORKs benefits:• Exempting in-kind gift income or income paid to a noncustodial parent• Not incurring a reduction in grant due to elimination the exclusion of strikers from the assistance unit, and• Eliminating the requirement that a parent work less than 100 hours in the preceding 4 weeks (of application).The bill will benefit the customers by ensuring all Employment Services hours of participation are being accounted for, leading to self-sufficiency. In addition, it would standardize participation hour calculations for customers participating in Employment Services activities. This bill would benefit customers who are participating in Expanded Subsidized Employment (ESE) by requiring counties to add to their existing ESE services plan the following:• Prioritize ESE placements with employers who have labor agreements and offer opportunities for participants to obtain skills and experience in their fields of interest;• Prevent ESE placements that supplant work that a public employee would be hired to do;• Prevent placement with employers who have a history of violating safety standards or labor laws. This bill would require counties to report in the CalWORKs Annual Summary the names of all ESE employers and the total amount of subsidized wages provided to each employer.	CalWORKs	Support	05/27/2025: Active Bill - In Floor Process. Read second time. Ordered to third reading.
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 79: Public social services: higher education	3/4/2025	The bill requires the State Department of Social Services (CDSS) to work with liaisons and basic needs staff from public institutions of higher education to develop a training on self-sufficiency services available to students. The training would focus on topics including student eligibility, local programs that increase employability, Medi-Cal, CalFresh, and CalWORKs policy updates in addition to other information related to the needs of college students. The training would be available to the liaisons and basic needs staff at the institutions of public higher education in addition to eligibility staff. It would also require a quarterly workgroup meeting with education and eligibility staff to share best practices, identify issues, and address any challenges faced by the stakeholders.	CalFresh, Medi-Cal and CalWORKs	Support	05/29/2025: Active Bill - Pending Referral. In Senate. Read first time To Com. On RLS. for assignment.

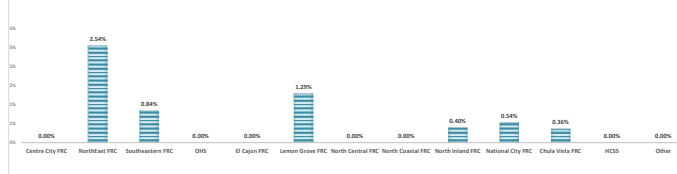
AB 363: Community Colleges: CalWORKs Recipients Education Program	3/20/2025	The bill would expand participation in the CalWORKs Recipients Education Program at California Community Colleges. Under this program, community college districts are required to provide educational and special services to CalWORKs 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 Medi-Cal 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 474: Tenancy: Nonprofit Home-Sharing Program: Income Tax Exclusion: Eligibility for Public Social Services (Now called: Housing Discrimination: Nonprofit home-sharing program: Eligibility for Public Social Services)	3/19/2025	This bill would exempt rental income received by a low-income person who rents bedroom(s) in their home or unit through a nonprofit home-sharing program from consideration as income or assets for the purposes of determining eligibility and benefit amounts for public social services. The bill also makes two changes to housing laws which do not impact our programs. The bill would benefit the specified customers as the provisions would allow for less income to be counted against them when determining CalWORKs, CalFresh, Medi-Cal, General Relief, Cash Assistance Program to Immigrants eligibility and grant amounts. As a result, the specified customers who would otherwise be ineligible, receive a lower benefit amount, or less beneficial program, would become and/or remain eligible to the above programs and associated supportive programs (or would not have a reduction in their benefits).	CalFresh, Medi-Cal, CalWORKs, General Relief	Support	05/27/2025: Active Bill - In Floor Process. Read second time. Ordered to third reading.
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	05/29/2025: Active Bill - Pending Referral. In Assembly. Read first time. Held at Desk.
AB 461 Truancy: CalWORKs School Attendance	3/24/2025	The bill would benefit customers as they would no longer incur a reduction in grant due to school attendance penalty if a child in the assistance unit who is age 16 or older is not attending school or participating in Employment Services. As a result, the specified customers who would otherwise be ineligible or receive a lower benefit amount, would become and/or remain eligible to CalWORKs and associated supportive programs. Current workload regarding CalWORKs school attendance may be reduced, depending on CDSS instructions regarding implementation of this bill. But they may include staff would have to inform families of how to enroll in school and screen for eligibility to Family Stabilization services. More customers would become and/or remain eligible to CalWORKs which could lead to additional caseloads for the county. This bill would introduce changes to existing county policies. Current policies/program material would need to be updated to implement the changes. Guidance/training would need to be provided to staff. 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	Support	05/27/2025: Active Bill - In Floor Process. Read second time. Ordered to third reading.
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). he 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 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. 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	05/27/2025: Active Bill - In Floor Process. Read Second time and amended.

AB 790: Housing and Homelessness Programs: Single Women with Children	3/28/2025	The bill would require qualifying state housing finance or homelessness programs to dedicate 10% of total available funds to provide housing and services for single women with children who are homeless or at risk of homelessness or who are currently experiencing, have previously experienced, are at substantial risk of experiencing, are fleeing, or are attempting to flee domestic violence, and do not have a safe and stable housing alternative. Current operation impacts are unknown, as they would depend on how the California Department of Social Services establishes the process/policy. However, no changes to current work processes or eligibility determination system anticipated. Current workforce/staffing impacts are unknown. It appears these impacts would be minor, if any.	CalWORKs	Support	05/27/2025: Active Bill - In Floor Process. Read second time. Ordered to third reading.
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.

May 2025 CalWORKS Churn Report

	Total CW App Received	Total CW App Received(%)	Initial App	Initial App(%)	Application Received benefits-previous 30 days	Application Received benefits-previous 30 days(%)	Application Received benefits-previous 60 days	Application Received benefits-previous 60 days(%)	Application Received benefits-previous 90 days	Application Received benefits-previous 90 days(%)	Application Received benefits-previous 120 days	Application Received benefits-previous 120 days(%)	Application Received benefits-previous over 120 days	Application Received benefits-previous over 120 days(%)
Centre City FRC	4	100.00%	2	50.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
NorthEast FRC	118	100.00%	85	72.88%	3	2.54%	1	0.85%	0	0.00%	0	0.00%	26	21.86%
Southwestern FRC	207	100.00%	150	72.46%	2	0.96%	5	2.41%	7	3.38%	1	0.48%	72	34.83%
QHS	0	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
El Capon FRC	252	100.00%	183	73.02%	0	0.00%	2	0.80%	2	0.80%	4	1.60%	69	27.38%
Lemon Grove FRC	155	100.00%	103	67.10%	2	1.30%	4	2.60%	2	1.30%	0	0.00%	42	27.10%
North Central FRC	368	100.00%	269	73.10%	0	0.00%	0	0.00%	2	0.54%	1	0.27%	26	7.09%
North Coastal FRC	376	100.00%	265	70.48%	0	0.00%	0	0.00%	1	0.27%	0	0.00%	32	8.51%
North Island FRC	251	100.00%	202	80.48%	1	0.40%	1	0.40%	2	0.80%	1	0.40%	44	17.53%
National City FRC	392	100.00%	298	76.02%	1	0.26%	1	0.26%	2	0.51%	1	0.26%	43	11.00%
Chula Vista FRC	274	100.00%	190	69.34%	1	0.36%	4	1.46%	1	0.36%	3	1.09%	60	21.90%
HCSB	7	100.00%	5	71.43%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	28.57%
Other	2	100.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
SD County	1,831	100.00%	1,358	74.17%	10	0.55%	18	0.98%	18	1.04%	13	0.71%	413	22.56%

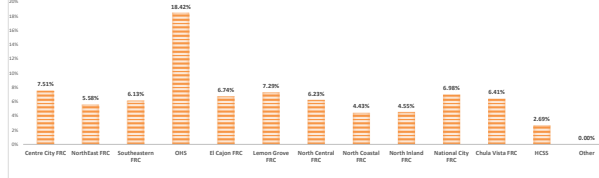
CALWORKS 30 DAYS CHURN BY FRC (%)



May 2025 CalFresh Churn Report

	Total CF App Received	Total CF App Received(%)	Initial App	Initial App(%)	Application Received benefits-previous 30 days	Application Received benefits-previous 30 days(%)	Application Received benefits-previous 60 days	Application Received benefits-previous 60 days(%)	Application Received benefits-previous 90 days	Application Received benefits-previous 90 days(%)	Application Received benefits-previous 120 days	Application Received benefits-previous 120 days(%)	Application Received benefits-previous over 120 days	Application Received benefits-previous over 120 days(%)
Centre City FRC	1,517	100.00%	758	50.04%	114	7.51%	89	5.86%	54	3.58%	46	3.03%	489	32.26%
NorthEast FRC	1,583	100.00%	941	59.48%	86	5.43%	61	3.85%	75	4.73%	30	1.90%	385	24.32%
Southwestern FRC	1,324	100.00%	837	63.29%	89	6.73%	59	4.46%	47	3.55%	47	3.55%	434	32.81%
QHS	38	100.00%	9	23.68%	7	18.42%	1	2.63%	2	5.26%	1	2.63%	18	47.37%
El Capon FRC	1,708	100.00%	868	50.82%	116	6.79%	74	4.33%	60	3.49%	46	2.69%	572	33.50%
Lemon Grove FRC	1,154	100.00%	593	51.40%	84	7.28%	54	4.68%	33	2.86%	36	3.12%	367	31.80%
North Central FRC	2,508	100.00%	1,593	63.56%	137	5.47%	80	3.19%	60	2.39%	64	2.55%	509	20.30%
North Coastal FRC	1,850	100.00%	1,013	54.75%	81	4.43%	58	3.19%	40	2.16%	59	3.22%	589	31.90%
North Island FRC	2,200	100.00%	1,272	58.28%	106	4.82%	89	4.05%	65	2.95%	66	3.00%	625	28.41%
National City FRC	980	100.00%	478	48.78%	87	8.88%	38	3.79%	21	2.15%	26	2.65%	328	33.47%
Chula Vista FRC	2,248	100.00%	1,159	51.56%	144	6.41%	104	4.63%	70	3.11%	55	2.45%	722	32.12%
HCSB	251	100.00%	109	43.43%	8	3.19%	7	2.72%	3	1.19%	2	0.79%	71	28.29%
Other	8	100.00%	2	25.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
SD County	16,566	100.00%	8,805	53.19%	1,091	6.54%	674	4.07%	485	2.93%	447	2.70%	6,154	37.14%

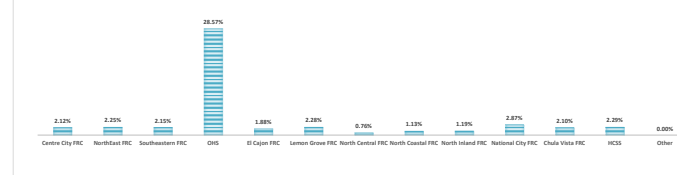
CALFRESH 30 DAYS CHURN BY FRC (%)



May 2025 Medi-Cal Churn Report

	Total MC App Received	Total MC App Received(%)	Initial App	Initial App(%)	Application Received benefits-previous 30 days	Application Received benefits-previous 30 days(%)	Application Received benefits-previous 60 days	Application Received benefits-previous 60 days(%)	Application Received benefits-previous 90 days	Application Received benefits-previous 90 days(%)	Application Received benefits-previous 120 days	Application Received benefits-previous 120 days(%)	Application Received benefits-previous over 120 days	Application Received benefits-previous over 120 days(%)
Centre City FRC	708	100.00%	323	45.62%	15	2.12%	9	1.27%	12	1.69%	11	1.56%	143	20.20%
NorthEast FRC	888	100.00%	479	53.94%	15	1.68%	6	0.68%	9	1.01%	35	3.94%	138	15.55%
Southwestern FRC	1,022	100.00%	508	49.69%	32	3.13%	17	1.66%	16	1.57%	30	2.93%	226	22.11%
QHS	14	100.00%	6	42.86%	4	28.57%	0	0.00%	0	0.00%	0	0.00%	4	28.57%
El Capon FRC	1,119	100.00%	700	62.55%	21	1.88%	17	1.52%	14	1.25%	22	1.97%	248	22.16%
Lemon Grove FRC	747	100.00%	426	57.03%	17	2.29%	13	1.74%	13	1.74%	18	2.41%	181	24.23%
North Central FRC	1,574	100.00%	1,186	75.42%	12	0.76%	13	0.83%	32	2.03%	39	2.48%	308	19.57%
North Coastal FRC	1,585	100.00%	1,181	74.58%	18	1.13%	20	1.26%	13	0.82%	34	2.15%	384	24.23%
North Island FRC	1,859	100.00%	1,312	70.60%	22	1.19%	24	1.29%	30	1.62%	49	2.64%	419	22.58%
National City FRC	731	100.00%	487	66.62%	21	2.87%	9	1.23%	16	2.19%	16	2.19%	186	25.45%
Chula Vista FRC	1,490	100.00%	1,038	69.33%	30	2.01%	18	1.21%	20	1.34%	20	1.34%	207	13.89%
HCSB	872	100.00%	674	77.29%	20	2.29%	10	1.15%	8	0.92%	10	1.15%	150	17.20%
Other	14	100.00%	5	35.71%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
SD County	12,387	100.00%	8,546	72.22%	217	1.75%	161	1.30%	178	1.44%	274	2.21%	2,611	21.08%

MEDI-CAL 30 DAYS CHURN BY FRC (%)





ELIGIBILITY SERVICES BY THE NUMBERS...

June 2025 (Data Month: May 2025)

PARTICIPANTS

- **CalFresh:** 404,125 recipients, up 1.45% from last year.
 - 129,082 child recipients (0-18), down 1.12% from last year.
 - 99,709 senior recipients (60+), up 3.55% from last year.
- **CalWORKs:** 53,122 recipients, up 3.45% from last year.
 - 38,857 child recipients (0-18), up 4.85% from last year.
 - Welfare-to-Work: 13,365 participants, down 4.50% from last year.
- **CMS:** 11 CMS recipients, up 22.22% from last year.
- **General Relief:** 5,670 recipients, up 4.25% from last year.
- **Medi-Cal:** 885,847 recipients, down 8.82% from last year.
 - 297,710 child recipients (0-18), down 8.01% from last year.
 - 20,448 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (May 2024 – May 2025)
			Previous Month	Previous Year	
CalFresh	242,832	404,125	-0.08%	1.45%	551,410
CalWORKs	18,703	53,122	0.31%	3.45%	73,492
CMS	11	11	37.50%	22.22%	42
General Relief	5,654	5,670	0.37%	4.25%	16,890
Medi-Cal	517,633	885,847	-0.11%	-8.82%	1,118,749
Total	784,833	1,348,775	-0.08%	-5.46%	1,230,301**

*Recipients include 353,446 under ACA Medicaid Coverage Expansion (MCE).

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

PROCESSING

Applications Registered		
Program	May 2025	FYTD
CalFresh	17,354	223,421
CalWORKs	2,176	27,977
CMS	29	326
General Relief	3,714	42,257
Medi-Cal	14,251	169,578
Total	37,524	463,559

Renewals Generated		
Program	May 2025	FYTD
CalFresh	12,925	141,592
CalWORKs	1,148	16,316
CMS	2	29
General Relief	161	1,696
Medi-Cal	47,073	481,645
Total	61,309	641,278

Periodic Reports Generated		
Program	May 2025	FYTD
CalFresh	14,615	167,928
CalWORKs	1,741	17,119
General Relief	0	0
Medi-Cal	36	656
Total	16,392	185,703

Documents Imaged	
May 2025	FYTD
415,538	4,589,286

Tasks Created	
May 2025	FYTD
315,721	4,719,424

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	May 2024	May 2025	Change	FYTD
Total Calls	195,450	154,542	-40,908	2,291,348
Abandoned	1,799	769	-1,030	36,015
Average Wait Time	0:26	0:14	-0:12	0:41

Community Based Organization (CBO)				
Month	May 2024	May 2025	Change	FYTD
Total Calls	6,814	6,253	-561	72,442
Abandoned	82	30	-52	813
Average Wait Time	1:16	0:34	-0:42	1:09

Emails Received	
May 2025	FYTD
2,863	28,532

FAMILY RESOURCE CENTER VISITS

Month	May 2024	May 2025	Change	FYTD
Total Tickets Issued	50,447	44,456	-13%	536,424
Average Wait Time (min.)	(*)	(*)	N/A	

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

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

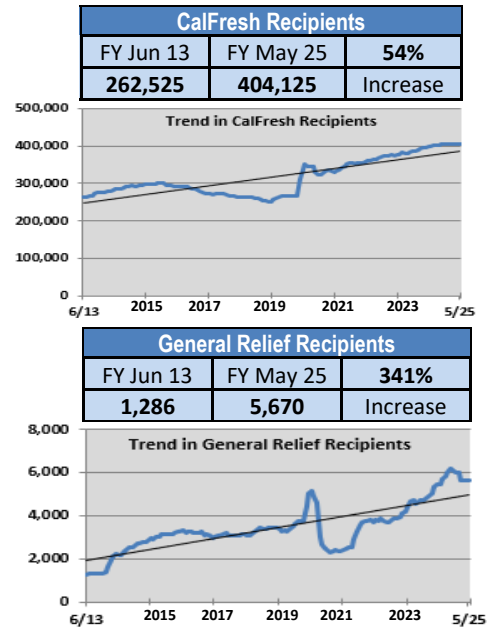
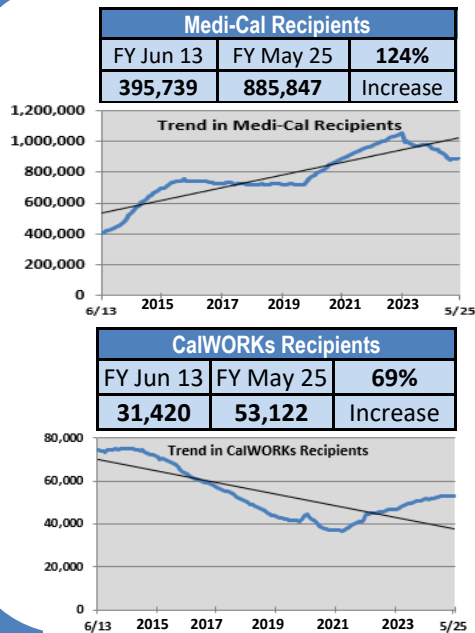
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 18 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 95%
- Annual Renewal Timeliness = 91%

CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 16 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Day
- Semi-Annual Reporting Timeliness = 98%
- Annual Renewal Timeliness = 88%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 22 Days
- Annual Renewal Timeliness = 97%



Office of Military and Veterans Affairs (OMVA) Data Tracker

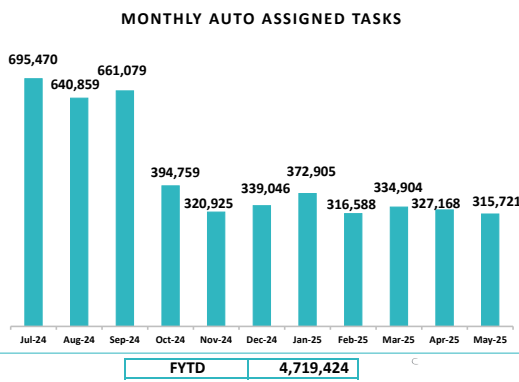
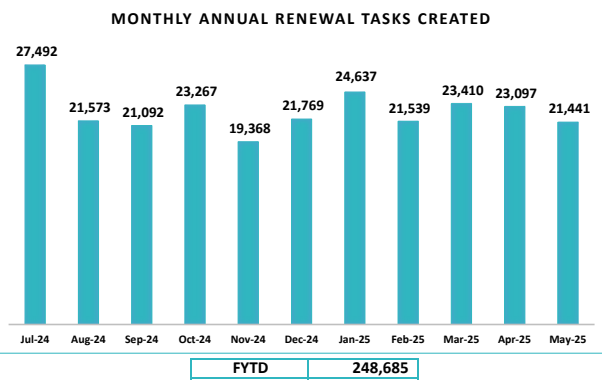
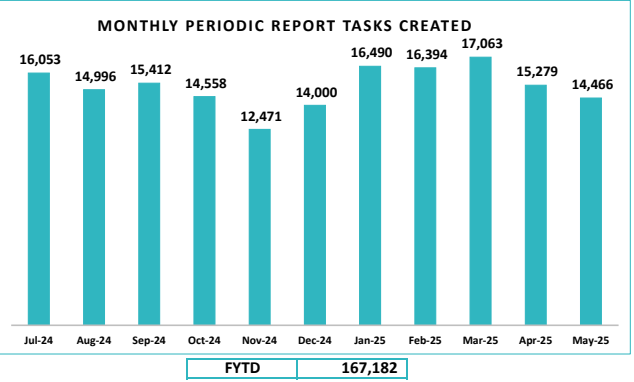
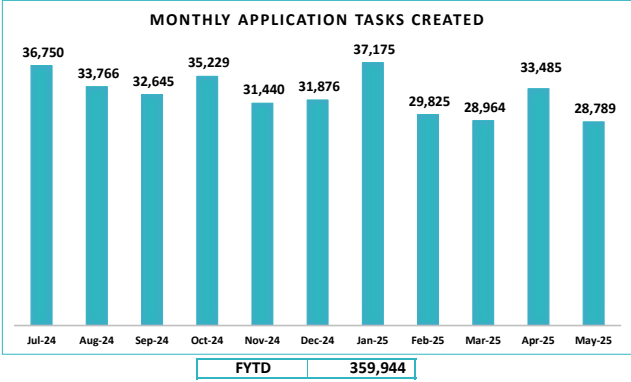
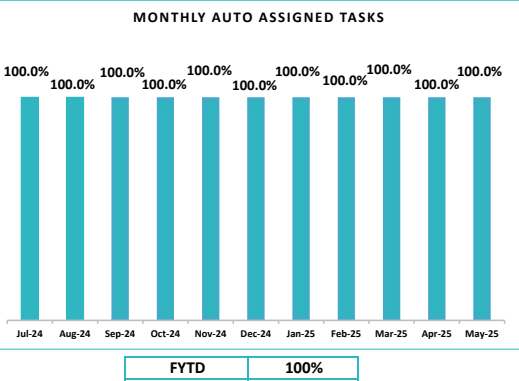
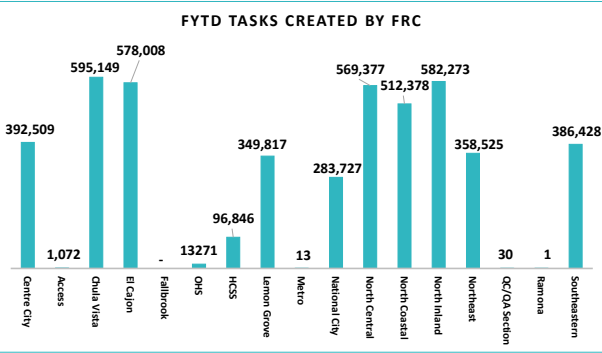
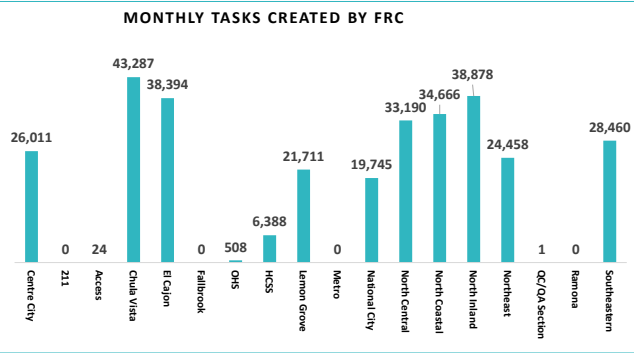
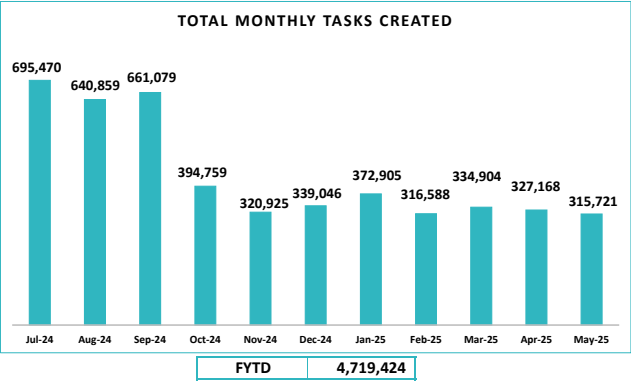
OMVA Service Delivery	May 2025	FYTD
Calls Received	3,321	39,092
Calls Received- Average Wait Times	1:00	2:05
In-Person Customer Visits	2,469	21,977
Driver's License Applications	5	95
License Plate Applications	332	3,267
College Fee Waiver Applications	1055	6,105
VA Claim Appointments Made	450	5,909
VA Claim Appointments Wait Time (Business Days)	13	12
Community Events	2	37
Contacts Made at Community Events	88	1,280

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

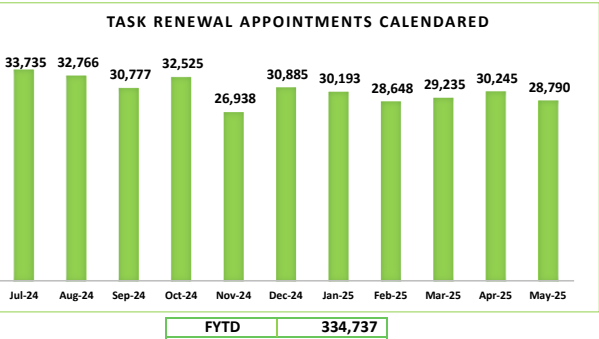
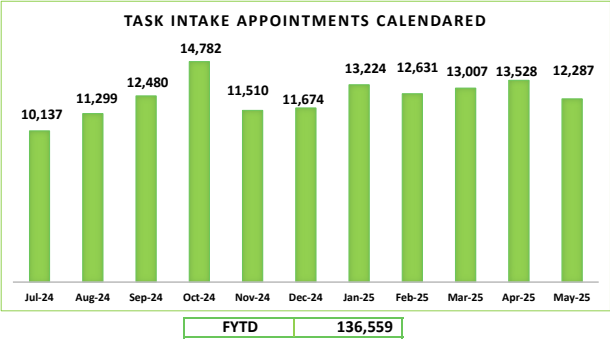
San Diego County

Data Month : May 2025

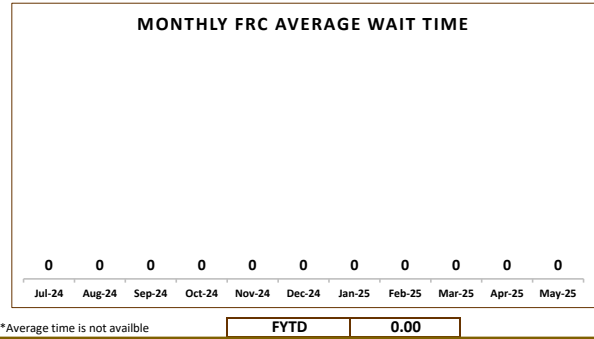
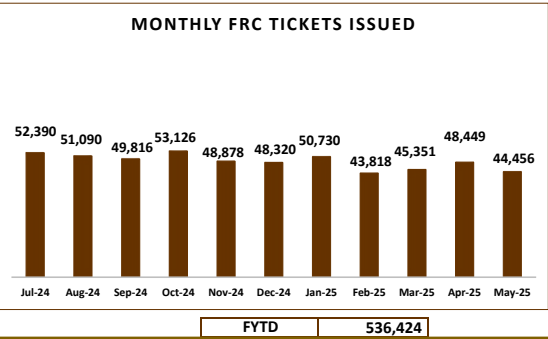
CalSAWS Tasks Created



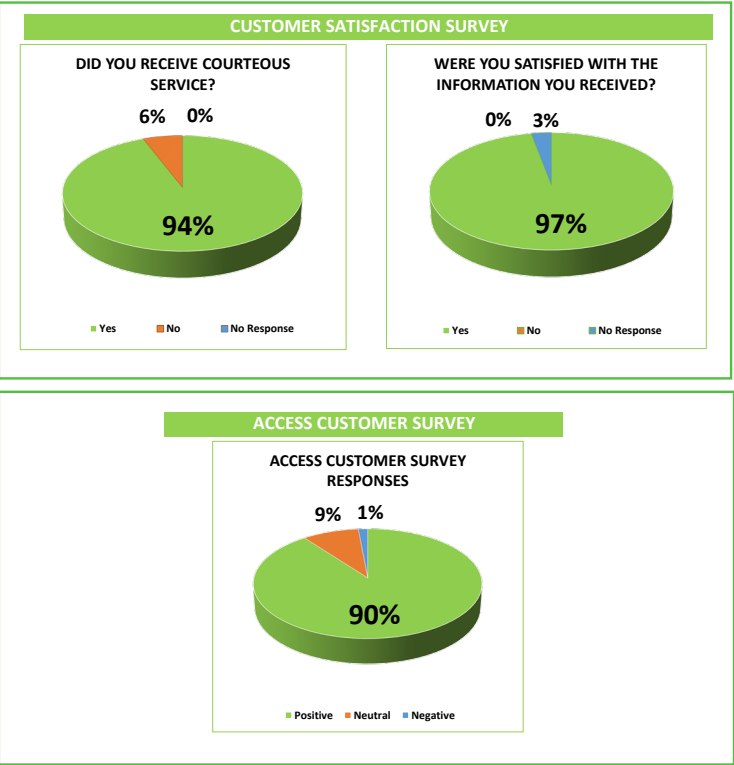
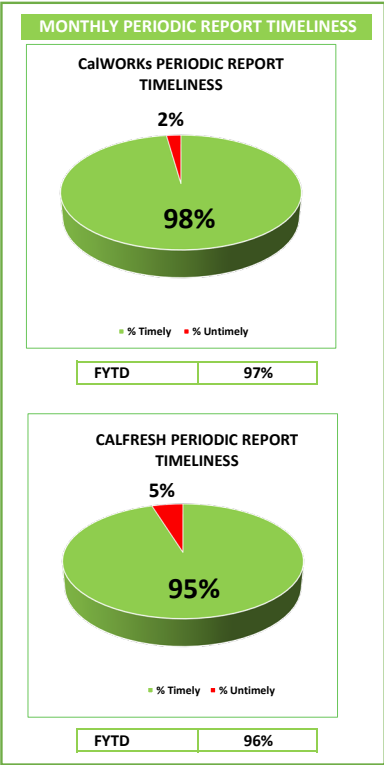
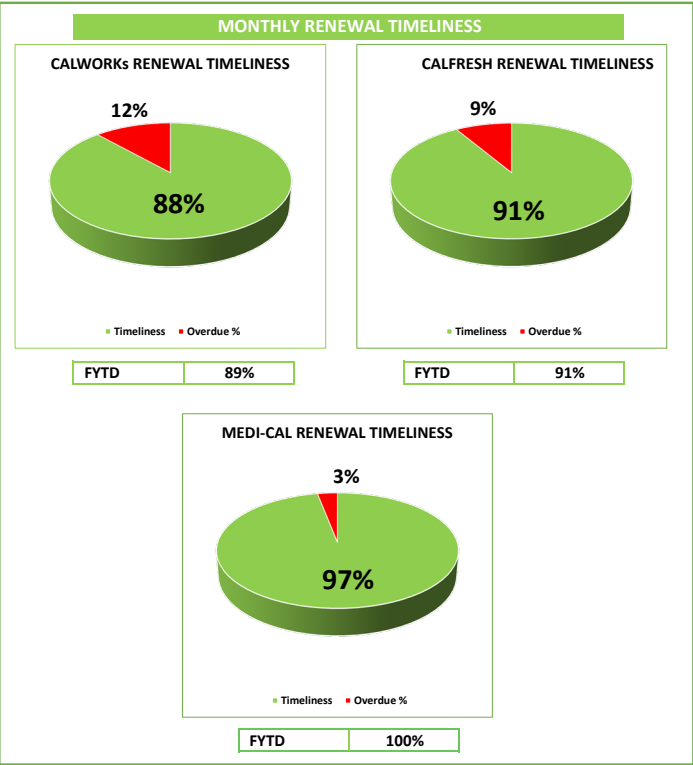
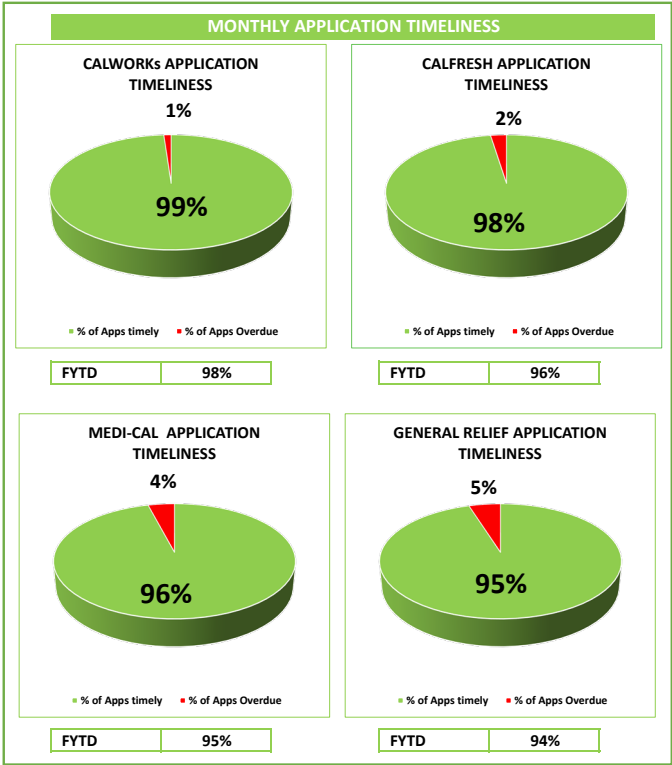
MONTHLY CALSAWS CALENDARED APPOINTMENTS



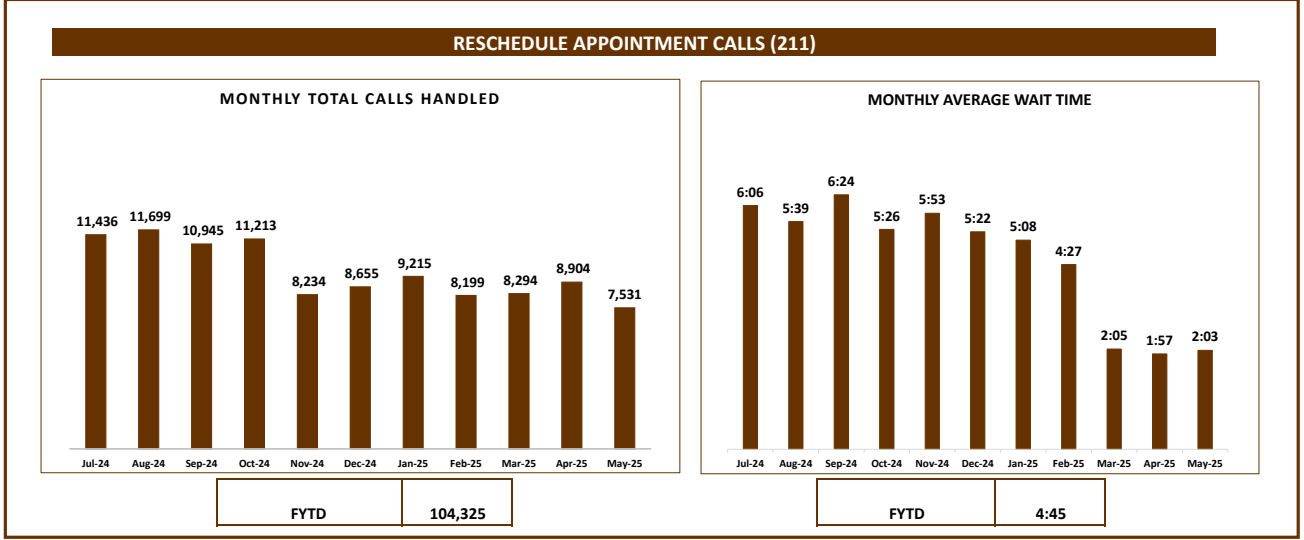
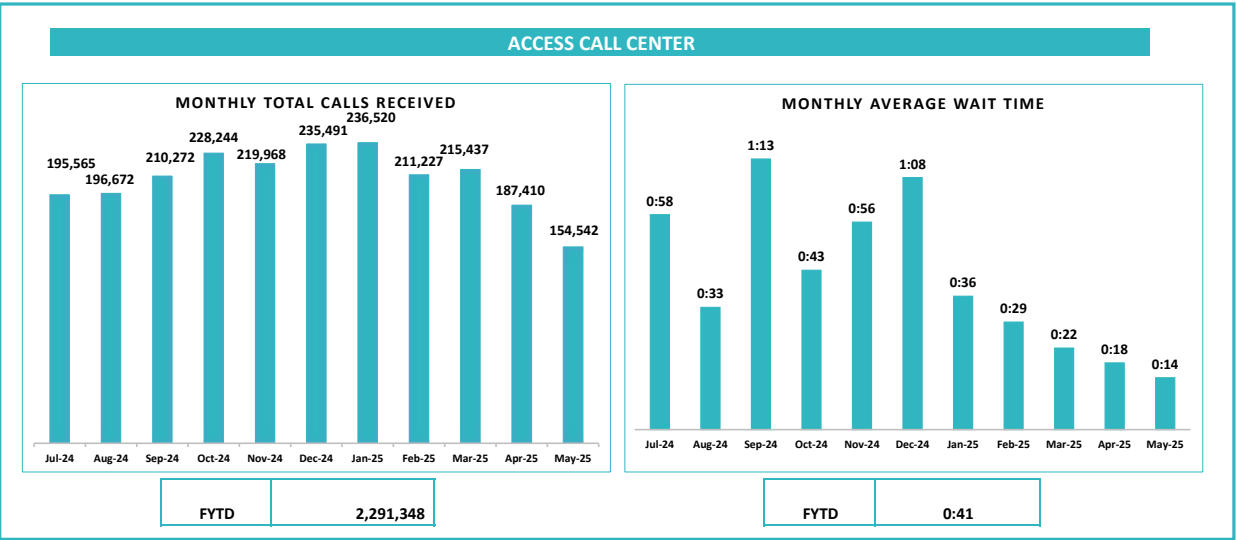
LOBBY MANAGEMENT



CASE PROCESSING PERFORMANCE (CALSAWS)



ACCESS CALL CENTER





54

FaithWORKS Application Referrals by Application Status				CIR Referrals	
App	App	App	App		
1	Adventist Community Services	101	101	101	101
2	Adventist Community Services	102	102	102	102
3	Adventist Community Services	103	103	103	103
4	Adventist Community Services	104	104	104	104
5	Adventist Community Services	105	105	105	105
6	Adventist Community Services	106	106	106	106
7	Adventist Community Services	107	107	107	107
8	Adventist Community Services	108	108	108	108
9	Adventist Community Services	109	109	109	109
10	Adventist Community Services	110	110	110	110
11	Adventist Community Services	111	111	111	111
12	Adventist Community Services	112	112	112	112
13	Adventist Community Services	113	113	113	113
14	Adventist Community Services	114	114	114	114
15	Adventist Community Services	115	115	115	115
16	Adventist Community Services	116	116	116	116
17	Adventist Community Services	117	117	117	117
18	Adventist Community Services	118	118	118	118
19	Adventist Community Services	119	119	119	119
20	Adventist Community Services	120	120	120	120
21	Adventist Community Services	121	121	121	121
22	Adventist Community Services	122	122	122	122
23	Adventist Community Services	123	123	123	123
24	Adventist Community Services	124	124	124	124
25	Adventist Community Services	125	125	125	125
26	Adventist Community Services	126	126	126	126
27	Adventist Community Services	127	127	127	127
28	Adventist Community Services	128	128	128	128
29	Adventist Community Services	129	129	129	129
30	Adventist Community Services	130	130	130	130
31	Adventist Community Services	131	131	131	131
32	Adventist Community Services	132	132	132	132
33	Adventist Community Services	133	133	133	133
34	Adventist Community Services	134	134	134	134
35	Adventist Community Services	135	135	135	135
36	Adventist Community Services	136	136	136	136
37	Adventist Community Services	137	137	137	137
38	Adventist Community Services	138	138	138	138
39	Adventist Community Services	139	139	139	139
40	Adventist Community Services	140	140	140	140
41	Adventist Community Services	141	141	141	141
42	Adventist Community Services	142	142	142	142
43	Adventist Community Services	143	143	143	143
44	Adventist Community Services	144	144	144	144
45	Adventist Community Services	145	145	145	145
46	Adventist Community Services	146	146	146	146
47	Adventist Community Services	147	147	147	147
48	Adventist Community Services	148	148	148	148
49	Adventist Community Services	149	149	149	149
50	Adventist Community Services	150	150	150	150
51	Adventist Community Services	151	151	151	151
52	Adventist Community Services	152	152	152	152
53	Adventist Community Services	153	153	153	153
54	Adventist Community Services	154	154	154	154
55	Adventist Community Services	155	155	155	155
56	Adventist Community Services	156	156	156	156
57	Adventist Community Services	157	157	157	157
58	Adventist Community Services	158	158	158	158
59	Adventist Community Services	159	159	159	159
60	Adventist Community Services	160	160	160	160
61	Adventist Community Services	161	161	161	161
62	Adventist Community Services	162	162	162	162
63	Adventist Community Services	163	163	163	163
64	Adventist Community Services	164	164	164	164
65	Adventist Community Services	165	165	165	165
66	Adventist Community Services	166	166	166	166
67	Adventist Community Services	167	167	167	167
68	Adventist Community Services	168	168	168	168
69	Adventist Community Services	169	169	169	169
70	Adventist Community Services	170	170	170	170
71	Adventist Community Services	171	171	171	171
72	Adventist Community Services	172	172	172	172

GR Referrals

Months	Count of Case Number
Jun-23	7,139
Jul-23	2,363
Aug-23	9,777
Sep-23	7,980
Oct-23	9,080
Nov-23	9,111
Dec-23	6,844
Jan-24	5,468
Feb-24	7,302
Mar-24	7,685
Apr-24	7,891
May-24	10,751
Jun-24	8,227
Jul-24	8,256
Aug-24	12,801
Sep-24	10,413
Oct-24	10,208
Nov-24	14,334
Dec-24	21,958
Jan-25	7,581
Feb-25	7,524
Mar-25	10,051
Apr-25	9,564
Grand Total	212,308

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

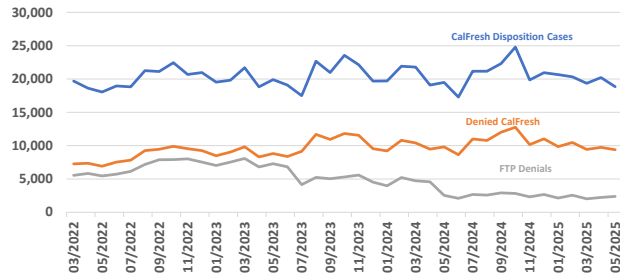
1. No Eligible Mem
2. Failed to Complete Redetermination
3. Inter-County Transfer
4. Failed MAGI



**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%

CalFresh Dispositions and Denials





Monthly Medi-Cal Renewal Report
FY 2024-2025

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

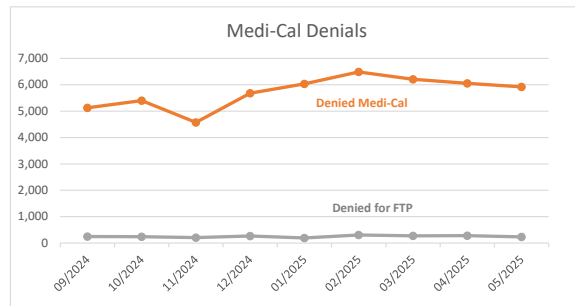
			Data as of 1/31				Data as of 2/28				Data as of 3/31				Data as of 4/30				Data as of 5/31					
Medi-Cal Renewals	Jan-25	%	Jan-25	%	Feb-25	%	Feb-25	%	Mar-25	%	Mar-25	%	Apr-25	%	Apr-25	%	May-25	%	May-25	%	Jun-25	%	Jun-25	%
Total Medi-Cal Renewals Due	52,523	100%	52,523	100%	47,657	100%	47,657	100%	50,769	100%	50,769	100%	47,418	100%	47,418	100%	47,073	100%	47,073	100%	44,166	100%	44,166	100%
Total Medi-Cal Renewals Auto Renewed	22,623	43%	22,623	43%	23,917	50%	23,917	50%	26,154	52%	26,154	52%	23,884	50%	23,884	50%	23,928	51%	23,928	51%	21,604	49%	21,604	49%
Total Medi-Cal Renewals Renewed via Combo Case*	19,460	37%	26,655	51%	12,022	25%	19,500	41%	13,276	26%	21,046	41%	12,853	27%	20,573	43%	13,581	29%	20,343	43%	13,567	31%	15,128	34%
Total Medi-Cal Renewal Packets Mailed	10,085	19%	10,085	19%	10,665	22%	10,665	22%	11,156	22%	11,156	22%	10,516	22%	10,516	22%	9,439	20%	9,439	20%	8,841	20%	8,841	20%
Packets Received, Not Yet Processed	289	1%	1,704	3%	309	1%	1,928	4%	434	1%	1,794	4%	289	1%	1,476	3%	248	1%	1,433	3%	534	1%	2,044	5%
Total Medi-Cal Renewals Completed	42,083	80%	49,278	94%	35,939	75%	43,417	91%	39,430	78%	47,200	93%	36,737	77%	44,457	94%	37,509	80%	44,271	94%	35,171	80%	36,732	83%
Total Medi-Cal Renewals Pending Receipt	10,151	19%	1,541	3%	11,409	24%	2,312	5%	10,905	21%	1,775	3%	10,392	22%	1,485	3%	9,316	20%	1,369	3%	8,461	19%	5,390	12%

Medi-Cal Renewals	Jul-25	%
Total Medi-Cal Renewals Due	41,907	100%
Total Medi-Cal Renewals Auto Renewed	8,851	21%
Total Medi-Cal Renewals Renewed via Combo Case*	8,978	21%
Total Medi-Cal Renewal Packets Mailed	23,752	57%
Packets Received, Not Yet Processed	431	1%
Total Medi-Cal Renewals Completed	17,829	43%
Total Medi-Cal Renewals Pending Receipt	23,647	56%

Source: Daily RRR Status Report
*Combo: Medi-Cal With Active CF/GR/CW
Report Date: 06/03/2025

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

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





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%

