



ELIGIBILITY SERVICES BY THE NUMBERS...

September 2024 (Data Month: August 2024)

PARTICIPANTS

- **CalFresh:** 402,020 recipients, up 5.93% from last year.
 - 131,977 child recipients (0-18), up 3.78% from last year.
 - 97,376 senior recipients (60+), up 9.28% from last year.
- **CalWORKs:** 51,591 recipients, up 8.33% from last year.
 - 37,572 child recipients (0-18), up 10.06% from last year.
 - Welfare-to-Work: 13,425 participants, up 0.23% from last year.
- **CMS:** 9 CMS recipients, down 10.00% from last year.
- **General Relief:** 5,829 recipients, up 23.39% from last year.
- **Medi-Cal:** 948,185 recipients, down 5.15% from last year.
 - 316,524 child recipients (0-18), down 3.43% from last year.
 - 19,023 Medi-Cal Expansion Over 50 Years.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (August 2023– August 2024)
			Previous Month	Previous Year	
CalFresh	238,017	402,020	0.25%	5.93%	543,302
CalWORKs	18,125	51,591	0.71%	8.33%	71,394
CMS	9	9	-18.18%	-10.00%	47
General Relief	5,812	5,829	1.96%	23.39%	15,420
Medi-Cal	544,567	948,185	-0.45%	-5.15%	1,147,005
Total	806,530	1,407,634	-0.20%	-1.67%	1,255,390**

*Recipients include 363,468 under ACA Medicaid Coverage Expansion.

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

PROCESSING

Applications Registered		
Program	August 2024	FYTD
CalFresh	22,533	43,293
CalWORKs	3,017	5,861
CMS	32	63
General Relief	4,078	8,086
Medi-Cal	15,160	30,069
Total	44,820	87,372

Renewals Generated		
Program	August 2024	FYTD
CalFresh	13,234	25,893
CalWORKs	1,513	3,044
CMS	5	7
General Relief	133	251
Medi-Cal	33,538	66,570
Total	48,423	95,765

Periodic Reports Generated		
Program	August 2024	FYTD
CalFresh	14,960	29,872
CalWORKs	1,497	2,886
General Relief	0	0
Medi-Cal	55	107
Total	16,512	32,865

Documents Imaged	
August 2024	FYTD
376,557	724,171

Tasks Created	
August 2024	FYTD
640,859	1,336,329

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	August 2023	August 2024	Change	FYTD
Total Calls	277,662	196,672	-80,990	392,237
Abandoned	46,476	2,239	-44,237	6,087
Average Wait Time	10:37	0:33	-10:04	0:46

Community Based Organization (CBO)				
Month	August 2023	August 2024	Change	FYTD
Total Calls	6,806	7,002	196	14,117
Abandoned	283	106	-177	248
Average Wait Time	5:46	1:31	-4:15	1:39

Emails Received	
August 2024	FYTD
2,987	5,572

FAMILY RESOURCE CENTER VISITS

Month	August 2023	August 2024	Change	FYTD
Total Tickets Issued	51,801	51,090	-1%	103,480
Average Wait Time (min.)	(*-)	(*-)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for August 2024

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

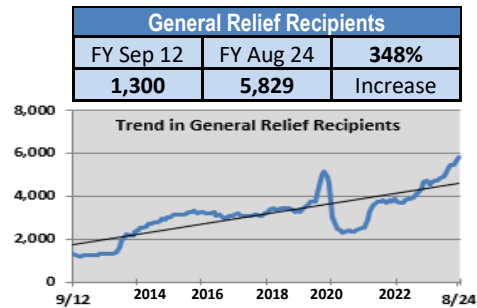
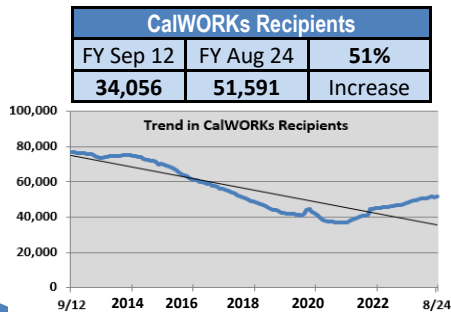
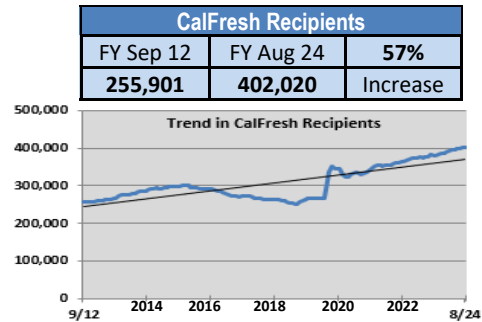
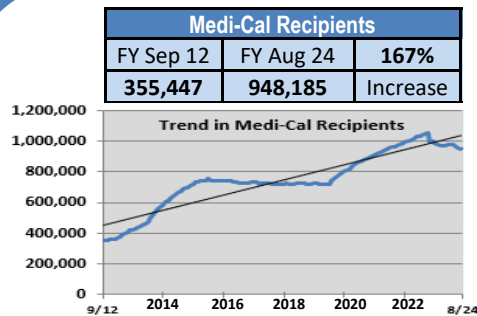
- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 19 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 96%
- Annual Renewal Timeliness = 90%

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 = 98%
- Annual Renewal Timeliness = 89%

Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 21 Days
- Annual Renewal Timeliness = 93%



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

OMVA Service Delivery	August 2024	FYTD
Calls Received	6,372	11,907
Calls Received– Average Wait Times	5:04	4:00
In-Person Customer Visits	3,108	6,204
Driver's License Applications	9	20
License Plate Applications	288	610
College Fee Waiver Applications	1257	2,890
VA Claim Appointments Made	687	1,396
VA Claim Appointments Wait Time (Days)	10	12
Community Events	7	9
Contacts Made at Community Events	143	175

* New data metrics as of 10/2023